



Process Improvement Steering Committee

February 26, 2014, 4:00 p.m.

Building 1, Conference Room 350

1. Purpose of Meeting

The committee shall serve in an advisory capacity to City Council. The function of the committee will be to work in harmony with City Council and City management to identify problems and barriers that may have negative impact on City operations, efficiency and effectiveness and facilitate solutions.

2. Attendees

<i>Name</i>		<i>Name</i>	
Tuck Bowie - Chair	X	Bob Scott	X
Tanya Arney	X		X
Dave Browning	X	GUESTS:	X
Bob Dyer	X	Ross Brockwell	X
Tom Etter	X	Preston Midgett	X
David Grochmal	X	Bobby Melatti	X
		Jeff Smith	X
Pattie Phillips - Staff	X	Steve Renz	X
Mary Hancock - Staff	X	Usa Renz	X
		Sandi Thompson (Recorder)	X

3. Meeting Notes, Decisions, Issues

1. Welcome and Call to Order
2. Introduction of Guests – **Mr. Bowie asked that everyone introduce themselves.**
3. Old Business
 - a. Approval of minutes from November 20, 2013 - **Approved**
 - b. Project 2013 - **Deferred**
 - c. Creation of a Process Improvement department or facilitator with the City - **Deferred**
 - d. Consultation to a group or department to assist them with process improvement - **Deferred**
4. New Business
 - a. Elect Chair and Vice Chair for new year – **Deferred**
 - b. City’s digital identity – **Deferred**
 - c. One Vision - **Deferred**
 - d. Tom Etter’s Survey – **Mr. Etter presented the survey and noted he had taken everyone’s suggestions into consideration. He asked if there were any other concerns with it. Mr. Grochmal advised, for clarification, it might be good to rearrange some of the questions and revise #7. Mr. Etter will make the changes.**

Mr. Bowie commended Mr. Etter for his work on this and asked that the revised survey be forwarded to Councilman Dyer for him to present to the City Manager for



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his take on whether or not this would be a helpful tool for identifying issues within city departments.

Mr. Dyer hopes to accomplish this within the next week or so. Mr. Bowie asked him to advise the committee by email how it was received.

e. Goals for 2014 –

Mr. Grochmal identified:

(1) Exploration of Wi-Fi capability within all City buildings

Mr. Bowie asked Catheryn Whitesell to contact COMIT and find out the status of this project

(2) In an effort to look to the future he also suggested exploration of microprocessors that might be incorporated into new buildings, bridges, sewer pipes and other applications that can monitor their status and warn of trouble.

Mr. Bowie hopes this group will continue to be forward thinking as well as look at processes that need updating now.

f. Civic Engagement discussion– Councilman Dyer advised that he and Councilman Wood have been appointed by City Council as liaisons to citizens for the Arena Project. This is the type of project where civic engagement is so important. Mary Hancock stated they put together, rather quickly, a Town Hall meeting during the last round and they will have others to get input from citizens as well as have something on the website where people can weigh in with their opinions. Last time that got really good feedback – both critical and positive and they will move forward with those thoughts in mind.

Mr. Dyer stated the goal is to hold pre-emptive meetings prior to the financials coming out with both applicants to present their proposals and answer questions about expectations for staff, access, parking etc. There will be a full media blitz to get the word out.

g. Barrier to Business – Councilman Dyer floated the idea of forming a “Blue Ribbon” Committee to bring together disparate groups that are already talking about ways to bring small businesses to the area and help them get up and running. Regent Business School could be a part of the solution. He would like to see strip malls energized by new small businesses.

Steve Renz of Ecologistics Solutions spoke to his company’s efforts to help small businesses bid and secure government contracts.



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Jeff Smith of Economic Development noted they also have a free program to help generate small business and help them through the process.

In reply to Councilman Dyer, Mr. Bowie questioned whether the PISC is the right group to take the lead on this without stepping on toes in the private sector as there are so many groups working on it. He feels it needs more consideration.

Councilman Dyer stated the reason he brought it forward was because someone from Virginia Beach Visions came to him about it. The Minority Business Council is also concerned with barriers to minority business, but agreed this should be vetted more thoroughly. Mr. Bowie is not comfortable with appointment of an Ad Hoc Committee at this time, but he will discuss the matter with the Hampton Roads Chamber of Commerce to see what their take on it might be.

Councilman Dyer advised he and Mayor Sessoms had discussed starting a "Research Triangle" type situation to the area encompassing all of our local Universities.

Preston Midgett spoke about his troubles in trying to get a temporary parking lot at the Oceanfront after tearing down some buildings. The process was so burdensome he does not know how someone inexperienced would work through it without some assistance.

Mr. Bowie noted Brad Martin, before becoming a member of City Council, and Bob Scott have been working through the DSC to streamline permit processing and making good headway.

Mr. Etter suggested exploring creating of a Business Incubator perhaps through Regent or another University.

h. Code for America – Deferred

i. New Members – Mr. Bowie addressed the size of the Committee. He feels nine or ten is a good number as anything larger becomes cumbersome. A replacement is needed for Brad Martin, however. He was hoping to get Osmy Torres back, but that is not going to be possible. He noted Doug McLiverty is still on the list and he can't tell that Tom Etter was ever appointed

Councilman Dyer advised Mr. Uhrin had suggested Preston Midgett. By consensus Mr. Midgett was asked to join the Committee. Mr. Dyer will see that he and Tom Etter are appointed at the next formal Council meeting.

Mr. Browning suggested that those visitors attending today might be asked to serve on one of the sub-committees.



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5. Report of Subcommittees

- a. Development Review and Building Permit Process – **Mr. Scott presented a “white paper” report on their findings (attached) which were well received by the committee.**

Chairman Bowie feels this is a great report and asked if Mr. Dyer would take it to the City Manager for his review when he meets with him on Mr. Etter’s survey.

Mr. Grochmal suggested perhaps a Pilot Program might be instituted with volunteer Engineers and Architects to work through the process.

Councilman Dyer complimented Mr. Martin and Mr. Scott on their excellent work and follow-through on this project.

6. Publicity and Public Relations Action Items – **deferred**
6. Announcements – **Next meeting March 26th – 4:00 P.M. Room 350**
7. Adjournment