



# Process Improvement Steering Committee

February 24, 2015, 3:30 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 Present Denoted by X

Name		Name	
Tuck Bowie, Chair	X	<b>COUNCIL LIAISON</b> - Bob Dyer	X
Tanya Arney – Vice Chair			
Carla Bailey			
David Browning			
Bill Brunke	X	<b>Staff</b>	
Tom Etter	X	Catheryn Whitesell, Mgmt. Services	X
Brad Martin	X	Sandi Thompson (Recorder)	X
Preston Midgett	X	Patti Phillips, Finance	
Bob Scott	X	Jeff Smith – Economic Development	X

## 3. Meeting Notes, Decisions, Issues

Welcome and Call to Order.

The minutes of the meeting of January 27, 2016 were approved with the following statement stricken. *The SGA is shifting out of the Planning Department and into its own.*

Barriers to Business Survey – Mr. Etter presented Survey results identifying the top five statistically significant negative comments (attached). These include a tie for the number two position, thus making it a total of six. He would like to use these to come up with recommendations for addressing them.

The SBS will meet on March 9<sup>th</sup> to finalize their recommendations on the top five and forward them to the PISC. Ms. Eagle is conducting interviews with respondents which might be incorporated into the recommendations and to reprioritize after the first five. He welcomed feedback from the PISC on this matter.

Councilman Dyer thanked everyone for the excellent work. He is very pleased that City Council and the administration are increasingly convinced of the credibility of the Committee. He believes they will be tasked with many future projects. In regard to the



## Process Improvement Steering Committee

February 24, 2015, 3:30 p.m.

Building 1, Conference Room 350

---

recommendation process he believes they should be transmitted to Senior Management to see how they would solve the problem prior to forwarding to City Council.

\*After further discussion it was decided to have a final report due within thirty days to be forwarded to the City Manager for his reaction/action.

DSC Discussion – There continues to be frustration with the processes, though some things are better. Mr. Bowie, Mr. Scott, Mr. Martin and Mr. Midgett will meet with Mr. Smith and Mr. Frankenfield on March 17 to discuss this.

Next Meeting – March 30, at 3:30 PM

Adjourned – 4:05 PM

## Virginia Beach Small Business Survey Results

Rank	Statement	Mean
1	The City gives a preference for larger businesses over small businesses.	3.77
2 tie	I am not aware of city services to assist business owners	2.42
2 tie	The city does not encourage business expansion by offering incentives.	2.42
3	VB does not inform/ encourage businesses to use available private sector resources to assist businesses	2.44
4	I looked at other cities in Hampton Roads for my business /found VB did not offer more help in the process	2.49
5	VB does not encourage business expansion by offering education or mentors	2.52
6	The Department of Economic Development is not aware of the impact on existing small business when they offer incentives for competing larger businesses.	2.71
7	I was not able to locate all the information that I needed on the Virginia Beach website.	2.72
8	The level of city administered taxes has inhibited the growth of my business.	3.21
9	Virginia Beach does not outline clear steps for a streamlined process in opening a business in the city.	2.81
10	City departments and inspectors are more interested in penalizing businesses than assisting to achieve compliance.	2.83
11	City employees are helpful and receptive to working with small businesses.	3.02

Positive for VB

Negative for VB

\* 5 = strongly agree, 4 = somewhat agree, 3 = neutral, 2 = somewhat disagree, 1 =strongly disagree