



# Process Improvement Steering Committee

January 27, 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

<i>Name</i>		<i>Name</i>	
Tuck Bowie, Chair			
Tanya Arney – Vice Chair	X	<b>COUNCIL LIAISON</b> - Bob Dyer	X
David Browning			
Bill Brunke		<b>OTHER ATTENDEES</b>	
Tom Etter	X	Taylor Adams, Purchasing Agent	X
Brad Martin	X	Doug Smith, Deputy City Manager	X
Preston Midgett	X	Tony DeSilvestro, Virginia Beach Visions	X
Bob Scott	X		
		<b>Staff</b>	
		Catheryn Whitesell, Mgmt. Services	X
		Sandi Thompson (Recorder)	X
		Patti Phillips, Finance	X
		Jeff Smith – Economic Development	

## 3. Meeting Notes, Decisions, Issues

Welcome and Call to Order by Councilman Dyer.

Development Review and Building Permit Process – Deputy City Manager Smith reported on progress made in this area in the fourth quarter of the year. He believes there has been real cooperation between DSC and their partner departments to streamline the process and that the Thursday meetings are turning out to be very beneficial for all involved. The City Auditor has finished his assessment and provided some positive recommendations. The SGA is shifting out of the Planning Department and into its own. Segueing into the Barriers to Business topic, he noted one of the hardest things to get a handle on is the small independent business. The REAP program is focusing on small business who sell outside the region.

Several members shared their take on how this progress is impacting everyone involved from private developers to the City in a very positive way though there are still issues to work through.



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Barriers to Business Survey – Mr. Etter advised the survey results have been compiled and there is an effort underway to identify and prioritize the statistically significant results. He would like to start identifying the “low hanging fruit” and proceed in order of priority.

Ms. Whitesell showed a PowerPoint overview of the 2015 Citizen Satisfaction Survey which was presented to City Council and suggested using it as a model for reporting the results of the SBS survey to highlight the positives. Future surveys should be conducted to track progress.

Taylor Adams, City Purchasing Agent, was asked to provide information on how he has sought to streamline the bidding process and reach out to make it easier for small and minority businesses to bid and be awarded work with the City. (notes are attached)

Mr. DeSilvestro, advised Virginia Beach Visions is continuing to mentor through its Small Business Task Force. He expressed interest in seeing the Planning Department Survey and also requested some investigation into offering a type of concierge service to help people walk through all the steps needed to obtain a Business License. There is a program in Norfolk that is outstanding. He would also like to see an incentive for the expansion of small businesses through a BPOL tax credit.

Councilman Dyer then lead a broad discussion of PISC’s impact on processes within the City since its inception.

Next Meeting – February 24, at 3:30 PM

Adjourned – 4:55 PM

PRESENTATION BY TAYLOR ADAMS, VIRGINIA BEACH PURCHASING AGENT  
PROCESS IMPROVEMENT COMMITTEE MEETING JANUARY 27, 2016

1. Rebuilding our SWaM Program around Coaching and Mentoring
2. Working to remove any roadblocks for SWaM vendors as it relates to our process.
  - a. Only one quote is now required for purchases between \$1,000 and \$5,000 as long as the department uses a SWaM vendor
  - b. The Procurement Opportunity Council is an internal committee that establishes a process “road map” through our process for SWaM businesses
  - c. The Virginia Beach Contractors’ Institute provides education and assists SWaM businesses in building the tools required to compete for public contracts
    - i. Four sessions have been completed
    - ii. Resulted in first Unit Price Construction Contract to a minority vendor.
    - iii. Four vendors have bid. Two have been successful and a third is being evaluated now.
  - d. Active Sourcing of SWaM vendors – Utilizing statewide contracts we were able to make a \$2.2 million award to a SWaM (minority) contractor.
3. Legislative agenda
  - a. Best values contracting for non-transportation unit price construction contracts between \$500k and \$2million
  - b. Removal of pre-qualification requirements for Bond Waiver Construction projects