



# Process Improvement Steering Committee

October 25, 2017 @ 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	X	<b>COUNCIL LIAISON</b> - Bob Dyer	X
David Browning			
Bill Brunke		<b>Staff</b>	
Larry Dotolo		Sandi Thompson, Deputy City Clerk	X
Tom Etter	X	Taylor Adams, Purchasing Agent	X
Brad Martin	X	Jeffrey Smith, Economic Development	X
Preston Midgett	X		
Bob Scott			
Sabrina Wooten			

## 3. Meeting Notes

### Welcome and Call to Order

The Minutes of the September 27, 2017 meeting were approved as presented.

Jeffrey Smith and Taylor Adams presented a Power Point presentation on steps taken to increase assistance to small business. They assured the Committee that many of the recommendations made by them are being implemented.

As regards assistance to small business, it was noted that as much as two-thirds of Economic Development Investment Program (EDIP) funds go to small businesses with less than fifty employees.

Mr. Martin agreed that many of the PISC recommendations for operational improvements at the DSC have been implemented, but there is still room for more.

Councilman Dyer thinks the department’s Ombudsman could be more of a “fixer”; someone with the power to make decisions when there are small issues that might shut a business down or keep it from opening. Mr. Bowie suggested it might be good to have a conversation about her duties and reach.



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Mr. Etter reviewed several bullet points from the Small Business Subcommittee report (attached) specifically Item 1 regarding the impact on existing small business when a larger national chain is brought in with incentives and Item 4 which discusses the regulatory environment and conflicts between departments.

Mr. Smith advised they have done an impact study. Mr. Martin noted there is a difference between a “lifestyle” type business such as a Wegman’s or other high end shop and a small local business. The impact may be negligible in that case unlike a chain restaurant. Mr. Adams advised Virginia Beach strives to be a city of “yes”, however the challenge is that inspectors and others are human and not every problem is readily solvable to everyone’s satisfaction.

The following suggestions were made:

- DSC should provide a compliance check list up front.
- Incentive program, similar to Norfolk’s, to give preference to Virginia Beach companies
- Small business incubators in conjunction with higher education partners
- One stop process for licensing, BPOL – online procurement site

Mr. Midgett stated Atlantic Avenue businesses would like to upgrade their storefronts. They are studying how to accomplish this.

The Committee decided to cancel all remaining meetings for 2017. The next meeting will be **January 31, 2018.**

The meeting adjourned at 4:45 PM