



Process Improvement Steering Committee

May 29, 2019 at 3:30PM
Building 1, Conference Room #350
Virginia Beach, VA, 23456

- Present:** Taylor Adams, Richard Tuck Bowie, Bill Brunke, Larry Dotolo, Thomas Etter, Brad Martin, Preston Midget, Jeff Smith
- Guests:** Kaitlen Alcock (Planning Department's Development Liaison Coordinator), Bobby Tajan (Planning Department Director), Eddie Chaplin (VB City Developer), Bob Kellam (VB City Consultant)
- Absent:** Jessica Abbott, David Browning, Bob Dyer, Neva White, Sabrina Wooten
- Call to Order:** 3:30pm by Richard Tuck Bowie
- Adjourned:** 4:56pm by Richard Tuck Bowie

MINUTES

1. Welcome and Call to Order

Tuck Bowie called meeting to order at 3:30pm.

2. Approval of April 24, 2019 Meeting Minutes

Larry Dotolo motioned to approve April's Meeting Minutes. Bill Brunke seconded. Motion unanimously approved.

3. Old Business

a. Subcommittee to create standards for Food Trucks (Update)

No update in Jessica's absence.

b. Subcommittee to review appointee process for Boards, Commissions, and Committees (On Hold)

c. Development Review Process – Planning Director, Bobby Tajan, to attend

Tuck Bowie gave Bobby Tajan some background information on the Development Review Process White Paper (located on the PISC vbgov website) and all the Planning Department staff that has come and gone since that White Paper was given to the Planning Department. Tuck explained that the intent of Bobby's presence at this meeting is to make introductions and for PISC to hear Bobby's vision for the Planning Department's future. PISC would like to continue to work with Bobby and the Planning Department to help make improvements as the Department sees necessary.



Bobby Tajan introduced himself and the Planning Department's Development Liaison Coordinator, Kaitlen Alcock. He gave an overview of his experience in the Planning Department in Virginia Beach and in Norfolk. As the previous Zoning Administrator in Norfolk, he would like to clear up some of the regulations and expectations in Virginia Beach's Planning Department to make the development review process more clear for customers and staff. He would like to continue with the direction that City Council has given on stormwater regulations and recurrent flooding which will require the Department to meet new standards as well as trying to make the processes easier for the developers to get through. Right now, he is compiling all this new information along with information being conducted by citizen surveys and updating the City's Comprehensive Plan. Bobby states he is looking forward to working together with PISC starting with this White Paper.

Tuck thanked Bobby for the information and for his willingness to work with PISC. He asks, when the time is appropriate, for Bobby to reach back out to PISC so the group can spend some time with him reviewing the White Paper and discussing how to move forward.

Brad Martin confirmed that PISC is here to help, if there is research that needs to be done before processes are put into place or before anything new is implemented, PISC can assist. He asks Bobby Tajan what he sees as his biggest hurdles that he will have to overcome in this new Director position.

Bobby states that his biggest hurdle will be the time he needs to "re-write the rule book". Codes and regulations have changed so the Planning Department's rules need to change with them. There are a lot of changes being made in different Departments as well, Public Works for example, that affect the development review processes. The Planning Department is working on catching all these changes and putting them together in a productive way that is easy to understand.

Tom Etter asks if Bobby and his managers are aware of and in support of the STiR Office's Process Improvement Academy initiative. Bobby states that he is not aware of this initiative. He also says the Planning Department will be hiring an outside process improvement consultant in the fall. Taryn will share this information with Neva White and ask that she reach out to Bobby to share some of the process improvement workshops that the STiR department has to offer.

Tuck closes the conversation by thanking Bobby & Kaitlyn and reiterating to Bobby to reach out to PISC when he is ready to meet again.

d. PISC Guests (Citizen Attendees)

Tuck Bowie thanked the guests in the room for attending today's meeting and asked if there is anything specific they wanted to discuss today.

Eddie Chaplain, City Developer and long-time Virginia Beach resident, had a meeting with the Mayor recently and Mayor Dyer suggested he bring his concerns to PISC. As a developer, he is concerned with the direction that the City is going and the problems with the housing business. Not as many residential houses are being built and people are out of work. He is worried about growth in the City.



Bob Kellam, City Consultant and former City Employee, would like the City of Virginia Beach Planning Department to look at what other localities in the area are doing regarding the staff position of a “project facilitator/manager” to help customers through the development review process.

Tuck expressed his understanding of their concerns and presented them with copies of the Development Review Process White Paper. He shared with the guests that PISC will continue to work with the Planning Department to make the processes more manageable. This was PISC’s first meeting with the new Director, Bobby Tajan, and they will continue to work with him and his staff. Tuck invited the guests to continue to attend future PISC meetings and shared the vbgo website so they can find any past information they need.

e. Small Business Subcommittee Report – *Discuss White Paper and Tom Etter’s bulleted outline*
Tuck Bowie would like to identify some “low hanging fruit” to bring to the City Manager for implementation.

Taylor Adams states that several of the items on this bulleted list have already been implemented. He offers to find out more information on the items regarding the Economic Development Office and will come back to PISC with status updates at the next meeting held in September 2019. Taryn will send White Paper and bulleted summary to Taylor electronically.

f. Criteria for Process Improvement Steering Committee’s selection of improvement opportunities – *Take to City Council as an ordinance*

Tuck will write a letter to the Mayor and ask him to take this criteria document to City Council to make it an official ordinance. All PISC members in agreement.

The criteria document is attached to the April 2019 Minutes and will be uploaded separately once approved by Council as an ordinance.

4. New Business

a. Real Estate Tax Abatement for Seniors

Not discussed.

b. Agriculture Reserve Program

Not discussed.

c. Additional Committee Member

Not discussed.

d. Stormwater & Flooding Outreach – *Brad Martin*

Brad Martin hands out the “Stormwater & Flooding Outreach PISC Project Suggestion” attached. He shares that he is seeing a missed opportunity in the City regarding stormwater and sea-level rise solutions. He believes that, on top of the large solutions being planned, the citizens deserve a more immediate and localized solution to flooding problems. He suggested conducting outreach in the communities to find where flooding is happening on a smaller scale, maintenance



problems that can be fixed by the Public Works Department quickly. See attachment for all plan details.

Bill Brunke suggested, in addition to this outreach, the Public Works Department could help gather the data needed while out on their everyday routes around the City. After it rains, a staff member could research where flooding is occurring and collect that data.

Brad agreed that is a great resource for data collection, however, he does not want to miss any areas by not reaching out to the public and by assuming the issues instead of asking.

Preston Midgett shared his concern with the data being limited to the people who show up at those public meetings. He also suggests using both methods of data collection along with promoting the Public Works “VB Works” mobile app to citizens so they can report their own problems quickly.

Taylor Adams agreed that the outreach would come first and then the data collection from Public Works, however they decide to do it, would help validate the information received from citizens.

Tuck Bowie acknowledges that there are several ways to approach this and the agrees that the outreach part is very important. He would like to reach out to Mark Johnson, Public Works Director, and discuss this idea with him. All PISC members in agreement.

Tucks asks Taryn Denham to ask Neva White to reach out to Mark Johnson to ask if he is willing to discuss this idea with PISC. Neva will let Tuck and Brad know Mark’s response and they can decide if they want to invite him to the next meeting in September or if Tuck and Brad would like to meet with Mark separately before then.

5. Announcements – Discuss summer meeting schedule

PISC agrees that the committee will recess for the summer months due to busy schedules. They will reconvene **September 25, 2019**.

6. Adjournment

Meeting is adjourned at 4:56pm.

PISC Project Suggestion

Stormwater & Flooding Outreach

City Hall is proposing grand flooding solutions which include flood gates, pumps, and other coastline mechanical devices. These proposals are estimated to cost \$3 billion dollars, they will require years of study, design, and construction, and several will only be tested during the most severe weather events.

I suggest a more local, immediate, tangible, and economical action plan to complement the expensive city-wide proposals.

Virginia Beach citizens know best where the flooding happens in their neighborhoods during normal, recurring storm and tide events. Some of the flooding and ponding water in our streets and ditches might simply be caused by a clogged pipe, a caved-in culvert, or an overgrown and blocked ditch outlet. Simple to identify and cost-effective to repair.

I suggest an outreach program where City engineers and / or a hired consultant reach out to all the Civic Leagues, neighborhood organizations, and other community groups in the City.

Attend Civic League meetings armed with a map of the neighborhood and surrounding areas, magic markers, post-it-notes, and push pins.

Ask the neighbors to identify where the flooding happens in the public areas of the neighborhood - streets, ditches, intersections, multiple back yards.

Investigate with City maintenance services to identify and correct the problems if possible.

Follow-up with the Civic League to inform what corrective action was taken.

In many cases, it won't be very difficult to identify a small number of flooding areas caused by a small number of potential blockages, which City survey and maintenance crews can quickly investigate and schedule for repair.

In most situations, the results of existing stormwater modelling studies can be used to substantiate the suggestions received from the citizens, and the same models can be refined based on the field results of this maintenance and repair work.

The immediacy of the potential solutions, in addition to attendance, exposure, and interaction at neighborhood meetings, will signal an intentional, citizen-driven, and evidence-based solution where there hasn't been a consistent one before.

