



Process Improvement Steering Committee

February 26, 2020 at 3:30PM
Building 1, Conference Room #350
Virginia Beach, VA, 23456

- Present:** Richard Tuck Bowie, Larry Dotolo, Mayor Bob Dyer, Thomas Etter, Brad Martin, Preston Midget, Neva White
- Guests:** Amanda Barnes (City Clerk), Eddie Chaplin (VB City Developer), Bill Coley (Opportunity Inc of Hampton Roads), Tony DiSilvestro (YNot Pizza), Lisa Simpson (Citizen), Bobby Tajan (Planning Director)
- Absent:** Councilmember Jessica Abbott
- Call to Order:** 3:32pm by Richard Tuck Bowie
- Adjourned:** 4:45pm by Richard Tuck Bowie

MINUTES

1. Welcome and Call to Order

Tuck Bowie called meeting to order at 3:32pm.

2. Approval of January 29, 2020 Meeting Minutes

Not discussed. Will be approved at the March meeting.

3. Old Business

a. Subcommittee to create standards for Food Trucks (On hold)

Not Discussed.

b. Subcommittee to review appointee process for Boards, Commissions, and Committees (Update from Mayor Dyer)

Amanda Barnes, Virginia Beach City Clerk, informed Committee that this item no longer needs to be on PISC's radar. She confirmed that the new Citizen Committee on Boards and Commissions will be reviewing the current processes. PISC Member Larry Dotolo will serve on this new committee as well. Taryn Denham will remove this item from upcoming PISC agendas.

c. Development Review Process (Update from Bobby Tajan)

Bobby Tajan listed some new improvements that have been implemented in the Planning Department:

- 95% of all Building Permits are now able to be applied for online



- The Development Services Center (DSC) now allows for paperless submittal and approval of plans, using a Sharepoint Site for intake
- Plan, Surety, and Bond releases are now appointment-based
 - Previous walk-in process caught staff off guard and took additional time to prepare while customer was already in office
 - Now staff can prepare all information for customer before they arrive for their appointment
- Water meter calculations are now being done over the counter by a Utility Engineer
 - Previous process required customer to go to Public Utilities office for calculations and bring information back to Planning Dept

Mr. Tajan states that the department is continuing to look over current processes while researching other localities and best practices. He would like to utilize the STiR office and the Innovation Academy to help with the process improvements in the office. Once these processes are written out, the department would like to hire a consulting company to look at the current processes, research best practices, and help “fill in the gaps”.

Upcoming changes to the Public Works design manual and recently updated Stormwater regulations are delaying any larger process changes within the department. These changes are significant, and he’s concerned about customer wait time once they adopted.

Tuck applauded the effort that has been made regarding the review process, the changes that have already been put into place have not gone unnoticed. He would like the PISC to meet with the consultant that the Planning department hires. Bobby agreed that he would like the Committee to review the comments they receive from whoever they hire.

Neva White stated that the STiR office teaches departments and teams how to map out their current processes and improve the things that are in their control which can help with some “low hanging fruit” that may get missed by an outside consultant. She will work with Antionette Fowlkes, Planning Development Review Consultant to get this work done.

Brad Martin told the group how difficult the new Stormwater regulations have made the review process. He suggested to Bobby displaying plans that have been approved to be used as a template for other contractors and developers that are having trouble. Bobby will have a team take a look at that suggestion and see what he can do.

Tom Etter would like more specific information on the bulleted list in the White Paper. He asks Bobby to take the recommendations and provide written documentation that address each one specifically, whether it’s a change they want to make or not. This



reply does not have to be tremendously detailed, but he would like some answers to the work that was done by PISC. Mr. Etter proposed a 60-90 day response timeframe.

Mr. Tajan will try to respond within 60 days, if not sooner.

d. Small Business Subcommittee Report

Not Discussed.

4. New Business

a. Real Estate Tax Abatement for Seniors

Not Discussed.

b. Community Engagement for the Comprehensive Plan

Not Discussed.

c. Agriculture Reserve Program

Not Discussed.

d. Additional Committee Member (Update from PISC members)

Amanda Barnes confirmed that Councilmember Jessica Abbott was officially sworn in as a member of the Process Improvement Steering Committee, not a Council Liaison. Mayor Dyer will speak with Councilmember Abbott and ask her to resign from the Committee so the team can appoint a new member in her place. Mrs. Barnes stated that the only Council Liaison appointed to this Committee is Mayor Dyer.

Update on potential new members:

- Bill Coley works in the Workforce Services Office for the Hampton Roads Workforce Council which is the Workforce Board for the Region. They administer federal funds for economic development workforce development programs. He holds a senior management role where he works with contracts, RFPs, performance analysis, works with the appointed Board, among other things. He is interested in this Committee because he looks at processes in current job, has keen attention to detail, loves this city, and wants to be a part of contributing to helping the city prosper. He also decides outcomes for all grants dealing with the Department of Labor and is very familiar with federal regulations.

Tuck Bowie asked, "If the Committee decides you're the right person for this team, are you willing to serve?" Mr. Coley replied, "Yes."



- Tony DiSilvestro has opened many businesses, been a mentor to entrepreneurs, loves this city, loves making the city better, is willing to help, and has a lot of ideas on improvements to current processes. He has just rotated off of the Process Improvement Committee with Vision after a 3-year service. He is also a big part of the Neptune Festival.

Tuck Bowie asked, "If the Committee decides you are the right person for this team, are you willing to serve?" Mr. DiSilvestro asked what the responsibilities are to be a member. Mr. Bowie responded, "To meet once a month with the Committee, make decisions on different processes, and serving on subcommittees." Mr. DiSilvestro responded "Yes."

Preston Midget shared that Mike Eason was just appointed to the Resort Advisory Committee (RAC). He will be meeting with Mr. Eason tomorrow and will update the Committee next month on his potential membership.

Mr. Bowie stated that he received no response from Karen Eagle and will reach out again. Barry Frankenfield is currently in Florida. Mr. Bowie has reached out and will do so again when he returns to get a final answer regarding potential membership.

Lisa Simpson is a Traffic Engineer who works for a consulting firm and is looking to get involved in Committees. She came to the PISC to see what it's all about. Mr. Bowie asked her to fill out a Talent Bank Application if she is interested in joining the Committee.

Tom Etter stated he has spoken to two people about membership. One was not interested, and one has not gotten back to him.

Mr. Bowie would like to make member recommendations to the Mayor at the next meeting so he can take them to Council for approval.

e. Update on STiR Department & City's Process Improvements – Neva White
Neva White gave a presentation showing the progress of the Innovation Academy, the process improvement training the STiR Office is offering to members of the City. Presentation attached. She also presents the STiR Office's "Dashboard" showing a snapshot of the data collected by the office regarding process improvement, return on investments, customer service, etc. which is automatically refreshed each morning. Screenshot attached.

Tom Etters asked Neva how employee success is celebrated. Mrs. White stated that the Innovation Academy is only one year in, we are discussing holding "Academy Awards" showcasing improvements made by employees. STiR staff is brainstorming ways to celebrate all successful innovation.



“How do you get Leadership involved?” Mrs. White explained that the last Innovation Academy had two Department Directors in attendance. Additionally, at each Academy, someone from Leadership (The Mayor, a Councilmember, or a member of the Management Leadership Team) have given words of encouragement to attendees at some point during the training session.

“Has there been thought regarding financial incentives for employees to innovate?” Mrs. White replied that the Denver Peak Academy (which the Innovation Academy is based off) shows that monetary incentives do not work. Money does not always motivate; praise and recognition tend to go much further.

She included that the Innovation Academy (which is also open to small teams who work together) improves teamwork and morale within departments. The STiR Office is working on getting more Innovation Forms which show the return on investment.

5. Announcements – Next meeting – March 25, 2020

Tuck Bowie asks Neva White if she will invite Taylor Adams, Director of Economic Development, to the next PISC meeting.

6. Adjournment