



The regular meeting of the Process Improvement Steering Committee was held on **October 30, 2024** at 3:00 p.m. in City Hall, Building 1, located at 2401 Courthouse Drive, Room 2014, Virginia Beach, VA 23456

Members Present: Brad Martin – *Chair*, Tuck Bowie – *Vice Chair*, Billy Almond, Bill Coley, Lawrence Dotolo, Mike Eason, Bruce Johnson, Donna Turner, Sarah Welch

Council, Agency Liaisons, and City Staff Present: Councilmember Joash Schulman – *Council Liaison*, Monica Croskey – *Deputy City Manager*; Thepiolus Aspiras – *City Staff Liaison*, Jill K. Wright – *City Staff Recorder*

Members Absent: Calvern Jackson-Green, Clenise Platt

Guests: Rod Ingram, Deputy City Attorney (Virtual)

MEETING MINUTES

1. Welcome and Call to Order

Chair Martin welcomed members and guests. The meeting was called to order at 3:04 p.m.

2. Approval of August 28, 2024 Meeting Minutes

A motion was made to approve the meeting minutes by Billy Almond, seconded by Bill Coley. The motion passed unanimously.

3. New Business

a. Remote Participation and All-Virtual Meeting Policies – *Virtual* Presentation by Rod Ingram, Deputy City Attorney

Remote Participation:

- Originally adopted by the PISC in 2022, there have since been changes.
- Caregivers can now participate remotely and counts towards the quorum.
- Members may participate remotely for medical reasons an unlimited number of times. They must state if it is for themselves or as a caregiver. For caregiver responsibilities, members shall include the person they are caring for.
- Members may participate remotely for personal reasons, limited to two (2) meetings or 25% of meetings per year, rounded up. They must state why and where they are participating, for inclusion in the meeting minutes (Ex. On vacation in Miami, FL).
- If three (3) members or more gather to discuss committee business, public notice must be given at least three (3) days in advance.
- Public Comment is not required during the PISC meetings. If accepted, all must be treated fairly.
- Members that exceed more than three (3) unexcused absences will be removed.

- Bruce Johnson motioned to adopt the Remote Policy with spelling corrections. Bill Coley seconded; motion unanimously approved.

All-Virtual Public Meetings

- The Chair can call for All-Virtual meetings (Ex. Pending inclement weather).
- No more than 50% of all meetings may be virtual during the calendar year.
- Committee must set up access to ensure public participation and provide staff member's contact information, in the event of video feed fails.
- Only two (2) members can gather in one physical location.
- Annual adoption required – can readopt policies in June, for affect in July.
- Bruce Johnson motioned to adopt All-Virtual meetings. Tuck Bowie seconded; motion unanimously approved.

b. Introduction of New Office of Performance & Accountability (OPA) Director, and PISC City Staff Liaison, Thepiolus “Phil” Aspiras

- Phil introduced himself to the committee, provided his fields of expertise and credentials. He is looking forward to supporting the PISC.

c. November PISC Meeting Date Discussion / Potential Meeting Dates

- The next meeting is scheduled for November 27th, the day before Thanksgiving. December's meeting falls on the 25th, the PISC will not meet. Chair Martin asked the committee if they would like to meet November 20th, December 4th, or cancel November's meeting and reconvene January 2025.
- Bill Coley motioned to reschedule the next meeting on November 20th. Tuck Bowie seconded; motion unanimously approved.

Action Items: City Staff Liaison Aspiras

1. Will follow up with Ruth Hill, Director of Housing and Neighborhood Preservation and Pam Shine (interdisciplinary team) to present to the PISC. The committee would like an update on housing and homelessness in the City.

4. Old Business

a. Excused Absences

- The committee asked for additional clarification on excused absences. Chair Martin stated that excused absences are at the discretion of the Chair.

b. Chair Martin stated that the committee may have noticed Calvern “Cash” Green’s absences. Whether he will be Councilman Elect Cash Green next week or return as a member, his absences have been excused.

c. Prompt Pay

1. The committee would like an update on the progress of their work on the Prompt Pay Project that concluded in June 2024.
2. Deputy City Manager Croskey reported that PISC recommendations have been included in the Finance Department's Departmental Performance Plan (DPP).

Action Items: City Staff Liaison Aspiras

1. Invite the Finance Director for a Prompt Pay update.

d. Stormwater Task Force

- Tuck Bowie inquired about the status of the City Council Stormwater Task Force. The task force was approved about three (3) months ago, there hasn't been much action since.

e. Public Utilities Experience Shared by Sarah Welch

- Sarah Welch shared a recent experience with Public Utilities. While out of town a door tag was placed on her door due to an unusually high water meter reading. She was informed she had a leak, with 150,000 gallons of water usage (more than an Olympic sized pool). She contacted Public Utilities and after numerous phone calls and two and a half (2 ½) months later she learned that the bill she received was in error. Sarah believes there is a process problem. Finally, after several escalation requests, Curtis Anderson with the City's Public Utilities Department was able to assist with resolving Sarah's issue.

5. Announcements – Next meeting – **November 20, 2024** at 3:00 p.m.

6. Adjournment – Meeting adjourned at 4:18 p.m.

Called to order by
Brad Martin, Chair
Process Improvement Steering Committee

Minutes prepared by
Jill K. Wright, Recorder, Executive Assistant II
Office of Performance & Accountability