

**Recommendations to the  
Governor's Commission on Government Reform & Restructuring  
November 18, 2010**

**CUSTOMER SERVICE, PERFORMANCE, ACCOUNTABILITY, & TRANSPARENCY COMMITTEE**

Recommendation: Create a Virginia Sunset Advisory Commission to review and evaluate all state government created agencies and programs on a cyclical basis. Implement sunset legislation on all agencies and programs that requires proactive legislation to be passed to continue, alter or review their existence on a cyclical basis. An optimal time period for these reviews should be determined to achieve a balance between workload of the Commission and effective frequency of reviews.

Recommendation: The Commonwealth should maintain an inventory of all state-owned and maintained facilities with capacity for video-conferencing. There should be at least one location in each region of the Commonwealth designated as the main outlet for video-conferencing available for all government agencies that would be utilized for meetings and training for state government in order to limit unnecessary travel.

Recommendation: The Productivity Investment Fund should be enhanced to fully develop and implement creative proposals to improve government services.

Recommendation: The Commonwealth should adopt best practices from the private sector to improve its employee suggestion program in order to reward employees for new ideas that improve government service delivery and cost.

Recommendation: The Commonwealth should establish a uniform social media policy for state agencies for their service delivery.

**CONSOLIDATION OF SHARED SERVICES COMMITTEE**

Recommendation: Increase the information and communications on Q-status to both managers and employees with an emphasis on agencies employing workers matching demographics consistent with current employees utilizing Q-status.

Recommendation: Encourage agencies to offer Q-status to employees as part of individual agency efficiency and savings strategies.



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**Recommendation:** Continue to work with state employees on identifying issues to make high deductible health plans a more attractive option, including strategies to close the participation gap between these plans and other plans.

**Recommendation:** Create a time, attendance and leave application that would be streamlined and modernized consistent with previous Commission recommendations on enterprise shared service applications.

**Recommendation:** The employee leave program should be reformed and simplified to reduce current multiple layers in order to make it more consistent and manageable.

**Recommendation:** Evaluate the use of maximum employment level and other employee level control mechanisms to move from the current compliance-driven approach to a more performance-oriented approach with necessary reporting measures.

**Recommendation:** Receive the November 2010 reports from the Operational Review Task Force.

### **SIMPLIFICATION AND OPERATIONS COMMITTEE**

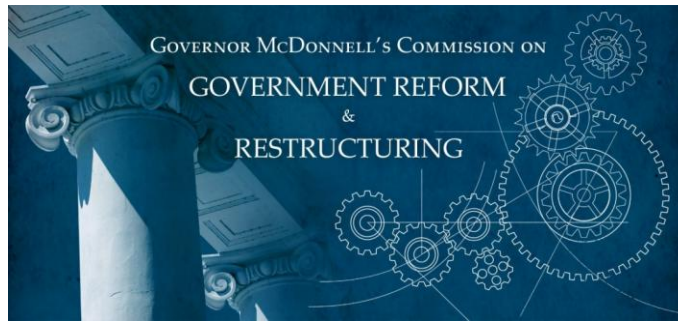
**Recommendation:** Direct the Virginia Department of Human Resources Management, in consultation with state executive branch agency heads, to monitor and promote more efficient and effective spans of control.

**Recommendation:** Expand opportunities within executive branch state agencies for greater leadership and coaching management, reducing the need for unbalanced ratio of managers to state employees.

### **INTERGOVERNMENTAL RELATIONS COMMITTEE**

**Recommendation:** Direct the Virginia Department of Education to examine state laws and regulations in education to determine:

- Those that are required under federal law, those not required, and those that exceed federal requirements;



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- Which unfunded regulations or mandates should be eliminated;
- Which unfunded regulations or mandates should be funded by the Commonwealth.

Recommendation: Identify the core services to be delivered by the Commonwealth and its localities through a study committee. Potential routes include a study group made up of state legislators, state agency heads, local elected officials and local administrators; or assignment of the task to the Council on Virginia's Future, with staff support to be provided by Virginia Department of Planning and Budget, the Commission on Local Governments and local stakeholders.

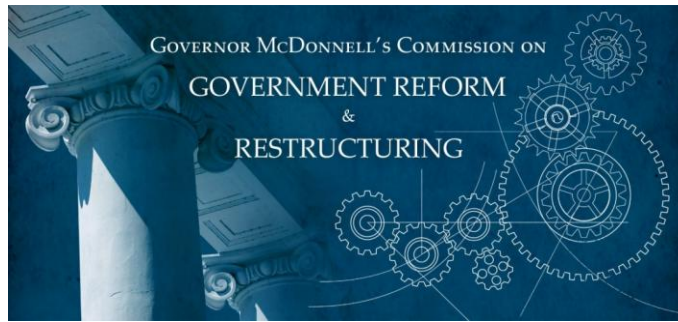
Recommendation: Consider establishing alternatives to publication in a newspaper of general circulation for legal ads and other notices, such as allowing publication in at least two of the following forms of publications: (i) newspaper of general circulation in the locality, including online newspapers, if any; (ii) locality's website and community/neighborhood websites; (iii) public access channel operated by the locality, to be aired during prime time programming and at least two other times during the day; (iv) postings at a local public library; or (v) other public communication.

Recommendation: Change the certified and registered mail requirements for notices by local government to allow notice via regular mail to the last address available through government records, most importantly for mailings following the first notice. Requirements to use certified and registered mail unnecessarily increase the cost of notices. The Commonwealth of Virginia now sends many drivers license renewals and licenses via regular mail - not registered mail. Despite the increased scrutiny of license issues and photos in the wake of security enhancements since September 11, 2001, the renewals and licenses are still sent via regular mail.

Recommendation: Grant local governments the authority to provide for the cutting of grass and weeds on properties within their boundaries.

Recommendation: Permit localities to perform review and issuance of permitting for bus shelters.

Recommendation: Develop an expedited process for installation of bus shelters.



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Recommendation: Permit localities the ability to determine the color of local public vehicles.

Recommendation: Establish a blanket permit process for transportation agencies for small improvement and construction projects that do not exceed a set amount.

Recommendation: Grant localities the authority to install Watch for Children and school speed zone signs.

Recommendation: Exempt new bike and pedestrian trails adjacent to existing roadways from storm water runoff regulations, provided that the locality ensures that no increased water runoff occurs.