

Q&A with the RI Commerce Corporation February 2017

Q. What is all this e-Permitting stuff about?

A. The Rhode Island Statewide e-Permitting Initiative strives to offer an effective, affordable, user designed platform for online permitting. Some of the features of the system include:

- **Convenient self-service:** Applications and payments may be submitted online at any time of the day, and permits may be received electronically and printed out as soon as they are approved.
- **Transparency:** Processing status is tracked step-by-step, giving applicants visibility into not only where their application is in the process, but the name of the actual employee working on it.
- **Contractor validation:** Applicants and government officials won't need to question the validity of licensed/registered professional credentials. The system validates against databases at the Contractors Registration Board, Department of Labor and Training, Department of Business Regulation and Department of Health.
- **Workload Management:** Governmental bodies can collect information related to a permit application in one place, track progress across multiple applications simultaneously, and assign tasks to achieve higher levels of efficiency and service for the public.
- **Collaboration and Consistency:** The State has partnered with Rhode Island municipalities to design and implement the same platform for online permitting, providing a more comprehensive solution and allowing both levels of government to benefit from economies of scale both in system cost and implementation timelines.

Are you interested in learning more about e-Permitting for your community? Please contact Shawn Selleck at shawn.selleck@ode.ri.gov or visit www.permits.ri.gov.

Q. And, what is this Lean Training and Municipality Initiative I hear about?

A. While Commerce RI has been working hard to improve customer service at the state level, they have also been working hard to provide resources to municipalities. **Access GE is hosting a 2-day Lean Training class, March 1 and 2 at Bryant University to teach municipal employees how they can use Lean to improve processes on the municipal level.** In addition, the Rhode Island Municipality Initiative seeks to eliminate the complex burdens on small businesses when registering or licensing with their local municipality. The end goal is to have a single application and a streamlined registration process to open a small business and/or license a business in a municipality.

Results examples:

1. Reduction in the amount of forms used
2. Reduction in the amount of time it takes to register a business
3. Credit card and email usage
4. Elimination of Council approvals
5. Example from Pawtucket to open a restaurant: Was 45+ days to open, now 25 or less; was 11 forms, now 4 forms and was 11 different visits to City Hall and now it is ZERO!

The following communities have streamlined their business registration and licensing process:

- Bristol
- Central Falls
- East Greenwich
- East Providence
- Little Compton
- North Kingstown
- North Providence
- North Smithfield
- Pawtucket
- Portsmouth
- Warwick
- West Warwick
- Woonsocket
- Warren

For more information, visit www.commerceri.com or contact Charlene Bouthillette at Charlene.Bouthillette@commerceri.com.

Upcoming Events & Deadlines:

- March 1-2: Lean Training for municipal employees how Lean to improve municipal processes
More information: www.commerceri.com or email Charlene.Bouthillette@commerceri.com
- March 14: Department of Defense Northeast Regional Council Training & Matchmaking Prep Workshops
More information and registration: <http://riptac.ecenterdirect.com/events>
- March 22-23: Department of Defense Northeast Regional Council Training & Matchmaking
More information and registration: <http://www.ribusinessmatch2017.org/>

[Click here for the complete calendar of events](#)