

Make It Easier To Do Business/Customer Focus Subcommittee

Public Session

Thursday, November 21, 2013

Rhode Island Economic Development Corporation

315 Iron Horse Way, Providence, RI

The following were in attendance:

Appointees/Delegates

Karl Wadensten (Chair)

Marcel Valois

George Nee

Roland Fiore

RIEDC Staff

John Pagliarini

Christopher Cannata

Lori Bassett

Mr. Wadensten called the meeting to order at 4:15PM. The minutes from the 10/21/13 meeting were approved.

The Period Two Regulatory Look Back Report was reviewed and discussed, starting with page 4. Mr. Wadensten questioned "what does a submission look like?" Mr. Pagliarini stated that he has not had the opportunity to view a submission. Mr. Fiore and Mr. Nee said it would be helpful to see some samples. Mr. Wadensten will ask for some samples from a couple of different departments from Ms. Leslie Taito.

Regulations with small business impact were discussed. Mr. Wadensten asked for clarification on audit, inspection and enforcement. Also, what defines small business? "Direct impact from small business" also needs clarification.

Mr. Pagliarini suggested Mr. Gary Ezovski as a resource when Ms. Taito is not available.

“Potential accommodations for small businesses” referenced on page 18 was discussed. Clarification is needed on this.

The subject of non-compliant entities was brought up; what happens when they don't comply? Separation of powers/Executive Plurality are not required to comply. There are also 7 fully exempt entities and 9 partially exempt entities. Clarification is needed from Ms. Taito regarding this topic.

Mr. Nee asked how the regulations are impeding job creation. Mr. Wadensten explained the Notice of violation (NOV) system and how it delays progress. Some of the NOV's take a lot of time and resources to correct, taking away from other issues at hand.

Mr. Wadensten stated that the RI DEM is the only group taking advantage of the available consultants. Mr. Nee suggested that Ms. Taito and Ms. Janet Coit (RI DEM) make a presentation at an upcoming EDC Board meeting in regards to the new streamlined processes that have been put in place. He also suggested that Governor Chafee invite other department heads so that they can see how beneficial this process can be. The Department of Health, Department of Transportation and Department of Motor Vehicles would all benefit from this type of assistance.

Mr. Cannata gave an update on the new CRM system. The contracts with Salesforce.com and Buan Consulting have been signed and initiated. The retainer for Buan Consulting went out previously this week. Meetings with Mr. Hebert's group and Ms. Jeanine Lucia will be forthcoming to work out the technical details. Mr. Cannata expects Buan Consulting to be in-house the week after Thanksgiving for the kick-off. Mr. Wadensten would like to be informed of the kick-off so that he can be present (with no “pomp and circumstance”).

Mr. Pagliarini noted that there is more activity in the pipeline.

The next meeting will be Monday, December 16th, 2013 at 4:PM.