

Make It Easier To Do Business/Customer Focus Subcommittee

Public Session

Monday, April 21, 2014

**Rhode Island Commerce Corporation
315 Iron Horse Way, Providence, RI**

The following were in attendance:

Appointees/Delegates

*Karl Wadensten (Chair)
Marcel Valois
George Nee
Roland Fiore
Tim Hebert*

RIEDC Staff

*John Pagliarini
Christopher Cannata
Lori Bassett*

Department of Regulatory Reform

Derek Pelletier

Others

*Rick Brooks, RI Dept. of Labor & Training
Malcolm Baxter*

Mr. Wadensten called the meeting to order at 4:08PM and thanked everyone for coming. Minutes from the 2/24/14 meeting were approved.

Mr. Wadensten thanked Mr. Brooks for coming then turned the meeting over to Mr. Hebert. Mr. Hebert mentioned that the Governor's Workforce Board (GWB) Grants were discussed at a previous meeting; it was suggested that we tie the data to the CommerceRI CRM system, thus the reason for Mr. Brooks' presence.

Mr. Cannata gave an overview of the methodology of the Salesforce system.

Mr. Hebert noted that this system is currently limited to CommerceRI but ideally it would incorporate other entities such as Bryant University and the DLT.

Mr. Brooks noted that his department is still in the 1990's when it comes to contact management; they currently do most of their work on spreadsheets and are in the process of moving toward a Microsoft Access database. Their tracking needs for the different types of grants vary.

Discussion ensued about the different types of grants and how the CommerceRI CMR system could benefit the DLT. Mr. Brooks said they would be more than happy to share their contact information.

Mr. Pelletier gave an update on the Office of Regulatory Reform (see attached report). He noted that the report also goes to the Governor and the General Assembly. ORR has met with hundreds of business and the main concerns are taxes, apprenticeship programs, and workers compensation. Mr. Pelletier said they've been working on the Lean Program with their purchasing and human resources departments. He noted that Rhode Islanders have a "bad attitude" about the State and the climate. E-permitting is currently in the works at the ORR, and they're concentrating on getting all the municipalities on board with this system.

Mr. Wadensten adjourned the meeting at 4:59 p.m.