MUNICIPAL ADVISORY COUNCIL ON STATEWIDE PERMITTING (MACSP)

PAWTUCKET CITY HALL

137 ROOSEVELT AVE., PAWTUCKET, RI

SEPTEMBER 13, 2017

A meeting of the Municipal Advisory Council on Statewide Permitting (MACSP) is held Wednesday, September 13, 2017, at 10:11 p.m., in the Mayor's Conference Room, 2nd Floor, Pawtucket City Hall, 137 Roosevelt Avenue, Pawtucket, RI

Members Present – Donald Grebien, Mayor, Pawtucket, Chairperson
   William Riccio, Jr., Director of Public Services, Newport
Chris Van Dijk, IT Department, for Mayor Scott Avedisian, Warwick

Also present – Sandy Furtado-Nardozza, - IT Project Manager, DoIT   Elizabeth Tanner, Executive VP - Client Services, RI Commerce Corporation
James Gumbley, State Fire Marshal's Office
   Richard DelFino, III, Programming Services, Building Commissioner's Ofc.
Peder Schaefer, Associate Director, RI League of Cities and Towns
   Paulette Hamilton, Lt. Governor's Office
Michelle R. Hardy, Deputy City Clerk, Pawtucket

Mayor Grebien presides.

The reading of the previous MACSP minutes is dispensed with and the records are APPROVED as prepared by the Clerk.

Update on Rollout – Phase 1

Ms. Furtado-Nardozza states that there are currently 15 municipalities that have gone live on the E-Permitting system.   The 10 initial pilot communities are live, North Smithfield, West Warwick, Cranston, Pawtucket, Warwick, North Providence, North Kingstown, Woonsocket, Westerly, and Newport.   There are now 5 non-pilot communities that have come onto the system, which are Providence, Hopkinton, Woonsocket, Westerly, Newport.

She states that remaining this year will be Barrington, East Greenwich, Little Compton, Bristol, Middletown, East Providence, South Kingstown, Coventry, Cumberland, Lincoln, and New Shoreham.

The goal is to have all communities up and running by June 2018. There are only a few holdouts that have been reluctant. They heard some negative talk regarding the platform.

Mayor Grebien states that there needs to be buy-in by engaging municipalities and doing positive press. There are always hiccups at first, such as with the transparency portal, but there is value in doing this.

Ms. Hamilton states that the more they can get together the more they can sell the concept.

Ms. Tanner states that they will be doing a presentation at the RI League of Cities and Towns and they are hoping this will bring positive discussion.   She states that one thing holding back one of the communities is that they recently purchased a new system and are reluctant to change systems at this time.

Ms. Furtado-Nardozza states that the 13 remaining communities are going to be contacted directly, encouraging them to sign up.   The State of RI is paying for the implementation, which is $10,000 and these funds are only available through June 2018. She states that for the pilot communities, the State paid for the migration of data, as well. The non-pilots must pay for their own data migration.

Mayor Grebien states that there was an issue in Pawtucket when the system first went live, as the treasurer was not in favor of the credit card company that the system uses. The mayor introduces Peter O'Rourke, Pawtucket IT Department, to give an update on how things are going here.

Mr. O'Rourke states that things overall are positive on both the employee side and the public side. They have only had one person upset when they were told that a permit had to be completed on-line. Employees who are now using the system, if asked, would not want to go back to the old way of doing things. He found that the biggest problem is the lack of computer/IT skills on the part of some of the staff or inspectors.

Ms. Furtado-Nardozza states that since the beginning, the way training is conducted has changed. They now do separate trainings for the clerk's, inspectors, finance departments, and the population's side.

Mr. Van Dijk states that Warwick's team found it easy and the building department is eager for the new release.

Mr. O'Rourke states that one issue that has come up is the reporting that is currently not available.

Ms. Furtado-Nardozza states that the reporting is the main area that

needs updating. She states that some of this has been addressed in Version 3, which is scheduled to come out in a demo site on October 15th.

Mr. O'Rourke asks if the price structure is going to change, with a new contract or with licensing coming onboard.

Ms. Furtado-Nardozza explains that they are currently doing a large project with state agencies. She states that with so many agencies coming onboard that they are hoping to restructure the fees.

Ms. Tanner states that they now have Bijan Kumar who will be working on the state side on all current and future contracts.

Ms. Tanner states that efforts have been made by Commerce RI to streamline information. Sometimes it is regulation and sometimes it is legislation, but they found that most of the time it is information.

She states that one of the problems is the lack of communication between the State offices and the municipalities.   She states that they have been conducting LEAN events over the winter focusing on where businesses touch government. In RI, over 1,000 restaurants

open and 1,000 restaurants close each year.   The LEAN event focused on identifying the process and identifying the one-offs.   She states that the Costal Resources Management Council was originally entirely paper and now they will be fully computerized by the end of the year.

She states that licensing will be on ViewPoint shortly, including DLT, and RI Health.

Ms. Furtado-Nardozza states that this may be one of the first times in the country that the state and municipalities would be on an integrated system.   This is so big that many are watching this closely, including Microsoft.

BRANDING

Ms. Tanner states that the name will be RI GOV HUB.   This will be the face of permits.   There will be information there on how to open a business.   They are looking forward to ViewPoint's upcoming launch and releases and will work on promoting this new brand.   Ryan Ericson will be working on this.

Mayor Grebien mentions that someone should double check to make sure legislation doesn't need to be updated.

Mr. Schaefer states that Mr. Selleck has been reaching out to municipalities and speaking with IT departments regarding getting a feel for other systems that would help municipalities and the state.

Ms. Furtado-Nardozza states that projects are being re-aligned.

Ms. Tanner states that there has also been discussion with the RI Department of Health regarding a statewide death certificate system. New Hampshire is willing to share their system for free. It would be about $200,000 to get everybody on board. This system is entirely paper only now.

Ms. Tanner states that ViewPoint current can do many things, even dog licenses.   However, the new platform has been enhanced to allow for licensing and renewals.   They have been hosting demonstrations around the states.

Ms. Hardy states that in order to promote the ViewPoint system, there

will be a demonstration on September 29, 2017 to all the city and town clerks.

Ms. Furtado-Nardozza states that the test site will also be available starting September 29, 2017.

The meeting is adjourned at 10:52 p.m.

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Richard J. Goldstein, MMC, Pawtucket City Clerk