



CITY OF PROVIDENCE

Jorge O. Elorza, Mayor

Providence Board of Licenses Retreat

Saturday, October 3, 2015

9:00AM-12:00PM

Providence City Hall, Conference Room 305, Third Floor

AGENDA

1. Introductions
2. Opening remarks from the Administration (Theresa Agonia, Deputy Chief of Staff)
3. Customer Service Training Overview (Nicole Pollock, Chief Innovation Officer)
4. Department of Business Regulations
 - a. Review Recent Cases
5. Process Improvement Opportunities (DCoS and CINO)
 - i. Tablets
 - ii. Open Meetings Portal
 - iii. Scope of work with Innovation Office
 - iv. Feedback from restaurant owners via survey
6. BREAK (10:30-10:45AM)
7. Feedback from Commissioners and Administrator
 - a. Customer Service Training
 - b. Process Improvement
8. General feedback