

Town Of East Greenwich

Town Clerk

Memorandum

To: Town Council
From: Leigh Carney, Town Clerk
c: Andrew Nota, Andrew Teitz
Date: September 5, 2019
Subject: Implementation of e-Licensing using ViewPoint Cloud

At the August 13, 2019 Town Council meeting, I was tasked with reporting back on how other communities process licenses as well as the feasibility of implementing the software during this renewal cycle for alcoholic beverage/virtualing licenses and/or if not, a plan for full implementation during the next renewal cycle. We reached out to the Town of South Kingstown who was the first community to roll this out. I also met with several staff members to discuss their role in the project and based on that information; I am offering the following recommendation:

PHASE I ~ Fall/Winter 2019

- Run a parallel model where business owners will receive paper packets with a request that they submit all documents via email to the Clerk; payment of Administrative Fee and all other fees due up front
- Clerk/Zoning/IT works together to build-out workflow to automate the renewal process including a full review of zoning and parking to prove the system
- Clerk will enter all information into (non-public) software, building a fully vetted database
- Any businesses deemed out of compliance will be scheduled to appear before Council. Those found to be in compliance will appear on the agenda for Council's approval
- Licenses will be issued manually once approved and mailed
- Continuous and on-going research on amending ordinances as needed

PHASE II ~ Winter/Spring 2020

- Clerk/IT works together to build-out other workflows to automate other licenses/permits as the system is proven and budgeted accordingly
- Plan marketing for renewal campaign and educational workshops for business owners

PHASE III ~ Spring/Summer 2020

- Marketing and educational workshops for business owners
- Business owners setup their 'account'
- Clerk combines new accounts with 2019-2020 licenses

PHASE IV ~ Summer/Fall 2020

- Annual licensing on-line portal goes live
- Renewal campaign initiated by ViewPoint
- Business owners enter renewal information, pay and print licenses on-line

Additional resources will include support from IT in South Kingstown, meetings with Finance Director for account management and budgeting for FY21 as the system grows.