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## Launching ProvSmart: Online Permitting in Providence

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Recently, Providence took another important step in our efforts to make it easier to do business in the Capital City. In early December, we moved the city's plan-review and permit-application processes online. The new system, "ProvSmart," is expected to improve efficiency and turnaround times for local developers.

The launch of online permitting is a key component of my 20-point economic development action plan, Putting Providence Back to Work.

The launch of online permitting makes it easier to do business in Providence. For many years, developers have called for a faster, more efficient permitting process in Providence. We have listened and taken steps to improve the process.

The ProvSmart website, which can be found at <https://www.providenceri.com/DIS/provsmart>, allows online application submissions, electronic status updates and response-time estimates. The website enables the city to review permits, while allowing developers to simultaneously track the progress of their permit applications in real time. The website is accessible by desktop computer, tablet computer and smart phone.

For developers with multiple projects, the external-facing website provides a customized dashboard that allows for the viewing and tracking of more than one project simultaneously.

To further facilitate the process, we have installed a permitting kiosk at the Department of Inspections and Standards, located in the Joseph A. Doorley Municipal Building at 444 Westminster St. We plan to install at least one additional kiosk, and city staff is available to assist developers with the kiosks.

To streamline the permitting process internally, we have created a new unit in the Department of Inspections and Standards (DIS) that focuses exclusively on small-permit application review to ease backlogs in the permit review process and to fast-track smaller permit applications.

The launch of ProvSmart is another key component of my 20-point economic development action plan, Putting Providence Back to Work. By coming together and making it easier to do business in the Capital City, together we can position Providence as an engine for economic growth throughout Rhode Island and beyond.

Angel Taveras is the mayor of Providence.

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