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## **What was your greatest professional accomplishment in 2018? - by mayor Donald Grebien**

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Donald Grebien  
City of Pawtucket, RI

During my five terms as mayor, I cut regulatory red tape to reduce time and cost of permitting and enhanced customer service to businesses.

Streamlining the city's regulatory process has been a major priority of my administration. Specifically, I merged the planning and zoning departments and implemented e-permitting to more efficiently process permitting applications. This year, I created a taskforce to seek ways to more efficiently process and manage business loans, more importantly to improve the customer experience for those applying for loans to open or expand in Pawtucket.

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