

Employee Spotlight: *Hi-Tech Green - Andrew Thompson*

– By Cindy Giuliani, Finance Department

One step at a time, Andrew Thompson, the Revenue Supervisor of the Business License Division, has used his high-tech skills to move the Business License Division towards **the green goal of an online application and renewal process**. Just a few years back, all forms were filed by pen and paper which included 3-page applications and thousands of renewal notices; all printed, stuffed and mailed with extra return envelopes to all local business owners each year.

It all started about seven years ago when Andrew implemented a program allowing people to **renew their yearly business licenses through the City's website**. By creating an accessible and user-friendly online experience, Andrew's link has blossomed into a "tremendous boon" and is estimated to save the department about **7,000 envelopes** per year as well as hundreds of hours of staff time.

Next he borrowed an idea from Menlo Park by adding an annual renewal month on the licenses and removing the expiration date. Done in conjunction with creating a searchable **Business License database** on the City's website where expiration dates can be verified, this step has helped the department eliminate another **8,000 or so pieces of mail per year!**

Currently Andrew is tackling **online applications**. Starting earlier this year, new out-of-town businesses have been able to apply for a first-time license online, so far with very few glitches. Soon the department is looking to do the same for the more complicated in-town licenses.

This may sound like a daunting proposition, but for Andrew it is totally doable. With the online application ensuring standardized compliance, full online licensing capabilities means potentially **hundreds of works hours saved for the staff and thousands of dollars saved for the City. The best part may just be the bazillions of applications, photo copies, renewal notifications, licenses, envelopes and sticky pad notes that are NOT going to be heading for the landfill!**

Way to go, Andrew! Thank you for your ingenuity!

Love,
Your Employee Green Team
www.cityofsanrafael.org/greenteam

