The Town of Laurel
Mayor & Council Workshop Minutes
May 11, 2026

A Mayor & Council Workshop was held at Laurel Town Hall in the Mayor & Council Chambers on Monday, May 11, 2026, beginning at 7:00 p.m. The following persons were in attendance Mayor Carlos Oliveras, President of Council Chris Calio, RogJenea Fisher via ZOOM, George Lodato, Jonathan Kellam, and Donald Holden via ZOOM. Also, in attendance were Recording Secretary Alexis Oliphant, and Town Manager Jamie Smith. It was noted that there was one vacancy on Mayor & Council.

Mayor Oliveras stated Mr. Tim Smith from Delmarva Digital is in attendance to present a presentation and a questionnaire for Mayor & Council. Mr. Smith stated Delmarva Digital has 29 years within the town and they are looking forward to continuing their partnership with the town. Mr. Smith stated they invest in the local community by providing local internships and local employment opportunities. He stated Delmarva Digital has a background in creating custom websites and software. He advised for the last 25 years they have built custom websites for municipalities. They also build software social platforms for HIPPA Projects including Easter Seal and Delaware Breast Cancer. Their goal is to give users and administrators easy access on the backend to upload on the website.

Mrs. Sharon Ardisana, resident of the Villas and member of the Communication Committee, inquired if the town should consider adopting into a bigger platform for interface. Mr. Smith stated no he doesn't believe it would be in the town's best interest to transition into a larger platform. He recommended that the town should begin with an automated system on selected forms. One example he recommended was to automate the business license forms to reduce a paper trail.

Mr. Smith reviewed the Town of Georgetown's and the City of Milford's Police Department with Mayor & Council.

Town Manager Smith inquired if Mr. Smith could provide an estimated price range if the town elected to update their website like the ones presented earlier. Mr. Smith proposed a ballpark figure of $15,000 to $20,000 to re-do the website with any new additions.

Mr. Smith recommended the town to begin automating a selected handful of forms for example business licenses. He recommended that the town should not put all their forms to an automated system as this may not be good practice. He stated Delmarva Digital would work with the town staff to review their process to obtain a permit.

Town Manager Smith stated the town has a clean hands ordinance, which means that an applicant must not have any past dues to obtain a permit or license.

Mr. Smith stated an applicant can submit the application with payment being received after the town goes through their approval process. He also stated an applicant status can be created, so the applicant can see where they are through the process.

Town Manager Smith recommended showing the permit requirements on the application prior to submittal.

Town Manager Smith inquired if Mayor & Council decided to move forward with updating the towns website would you recommend in phasing the projects.

Mr. Smith stated he recommends phasing the projects depending on the towns budgetary needs.

Town Manager Smith stated the town utilizes Edmunds a software system for billing and invoicing. She stated residents have inquired if they can access their bill online and to access a bill online Edmunds would need to set up the software for a fee of $4,500 and a $500.00 a yearly fee.

Town Manager Smith stated she can contact Edmunds to see if this would be an option to interface with the towns website.

Mrs. Ardisana inquired if an electronic signature could be implemented. Mr. Smith stated yes.

Mr. Smith recommends the town to analyze and prioritize the phases depending on the budgetary needs of the town.

Councilman Lodato inquired if a monthly calendar can be implemented on the towns home page.

Mr. Smith stated a graphical calendar can be implemented where the picture of the water tower resides on the home page. Town Manager Smith explained community events will be listed by the administrator, and a policy will need to be implemented. A linear calendar can be implemented as well.

Councilman Lodato stated the Communication Committee are reviewing the resources links page and provided a list of links and resources to Mr. Smith. He stated the organizations that we have links for could include their own calendar of events for the visitors to see.

Town Manager Smith stated a policy would need to be implemented to list any links and calendar of events.

Town Manager Smith recommended for the Budget Committee to provide their recommendations to Mayor & Council for their review as Mayor & Council will prioritize phases that are consistent to the town's budgetary needs.

Mayor & Council thanked Mr. Smith for his time and presentation.

Mayor & Council Workshop adjourned at 8:01 p.m.

Mayor

President of Council

Town Manager

Recording Secretary