FileLocal

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Executive Board:

Andy Cherullo, Chair
City of Tacoma

Jan Hawn
City of Bellevue

Susy Haugen
City of Everett

Glen Lee
City of Seattle

Executive Board Meeting Summary

April 27, 2015

SEATTLE MUNICIPAL TOWER CONFERENCE ROOM 4070
SEATTLE, WA

KEY: Underlined text indicates actions/decisions.
Bold/italicized text indicates follow up items.

Standing Items

1. CALL TO ORDER

The April 27, 2015, meeting of the Washington Multi-City Business License and Tax Portal Agency (FileLocal) was called to order at 12:23 p.m. and held in Conference Room 4070 of the Seattle Municipal Tower Conference in Seattle, Washington.

ROLL CALL

Board Members Present: Andy Cherullo (phone), Jan Hawn (phone), Susy Haugen (phone), Joseph Cunha (Seattle Alternate)

Board Members Absent: Glen Lee (Joseph Cunha attended in his place)

Staff and Others: Jamie Carnell, Ezra Hodge, Jay Long (phone), David Linehan (phone), Laurie McVay

2. PUBLIC COMMENT

There were no public comments.

3. APPROVAL OF MEETING SUMMARY

On a motion made by Jan Hawn and seconded by Susy Haugen, the board approved the March 23, 23015, meeting summary unanimously.

4. REVIEW OF FINANCIAL STATEMENT

There were no questions about the March Financial Statement.

*A public comment period is provided to allow the public to briefly present information, topics or issues that they feel should be considered by the board. Presentation should be limited to three minutes and be summary in nature. The board may decide to discuss the topic briefly at that time or to request its placement on a future agenda.

5. DISCUSSION ITEMS

A. 2016 Budget Draft: Jamie briefly reviewed the annual budget approval process as indicated in the FileLocal Resolution FL2015-03 Briefing Paper.

I. Key areas of change for this budget include

a. Utilizing the carryover funds of $146,578 as an Operating Reserve for 2016.

b. A $500 increase in bank fees to allow the use of electronic checks.

c. Capital Cost Recovery: charges to Bellevue, Everett, and Tacoma and payment to Seattle.

d. CPI-U adjustment decreased.

II. Andy Cherullo asked for a quick review of the Adoption Rates.

a. Jamie explained that the rates were initially determined with the goal of going live in 2014 and since that did not occur, the rates for the subsequent years were lowered.

B. Proposed Product Roadmap: Jamie reviewed why we are developing a roadmap, how it is being done, and the effect of the roadmap on 2016 budgeting.

I. **Why**: The Agency, acting as the product manager and a conduit for the cities and e-Gov, has an increased responsibility for strategic development of FileLocal in partnership with e-Gov Systems. The Agency is responsible for the quality of the product, setting priorities of system changes, and ensuring all changes are handled in a responsible manner.

The roadmap is a tool for managing change requests and onboarding new cities. Due to the delayed launch there is a growing list of items identified during testing that have not been addressed. Additionally there are eight (8) cities interested in joining FileLocal.

II. **How**: The priorities guiding the development of the roadmap include:

a. Providing a reliable, usable, and secure website for local business licenses and FileLocal B&O taxes.

b. Sustaining a customer satisfaction rate of 98% or higher

c. Expanding the market share to 85% of business and preparers filing and paying through FileLocal

d. Expanding member cities to include all cities in Washington with B&O taxes.

The goal is to develop a regular cadence of year-to-year milestones; changes, enhancements, testing, and technology upgrades.

III. **Effect on 2016 Budget**: The Operations Committee decided to allocate the carryover funds ($146,578) to an Operating Reserve which would be used for any major product issues that arise in 2016.

Determining which medium-low priority change requests to address in 2016 is a complex issue. The Operations Committee came up with two options: (1) allocate a specific dollar amount to be used for these changes or (2) review the current list of items and select specific items to be addressed and provide the board with recommendations and cost estimates for a revised budget in September. The Operations Committee recommended option 2, the board concurred.

In August, e-GovSystems and the Agency program team with review all the change requests and review with the Operations Committee at their September meeting.

6. PROJECT IMPLEMENTATION STATUS

A. Development is on a stable road; e-Gov has fallen into a good cadence.

B. That is not the case with the cities and their data interchanges, there is still a lot of development work being done and a full end-to-end test has not yet occurred with all the data interchanges in place and functioning. The Go/No Go Special Meeting of the Board, scheduled for May 14th, is critical. The board will need to review the risks and make a decision on the May Soft-Launch. If the May soft launch is a No Go, then the soft launch would be disregarded and we would aim for a July Full Launch.

C. Andy Cherullo asked whether July would need to be a full launch or if we could do a soft in July and push the full to September. Andy's concern is that no businesses would have had an opportunity to access the site prior to the full launch. Jamie noted that we could make the site available to some businesses in June, but that implementation adjustments would need to be made.

7. ADJOURNMENT

On a motion made by Andy Cherullo and seconded by Joseph Cunha, the Board adjourned at 12:48 p.m.

Respectfully Submitted,

Susy Haugen
Secretary, FileLocal