FileLocal

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Executive Board Meeting Summary

March 26, 2018

SEATTLE MUNICIPAL TOWER CONFERENCE ROOM 4070
SEATTLE, WA

Executive Board:

Susy Haugen, Chair
City of Everett

Toni Call
City of Bellevue

Chris Bothwell
City of Lake Forest Park

Glen Lee
City of Seattle

Andy Cherullo
City of Tacoma

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

Standing Items

1. **CALL TO ORDER**

The **3-26-18**, meeting of the Washington Multi-City Business License and Tax Portal Agency (FileLocal) was called to order at **12:01 p.m.** and held in Conference Room **4070** of the Seattle Municipal Tower in Seattle, Washington.

ROLL CALL

Board Members Present: Susy Haugen (phone), Toni Call (phone), Chris Bothwell (phone), Glen Lee, and Andy Cherullo (phone)

Staff and Guests: Kevin Fitzpatrick, David Linehan (phone), Horace Francis (phone), Rick Mekdessie (phone), Jan Hawn (phone), Kari Roller (phone), Nate Malone (phone) Jeanette Wischhoefer and Wendy Thomaston

2. **PUBLIC COMMENT**

There were no public comments.

3. **APPROVAL OF MEETING SUMMARY**

On a motion made by **Andy Cherullo** and seconded by **Toni Call**, the board approved the **3-19-18**, meeting summary.

4. **ACTION ITEMS**

A. FL2018-01 – Bremerton Admission – Subscriber. Kevin reviewed the briefing paper, resolution, and discussion document. There were no questions and, on a motion, made by Glen Lee and seconded by Andy Cherullo the board, made up of Lake Forest Park and all of the original member cities, unanimously approved the motion by a roll-call vote to add Bremerton as a subscriber city.

B. FL2018-02 – Renton Admission – Principal. Kevin reviewed the briefing paper, resolution, and discussion document. There were no questions and, on a

*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.

motion, made by Andy Cherullo and seconded by Toni Call the board, made up of Lake Forest Park and all of the original member cities, unanimously approved the motion on a roll-call vote to add Renton as a principal city

C. FL2018-03 – Fiscal Manual Updates – Kevin had previously reviewed the updates with each of the Board Members and there were no follow-on questions. On a motion made by Toni Call and seconded by Andy Cherullo the board, made up of Lake Forest Park and all of the original member cities, approved the motion to update the Operating/Fiscal Manual.

D. FL2018-04 – FileLocal Executive Board Officers – Kevin reviewed the 2-year term limit on the Chair and Vice-Chair positions and then the resolution to elect Chris Bothwell as Chair and Toni Call as the Vice-Chair. On a motion made by Andy Cherullo and seconded by Glen Lee, the board approved the motion to elect Chris Bothwell as the Chair and Toni Call as the Vice-Chair.

5. **DISCUSSION ITEMS:**

A. Monthly Business Report – Kevin reviewed the monthly business report for the three months ended January 31st, 2018. Overall, Accounts Created (8,957), Forms filed (9,981), Licenses and Renewals (9,299) and Payments $16,247m were up significantly compared to the like period a year ago. Help Desk calls were 3,414 which is 10.5% of the Accounts Started and Forms Filed. Key areas noted for help desk calls include account creation – 35%, password reset 19%, and Licensing 15%.

B. Account Setup Task Force – Troy Lucas (Bellevue) reviewed the work done by the Account Setup Task Force – the group focused their efforts on two releases - Q1'18 was focused on easy to fix items such as wording, help screens etc. and Q2'18 items primarily focused on simplifying the user experience.

C. January 2018 Help Desk Issues – Kevin reviewed the Help Desk Issues encountered in January 2018 and the remedies to fix these issues. The remedies include – 2nd Help Desk Center in Birmingham, Al, new call center and email software, monthly meetings to discuss city onboarding initiatives.

6. **ADJOURNMENT**

On a motion made by **Andy Cherullo** and seconded by **Toni Call**, the meeting of the Executive Board adjourned at **12:27 p.m**.

Respectfully Submitted,

Andy Cherullo
Interim Secretary, FileLocal