FileLocal

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Executive Board:

Susy Haugen,
City of Everett

Toni Call, Chair
City of Bellevue

Lindsey Vaughn
City of Lake Forest Park

Jan Hawn
City of Renton

Glen Lee, Vice-Chair
City of Seattle

Andy Cherullo
City of Tacoma

Executive Board Meeting Summary

September 26, 2019

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 9-26-2019, meeting of the Washington Multi-City Business License and Tax Portal Agency (FileLocal) was called to order at 11:09 a.m. and held in Conference Room 4070 of the Seattle Municipal Tower in Seattle, Washington.

ROLL CALL

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

Staff and Guests: David Linehan (phone), Kevin Fitzpatrick, and Julie Panick

2. **PUBLIC COMMENT**

There were no public comments.

3. **APPROVAL OF MEETING SUMMARY**

On a motion made by Andy Cherullo and seconded by Jan Hawn, the board approved the 5-30-19, meeting summary.

4. **REVIEW OF FINANCIAL STATEMENT**

Kevin Fitzpatrick summarized the August 2019, July 2019, June 2019, and May 2019 financial statements and cash status. There were no questions or comments.

5. **ACTION ITEMS**

A. Resolution FL2019-06: Kubra Contract Extension

a. Kevin Fitzpatrick reviewed the resolution which extends the contract to 12-31-2021. The term aligns with the RFP being done by the City of Seattle for their payment processor which FileLocal may be able to leverage.

i. Motion to accept: Andy Cherullo

*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.

ii. Motion seconded: Jan Hawn
iii. Majority vote: Passed

VOTE FL2019-06	City	Member
YES	Bellevue	Toni Call
YES	Everett	Susy Haugen
YES	Lake Forest Park	Absent
YES	Renton	Jan Hawn
YES	Seattle	Glen Lee
YES	Tacoma	Andy Cherullo

Question (Susy Haugen): Does Seattle have piggy-back language in their RFP that FileLocal can utilize?

Kevin Fitzpatrick will check with Seattle and discuss with our attorney.

6. DISCUSSION ITEMS:

A. Attachment Metrics

a. Four Metrics will be tracked quarterly: total licenses, license renewals, tax forms with payments, and tax forms with zero liability.

b. Key Issues near-term: renewal rates (19%) and zero payment filers (30%).

c. License Renewal Letter Template provided.

B. August Monthly Business Review

a. Help Desks calls are 3.4% higher than the same 3-month period in FY18.

b. Accounts created are down by 1,047 from FY18 in the same 3-month period.

c. Tax forms filed were up for all eight cities compared to same period FY-18.

d. Payments were up for all eight cities compared to same period FY-18.

C. ADA Update

No ADA work was targeted for Q3.

D. Agency/Vendor Performance Survey

a. Focus on what we can do to improve the City user experience.

b. Two components: Executive Board Members (strategic) and Operations Committee Members (tactical).

c. Designed and administered by outside contractor.

d. Survey length 10-15 minutes.

E. New Cities Update

There were no questions or comments.

F. Vendor Warrants

There were no questions or comments.

7. ADJOURNMENT

On a motion made by Andy Cherullo and seconded by Glen Lee, the meeting of the Executive Board adjourned at 11:44 a.m.

Respectfully Submitted,

Julie Panick

Julie Panick
Secretary, FileLocal