FileLocal

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Executive Board Meeting Summary

September 30, 2020

CONFERENCE CALL

Executive Board:

Toni Call, Chair
City of Bellevue

Beth Anne Wroe
City of Des Moines

Susy Haugen
City of Everett

Lindsey Vaughn
City of Lake Forest Park

Jan Hawn
City of Renton

Glen Lee, Chair
City of Seattle

Andy Cherullo, Vice-Chair
City of Tacoma

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

Standing Items

1. CALL TO ORDER

The 09-30-20 meeting of the Washington Multi-City Business License and Tax Portal Agency (FileLocal) was called to order at 11:12a.m. and conducted by conference call.

ROLL CALL

Board Members Present: Beth Ann Wroe (phone), Susy Haugen (phone), Lindsey Vaughn (phone), Jan Hawn (phone), Glen Lee (phone), and Danielle Larson (phone) for Andy Cherullo

Staff and Guests: Kevin Fitzpatrick (phone), Wendy Thomaston (phone) and Julie Panick (phone)

2. PUBLIC COMMENT

There were no public comments.

3. APPROVAL OF MEETING SUMMARY

On a motion made by Glen Lee and seconded by Beth Anne Wroe, the board approved the 05-28-20, meeting summary.

4. REVIEW OF FINANCIAL STATEMENT

Kevin Fitzpatrick summarized the August 2020 financial statements and cash status. There were no questions or comments.

5. ACTION ITEMS

A. Resolution FL2020-07: Amendments to the Operations Manual

a. Kevin Fitzpatrick reviewed the resolution. There were no questions or comments.

i. Motion to accept: Susy Haugen
ii. Motion seconded: Lindsey Vaughn
iii. Majority vote: Passed

*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.

VOTE FL2020-07	City	Member
Absent	Bellevue	Toni Call
YES	Des Moines	Beth Ann Wroe
YES	Everett	Susy Haugen
YES	Lake Forest Park	Lindsey Vaughn
YES	Renton	Jan Hawn
YES	Seattle	Glen Lee
YES	Tacoma	Danielle Larson (for Andy Cherullo)

B. Resolution FL2020-08: Leviathan Contract

a. Kevin Fitzpatrick reviewed the resolution. There were no questions or comments.

i. Motion to accept: Glen Lee
ii. Motion seconded: Susy Haugen
iii. Majority vote: Passed

VOTE FL2020-08	City	Member
Absent	Bellevue	Toni Call
YES	Des Moines	Beth Ann Wroe
YES	Everett	Susy Haugen
YES	Lake Forest Park	Lindsey Vaughn
YES	Renton	Jan Hawn
YES	Seattle	Glen Lee
YES	Tacoma	Danielle Larson (for Andy Cherullo)

6. DISCUSSION ITEMS:

A. August Monthly Business Review

Kevin Fitzpatrick reviewed the Monthly Business Review. There were no comments or questions.

B. January 2020 Postmortem

Kevin Fitzpatrick reviewed the January 2020 filing period system performance issues. COVID has had an impact on getting work done. Avenu implemented a hot fix in April. The months of May and June the work focus was on new cities. Third quarter we had three priorities: finish new cities work, legislative work, and batch issues.

Software Improvements

Software work included the Kubra File Import (testing phase) and the Refractor Website Code (analysis phase).

Hardware Improvements

There were no hardware issues in July. Avenu made short-term improvements to the CPU, RAM, and hardware storage. Longer term plans include a new Windows and SQL Server. Avenu installed the SQL server in June. Problems with the new Windows server has delayed implementation until November.

Measurement Improvements

Measurement improvements include monitoring Daily Hardware Utilization Reports, which started in second quarter and has looked good. Software Error Log monitoring is planned for fourth quarter. Help Desk Monitoring is being customized to reflect FileLocal specific metrics.

Help Desk Improvements

Avenu acquired and deployed new Help Desk software. The Help Desk is currently staffed at 12 with an additional 30 Avenu personnel trained to answer calls. A third-party vendor is available to take call overflows.

The Remittance to Batch/Returns Report from December 2019 to July 2020 has been reconciled. We are in the process of reviewing 100% of the Batch/Remittance files that do not match. Identified about 600 Batch issues. Scheduling individual meetings with each city to go over reconciliations. Need to have a better understanding of City tickets and monitoring from an agency perspective.

Working with Avenu on providing cities with Daily Reconciliation Reports. Kevin stated that he does not have a good date for when the cities will start receiving this report.

There were no question or comments regarding the January 2020 Postmortem update.

C. Agency/Vendor Performance Survey Update

Kevin Fitzpatrick reviewed the survey update. Plan to work with board Q4 to create a post July 2020 vision for the Agency. There were no questions or comments.

D. ADA Update

Kevin stated that no ADA work was scheduled for third quarter. There were no questions or comments.

E. New Cities Update

The Cities of Des Moines and Snoqualmie launched FileLocal in June. Kent will join FileLocal as a principal city in 2021 A resolution will be included in the December board meeting for Kent. There were no questions or comments.

H. Vendor Warrants

Kevin reviewed the vendor warrant list. There were no questions or comments.

7. ADJOURNMENT

On a motion made by Glen Lee and seconded by Lindsey Vaughn, the meeting of the Executive Board adjourned at 11:47 a.m.

Respectfully Submitted,

Julie Panick
Secretary, FileLocal