Minutes
Special Executive Board Meeting

Friday, September 20, 2019 ● 10am – 12pm
Bellevue City Hall, room 1E-118

Executive Board Attendees: Tyler Running Deer, eCityGov Executive Director; Rick Rudometkin, Sammamish; Tracey Dunlap, Kirkland; Nathan McCommon, Bellevue; John Traeger, Issaquah; Robert Larson, Snoqualmie;

Subscriber Board Attendees: Don Cole, Mercer Island; Barbara Mock, Snohomish County; Warren Cheney, King County

Other
M'Lisa Marks, Secretary eCityGov; Michele Miller, MBP/COB; Evan Phillips Bellevue Fiscal Team;

Call to Order
The meeting was called to order by Robert Larson at 10:10 am.

Approval of Agenda
Tracey Dunlap made a motion to approve the revised agenda, seconded by John Traeger. Motion passed unanimously.

Meeting Minutes
Rick Rudometkin made a motion to approve the June 2019 meeting minutes. Nathan McCommon seconded the motion. Motion passed unanimously.

Rick Rudometkin made a motion to approve the August 2019 meeting minutes. John Traeger seconded the motion. Motion passed unanimously.

Executive Director July 2019 update
Tyler presented the update to the board. There were no comments or discussion.

MBP Work Plan Updates
- 2019 MBP Work Plan Updates were discussed
- MBP Jurisdiction Dashboard Delay and Options
    - Jurisdiction dashboard is the main tool for jurisdiction permit staff.
    - The dashboard was scheduled to be completed by October 2019 but has been delayed. The new estimate for completion is March 2020.

- Delay is due to staff turnover and a lower estimate on time than what was actually needed
- The Program Committee and Management Committee voiced concern with the delay in the project.
- The dashboard project new target date of March 2020, will only represent about 25% of the original project scope
- The project has now been broken into 2 phases; phase 1 and phase 2
- Tyler is asking the board to approve additional resources in the way of staffing.
- Jurisdictions have prioritized dashboard tasks to be completed. Tyler and Michele will continue to work with the Program Committee and Management Committee to ensure priorities are on track.
- The board requested monthly updates
- Tyler reminded the board that the Management Committee meets every month and the Program Committee meets every month, but the Executive Board meets approximately every other month.

- 2020 MBP Work Planning Process
  - Tyler discussed the project prioritization plan after phase 2 highlighting the following;
    - workplan session – August/September
    - business value assigned
      - e-check is a major priority
      - mapping tools
    - dependencies identified
    - ED review - October
    - Committee and Board approval – November

MBP Organizational Updates
- MBP Annual Meeting Survey Results
  - Overall, the event was well received. The following were highlighted by attendees:
    - Meeting in general
    - Executive Director and committee chair presentations
    - Colliers presentation
    - Venue and food
  - The following items are areas of improvement
    - Networking with colleagues
    - Small group exercises
    - More mics
    - Master Builders speaker
    - Motivational speaker
- MBP Management Committee Communications
  - The sub-committees would benefit from cross communications

- - Management Committee re-elected reps for each sub-committee and committed to cross communications between sub-committees
- MBP Management and Program Committee Joint Meeting
  - Michele Miller suggested the Management Committee and the Program Committee plan a joint meeting
  - Both committees agreed to the meeting and are planning a retreat on November 14th in Kirkland.
- MBP 2018 Building Code Revision Process
  - July 1, 2020 the 2018 code will be in effect
  - The MBP tip sheets will need to be updated
  - The service delivery team is creating templates with publication committee to update the tip sheets. Michele will be the support contact for this project.

Business Development Update

- Michele Miller reported on the MBP business leads, on-boarding status and changes
  - Federal Way meeting had a large staff turnout
    - Subscriber agreement might go to Federal Way City Council in September/October
    - MBA support document was delivered to assist with justification to increase City permit fees to cover MBP expense
    - MBA has already announced that Federal Way is onboarding with MBP
  - Michele provided a demo to the City of Monroe last year. There is a new building official who is excited about MBP and wants to move the process forward quickly
    - Bob Larson from Snoqualmie has a contact at the City of Monroe
    - Monroe currently has Springbrook permitting portal backend system. Changing this backend system is not an option for the City of Monroe.
  - SeaTac has limited IT resources and is moving forward slowly.
  - Edmonds onboarding has been delayed by the onboarding of TRAKiT.
    - The version is not working correctly, and Edmonds will not onboard it completely until the new version is working properly.
    - John Traeger mentioned difficulties Issaquah has had with the most recent version of TRAKiT.
  - Town of Woodway is moving forward slowly.
    - Michele has provided initial system admin training and expects it will need to be provided again, due to delays in onboarding.
    - Woodway's backend system is Bias, which is a small and less robust system
    - Woodway might contract IT services to assist in onboarding
  - Renton reached out to Tyler informing him of their plans to withdraw from MBP effective January 1, 2020. An official letter must be received by September 30th.
    - They described this as a decision 3 years in the making

- They are planning on using EnerGov with CSS portal. However, it isn't clear that the CSS portal for permitting exists yet.
- It appears that Renton does not plan to transition to another portal, just close online permitting until EnerGov and CSS is available.
- Renton's frustration is that MBP integration took too much time and effort
- Barb Mock cautioned the Board that Renton has had a turnover in leadership lately.
  - The permit technician's frustrations have been directed to MBP when it may or may not be the MBP product causing the issue.
  - The leadership may not be aware of the permit technicians' frustrations
- MBA lobbied Renton to stay with MBP a year ago or more
- Renton did speak to their lack of engagement with MBP
- Tracey Dunlap suggested an eCityGov Board member speak with Bob Harrison. Bob is a former eCityGov Alliance Board member and is currently Renton's City Administrator.
  - Bob Larson and Nathan McCommon offered to speak with Bob Harrison.
- Tyler will meet with Renton and suggest that they stay on with MBP until EnerGov and CSS is available.
  - Bothell has reached out to Kirkland requesting IT assistance to help maintain MBP
    - Tyler met with Mike Kattermann, Bothell's Community Development Director, Melinda Tanner, Permit Center Manager, and an IT manager to discuss their needs and a possible agreement with Kirkland for support
    - The backend support for integration is a possible role for the additional COB dev staff that Tyler is requesting.
    - John Traeger cautioned the board that the integration issue can become a competitive threat, since backend vendors are making it harder to integrate other systems with their own offerings.

Budget & Finance Updates
- Financial Policies Update
  - The finance team will true up the budget in November
  - 70%/30% split MBP and other (currently GJT, NWP) has been updated to a 90%/10% split
- 2019-2020 Approved Budget Amendments
  - Kirkland's GJT cost sharing will continue through 2020
  - Final payment to the City of Bellevue for ePlan

Alliance Staff Resources Proposal
- Payors (jurisdictions paying into eCityGov Alliance) has increased by 35%

- Permit applications through 2019 have increased 55% in volume
- Since 2014 the number of developers on staff has remained fairly static
- We have lost support for tier 2 help desk issues. Developers are now doing this work.
- Support tickets from end user (residents and developers) has decreased over time
- Instead of entering tickets, the jurisdictions are calling and emailing the dev staff directly.
- Small feature development was happening without tickets being created.
- Tyler reviewed the possible type position and use of reserves to fund the position.
- The reserves have been steadily increasing over time.
- Tyler would like to hire this position before the end of 2019 to assist with the jurisdiction dashboard and e-check
- The Board discussed using this position to assist jurisdictions with integration.
- The board discussed a variable position and use of reserves to fund the position for two years.
- Tyler said this is a good time to hire because we don't have Amazon in Bellevue yet, which will likely make hiring local developers even more challenging. However, we do have the challenge of being in the "Silicon of the North" and competing with tech companies for the best talent.
- Evan suggested posting the position as a .75 to 1.0 which will attract highly qualified candidates who are looking for flexibility.
- The Alliance attorney reviewed the resolution before the board
- Tracey Dunlap made a motion to approve Resolution 2019-08 to amend the Alliance budget for the 2020 and 2021 fiscal years to accommodate an additional developer position. The Board approves up to $300,000.00 for a limited term up to 2 years, utilizing the Alliance reserves to the extent necessary, effective immediately upon passage. John Traeger seconded the motion. The motion passed unanimously.

Orthophotography Project Update
- More jurisdictions have indicated interest in participating: Federal Way, Des Moines, Renton, Snoqualmie
- Tyler will follow the City of Bellevue's procurement policy:
  - Filing for sole source, competitive exception
  - The flight company and the project manager are both on the COB roster
- Tyler is drafting a MOA for the full project

Strategic Plan Version 1
- At the planning workshop, the Board directed Tyler to move forward quickly with the strategic plan
- Tyler's research found 2008 and 2014 strategic plans for MBP but not for the Alliance. Barb Mock confirmed there has not been a strategic plan for the Alliance.
- Tyler presented the Alliance strategic plan by year and by quarter through 2021.
  - Action items were prioritized by strategic areas
  - Measurements will be added to the plan

- The Board members found the plan easy to read as well as helpful. There was a suggestion to add Alliance accomplishments as well.

MBP Jurisdiction Technical Assistance
- Tyler met with Snohomish County to review their business process.
- Tyler met with the City of Sammamish regarding staff turnover, technical knowledge transfer, business process. He spent time with their permit staff hearing their concerns and comments.
- Tyler met with Bothell staff regarding MBP integration support

NWProperty.net Update
- At a previous Alliance Board meeting, the Board agreed to sunset NWP
- Nearly all currently paying jurisdictions are not using NWP, with Kirkland only using it a couple times each month
- Only 25% of hits to the site appear to be actually using the site for property research and report downloads
- The Alliance attorney reviewed the resolution before the board
- Rick Rudometkin made a motion to approve Resolution 2019-09 to retire the NWProperty.net website and services by January 1, 2020 or at least earlier than December 31, 2020. Motion was seconded by Nathan McCommon. Motion passed unanimously.

GovJobsToday Update
- Tyler reviewed alternative sites
  - NeoGov
  - Crelate
  - Association of Washington Cities
- Tyler resumed conversations with Crelate
  - Crelate completed a gap analysis which showed they are closer to meeting all of the functionality of the GovJobsToday website.
  - If a partnership is pursued, current rates could be maintained for 2-3 years
  - Smaller jurisdictions do not want to move to NeoGov due to the catchment being too large for their more localized interest
  - The Crelate representative will speak with their board
  - Tracey Dunlap reminded the Board that Bellevue, Kirkland and Issaquah will move forward with NeoGov and will not use Crelate
  - Nathan McCommon clarified that the Alliance will still own GovJobsToday and Crelate will be subcontractor. The Board agreed with Nathan's clarification.
  - John Traeger asked the board, what happens when the Alliance brings in more customers? Will the Alliance get a percentage of the income?
  - The Board did not have any concerns about Tyler continuing discussions with Crelate that would eventually produce a draft collaboration agreement

eCityGov.net Website Upgrade

- Tyler has started work with the City of Bellevue IT team to change and update the Alliance website.
  - Tyler will provide updates to the Board as necessary.

Executive Director Performance Review
- Chairperson, Bob Larson, is searching for past performance reviews to replicate but has not found anything.
- The last ED performance review was a 20-30-page document; not something that the Board would like to replicate.
- Tracey Dunlap will send Bob what she has for files from prior ED performance reviews.
- Nathan McCommon said he will send a template to the Board for review.
- Bob will create an Alliance Executive Director Performance Review document and send to the Board members for review before the next Board meeting in November, which will have an executive session for the ED performance discussion.

Adjournment

Robert Larson adjourned the meeting at 11:57am