

DATE: April 8, 2019

TO: Mayor Chelminiak and City Councilmembers

FROM: Nathan McCommon, Deputy City Manager, 452-4194
City Manager's Office

Sabra Schneider, Chief Information Officer, 452-4890
Information Technology Department

SUBJECT: eCityGov Alliance Program Updates

Council was last updated about the eCityGov Alliance or "Alliance" in January of 2018 when Council adopted a new interlocal agreement (ILA) to support the ongoing development of efficient, collaborative and online technology solutions for municipal and county residents.

On April 8, staff will provide an update on the activities of the Alliance which include hiring an Executive Director, adding two non-voting board members to represent subscribers, signing three new subscribers into MyBuildingPermit or "MBP" and making updates to the MBP application that improve customer service.

Background

Bellevue is a founding partner in the Alliance, which was originally formed in 2001 by nine cities in the region. The cities partnered to form an inter-local agency with a mission of providing convenient and consistent web-based services to the public. The Alliance supported many eastside cities in their efforts to provide modern online government services at a time when many were not available in the private market.

Partnering to develop web-based applications allowed cities to share the cost and provide consistent standards and high-quality customer service across jurisdictional boundaries. The Alliance also began selling software as a service to other municipal subscribers. Board member partners drove decision making and investments for the Alliance while subscriber cities helped to offset costs and expanded the use of shared services in the region. The Alliance has shifted over the years, from addressing a variety of emerging information technology needs on a regional basis to focusing on specific needs that continue to meet the demands of customers and the member agencies.

In 2014 the Alliance became a government nonprofit entity, governed by an Executive Board of founding partners and an Executive Director selected by the board. The Executive Board currently has members from Bellevue, Issaquah, Kenmore, Kirkland,

Sammamish, and Snoqualmie. Board members are Chief Executive Officers (e.g., Mayor, City Manager, and City Administrator), Deputies, or equivalent staff. Deputy City Manager Nathan McCommon represents the City of Bellevue on the board. In 2018, the board also added two non-voting members to represent large and small subscriber jurisdictions.

The primary role of the board is to:

- Affirm and approve strategic direction;
- Review and adopt budgets; and
- Retain decision making authority on policy issues, workplans and future investments.

Subscribers, who pay annual costs to use the software, enhance the work of the Alliance by:

- Recommending and prioritizing new software features;
- Testing new features and releases;
- Contributing ideas for future applications; and
- Partnering on regional best practices and training.

Alliance Accomplishments and Updates

In late 2018, Tyler Running Deer was selected as the new Executive Director for the Alliance and he assumed his new position in January of this year. His position reports directly to the Executive Board and is housed in the Information Technology Department, with the service delivery team. Mr. Running Deer brings more than 20 years of public sector experience to the role, including executive level positions in budget, finance, IT, and performance management within elected executive offices. He most recently served as Client Services Director in the Seattle Information Technology Department.

To further enhance the regional partnership, the Executive Board also welcomed two new non-voting members to represent subscriber jurisdictions. Those roles are currently filled by Barb Mock from Snohomish County and Don Cole from Mercer Island.

The Alliance continues to offer three online applications that serve more than 20 public agencies in the region. These programs offer member agencies valuable online services, while also providing opportunities for knowledge sharing, training, and development of best regional business practices. The applications currently offered by the Alliance include:

- I. MBP, the premier application for the Alliance, which now serves 18 jurisdictions including the partner cities. MBP offers builders, contractors and homeowners the ability to complete the permitting process online and is endorsed by the Master Builders Association. In late 2017, King County first launched in MBP and continued to expand its services in MBP over the course of 2018. In addition, the

cities of SeaTac, Edmonds and Woodway are also new subscribers. Alliance staff made significant updates to the MBP software including:

- The new Dashboard enhances customer services by providing important information in one location and drawing attention to specific items needing action including invoices, documents and approvals.
 - Thanks to a new module, developers now have a simplified approval process for using the same building plan on multiple lots to speed up permit applications, an important feature for Snohomish County and King County.
 - The revamped MBP status site now reports status of permit applications in near real time for applicants and residents curious about changes in their neighborhoods.
- II. GovJobsToday is an end-to-end recruitment solution that allows job-seekers to view and apply for public sector jobs with one profile, in one convenient location. This application currently serves 12 jurisdictions and fills a gap in the market for smaller jurisdictions in particular. The board made changes in 2018 resulting in savings for Bellevue starting in 2020.
- III. NWProperty is a comprehensive commercial property resource that serves 14 jurisdictions. Businesses can search for commercial property for sale and lease and access detailed property information, public data, and demographic reports.

The Alliance pays the City of Bellevue for providing technology services and serving as the fiscal agent. Technology services include software development and hosting, project management, business analysis, testing, and helpdesk support.

Mr. Running Deer is currently working with the Executive Board and Management Committee to develop a long-term strategic plan for the Alliance. In addition, he is also working with multiple agencies to share the benefits of the Alliance products and continue to expand the number of subscribers.