



**OFFICE OF THE CITY CLERK**  
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**NICOLE BONILLA, MBA**  
City Clerk

**JORDAN RIULLANO, JD**  
Deputy City Clerk

March 5, 2026

Subject: Request for N'Quan Stephens, Senior Account Clerk to Attend the  
OpenGov Conference for Certification April 26-May 1, 2026

The Clerk's Office relies exclusively on OpenGov for all permit and license applications, processing, and payment collection through the OpenGov Permits & Licensing module. Ms. Stephens is not only an active daily user of the system but also a recognized subject-matter expert, making her exceptionally well qualified to participate in the OpenGov certification course offered during the conference.

Ms. Stephens built every OpenGov application used by the Clerk's Office and other departments entirely from the ground up. She is currently partnering directly with the Recreation Department to design and implement their full suite of applications within OpenGov, while also providing hands-on training to departmental staff to ensure successful adoption and long-term usability.

Participation in this training and certification course will further strengthen Ms. Stephens' technical expertise and enable the city to maximize the full capabilities of the OpenGov platform. This investment will directly support streamlined application intake, faster processing times, reduced errors, and increased productivity across multiple departments. Ultimately, it will result in measurable cost savings for the city and a significantly improved, more efficient experience for our constituents.

In accordance with the Austerity Budget protocol, the Travel and Training Request Form was approved at the Tuesday, March 3, 2026, Board of Estimate and Contract Meeting.

Estimated expenses (*not to exceed \$3,050*) are to be funded by **A 1030.402** Board of Estimate and Contract – Education/Training and Travel

Registration/Tuition \$1,000

Transportation \$500

Lodging \$1,150

Incidentals/Meals \$400

Sincerely,

Nicole Bonilla, MBA  
City Clerk