



The Honorable Mayor Shaunna O'Connell

City of Taunton

Software Upgrades and Initiatives

Presented by the Finance Department
Office of the Mayor
03/28/2023

Update City Officials and Residents

▶ Objectives

▶ Provide updates and information on:

▶ City Wide Payroll Software Conversion

▶ City Wide Financial Software Conversion

▶ Review of Permit Eyes

▶ Review of Automation Project

▶ Payment Processing Software

▶ Installation of Nearmap

City Wide Software Conversion Payroll

- ▶ City has engaged Tyler Technologies - MUNIS
 - ▶ Streamline all employees into one payroll portal
 - ▶ Elimination of City Code Sheets
 - ▶ Elimination of manual tracking Compensated Absences
 - ▶ Vacation / Sick / Personal
 - ▶ Employee portals with real-time data
- ▶ Current Status
 - ▶ Police and Fire are live
 - ▶ General ledger crosswalks being built
 - ▶ Accruals being tested
 - ▶ Trainings are ongoing
 - ▶ Full implementation 1-1-24
 - ▶ Mindful of W-2s

City Wide Software Conversion - Financials

- ▶ Currently Seeking to engage with New Provider
 - ▶ Modernized chart of accounts built out
 - ▶ Elimination of unnecessary ledger accounts
 - ▶ Digitalized receipts for both payments and invoices
 - ▶ Automation will save time, money, and create additional efficiency
 - ▶ Elimination of Cash Book
 - ▶ Ledger will be cash book
 - ▶ Removal of duplicative entries
 - ▶ Streamline Accounts Payable Process
 - ▶ Elimination double entry voucher process
 - ▶ Digitization of all documentation

City Wide Software Permit Eyes

▶ Information Technology Efficiencies

- ▶ All necessary departments have access to Permit Eyes including Treasurer and Assessor
- ▶ Inspectors and staff can view all information on a permit in the field or from their desk
- ▶ One program handles all permitting and licenses that staff can view

▶ Assessor Efficiencies

- ▶ Know what we are visiting before we leave the office, shorter visits
- ▶ Details of assets for more accurate assessment
- ▶ Streamlined permit entry into database

▶ Permitting Departments Efficiencies

- ▶ Contractors able to apply and pay online for all bldg. permits
- ▶ Improved communication with contractors providing real-time updates on applications and inspections
- ▶ Facilitates participation and collaboration between departments

City Wide Software Core Infrastructure Project

- ▶ IT Dept. recently upgraded our core IT infrastructure to a scalable, redundant and highly available network
- ▶ Defense in-depth approach that provides a secure and robust private cloud platform to protect our critical applications and data that offers:
 - ▶ A highly available and redundant network
 - ▶ Data Protection - protect data with policy-based replication and Data-at-Rest Encryption
 - ▶ Replication and Recovery
 - ▶ Expanded storage capacity

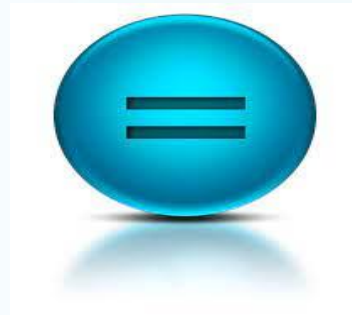
Payment Processing Software

- ▶ New Features
 - ▶ Residents can make online tax payments using the latest technology
 - ▶ Credit Cards
 - ▶ E-Checks
 - ▶ Apple Pay, Google Pay, PayPal, and Venmo (2.95% of cart fee)
 - ▶ Telephone Payments/IVR (\$.50/transaction fee)
 - ▶ Residents can make Credit Card payments at the T/C Office by swiping, inserting, or just tapping their credit card
 - ▶ Residents can receive text messages for payment reminders with a link to pay a bill and receive payment confirmations
- ▶ Implementation Date: On or shortly after July 1, 2023

Nearmap

- ▶ Aerial Images 2x/yr. Costs \$22k/yr. and gives us unlimited licenses and use
- ▶ 29 Licenses include Assessors, Police, Fire, Planning, Conservation, & more
- ▶ Accessible and used by the public on the Assessor's GIS web page
- ▶ State-approved Orthographic visits as valid visit histories
- ▶ 2022 Re-measured 400+ parking lots and added \$160K growth to levy
- ▶ Constantly adding sheds where no permit is required @ \$600 ea. in taxes
- ▶ Capturing decks etc., built without permits

Comments and Considerations



Thank You Mayor O'Connell and Municipal Councilors