

County of Santa Barbara

Property Tax System Implementation

Auditor-Controller, Treasurer Tax-Collector
Clerk-Recorder-Assessor

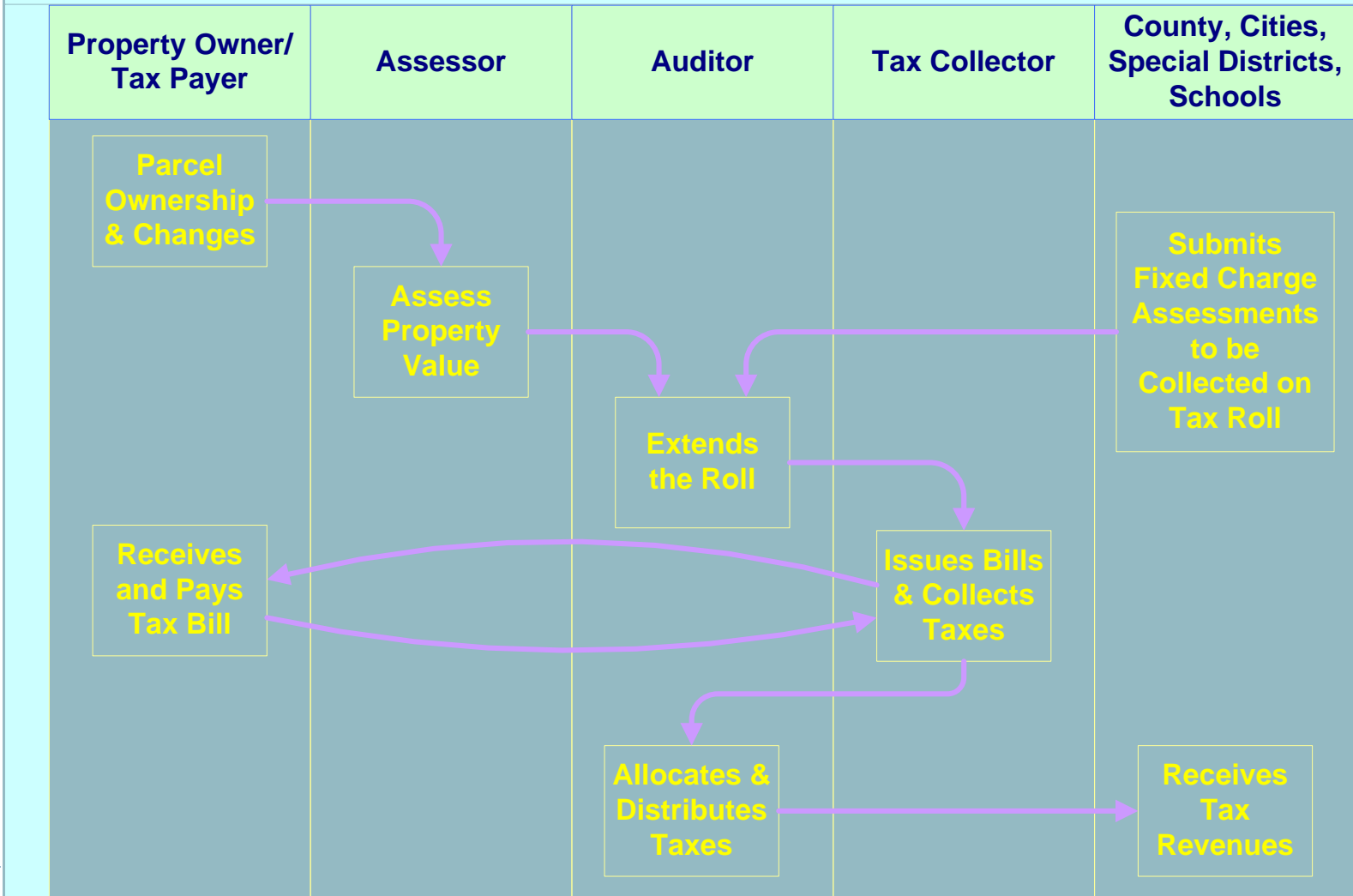
April 9, 2013

Presentation Overview

- ▶ Brief Overview of Property Tax Cycle and Departmental Interrelationships
- ▶ GRM Project Plan and Timeline
- ▶ GRM Engineering Tasks by Phase
- ▶ Major Property Tax Business Processes for Auditor and Tax Collector
- ▶ GRM Project Cost and Current Status
- ▶ GRM Staffing Resources and Labor Costs to Date
- ▶ Other GRM CA Counties

Departmental Interrelationships

Property Tax Cycle



Recommended Actions

- ▶ Receive and file a progress report on the implementation of the Government Revenue Management (GRM) property tax system
- ▶ Approve Agreement for Services of Independent Contractor in an amount not to Exceed \$250,000
- ▶ Certify critical need for retired employees to fill positions for implementation of GRM, and approve appointments to part time extra help positions

GRM Project Plan & Timeline

<u>Task Description</u>	<u>Assigned To</u>	<u>Estimated Completion</u>
GRM Project Contract & Plan	County & TR	DONE
GRM Server & Product Install	County & TR	DONE
Gap Analysis – Business Processes	County & TR	DONE
Gap Analysis – Reports	County & TR	March
System Configuration	County & TR	April
Interfaces		
Assessor	County & TR	April
Cashiering	TR & Creditron	April
Other Systems	County & TR	May
Engineering for Gaps Identified	TR	June
Business Processes	County & TR	June
Training	TR	June
Data Conversion	County	July
Testing / User Acceptance	County	July
Server Infrastructure	County	August
Reports	Simpler & TR	September
Deployment/Go Live	County & TR	September
Stabilization	County & TR	December 2013
Enhancements	County	December 2015

GRM Engineering Tasks

▶ Phase I – due April 2013

▶ Assessor Interface

- ▶ CA-SB-IN05 – Annual Assessment Roll Values
- ▶ CA-SB-IN06 – Corrected Assessments and Escapes
- ▶ CA-SB-IN07 – Supplemental Assessment Roll Values
- ▶ CA-SB-IN10 – Parcel Splits and Merges
- ▶ CA-SB-IN12 – Pending Supplemental Events
- ▶ CA-SB-IN13 – Administrative Data Changes (Names, Addresses, Property Characteristics)
- ▶ CA-SB-IN15 – Transfers (Ownership Changes)
- ▶ CA-SB-IN17 – Auditor Review/Approve/Reject Supplemental, Corrections, & Escapes
- ▶ CA-SB-IN28 – Split Bill Values from Assessor (Undivided Interests)
- ▶ CA-SB-IN29 – New Construction Supplemental Events

▶ Tax Collector Billing

- ▶ CA-SB-BI02 – New Owner Bills
- ▶ CA-SB-BI04 – Undivided Interest Bills

GRM Engineering Tasks

Phase 2 – due May 2013

▶ Cashiering Interface

- ▶ CA-SB-IN30 – Outstanding Bill List & Collection File Formats

▶ Assessor Interface/Data

- ▶ CA-SB-AA02 – Show Exemptions on GRM Screens for Assmt Admin and Info Center
- ▶ CA-SB-AA07 – Enhancements to Event Queue (Work List for Roll Corrections)
- ▶ CA-SB-AA10 – Affidavit Detail Reports for Tax Collector

▶ Auditor Levy & Distribution

- ▶ CA-SB-DI27 – Teeter Distribution Method
- ▶ CA-SB-LV26 – Apportionment Factor Calculation & RDA's
- ▶ CA-SB-LV27 – ERAF in Tax Rate Area Ratio
- ▶ CA-SB-LV37 – Ability to Place Hold on Assessment Item for Billing

GRM Engineering Tasks

Phase 3 – due June 2013

▶ Assessor Interface

- ▶ CA-SB-AA04 – Remove Flags (Indicators) in Batch Mode

▶ Auditor Levy & Distribution

- ▶ CA-SB-TA08 – GL Export Enhancements
- ▶ CA-SB-LV49 – Assign Number & Reason to Roll Corrections
- ▶ CA-SB-LV53 – Jurisdictional Changes for Increment Calculation
- ▶ CA-SB-LV54 – Homeowner Exemption Claim without RDA's
- ▶ CA-SB-DI05 – Track/Cap Supplemental Admin Fee
- ▶ CA-SB-DI06 – Supplemental Admin Fee Calculation on Gross

▶ Tax Collector Billing

- ▶ CA-SB-BI09 – Tax Bill Formats (Annual, Supplemental, etc.)

Major Property Tax Business Processes Auditor

Fixed Charges/Special Assessments

Tax Rates

Annual Tax Increment

Jurisdictional Changes

Apportionment Factors

Tax Bill Extension

Undivided Interest Bills

State Utility Roll

Redevelopment Agencies

Roll Corrections

Negative Supplementals

Apportionment & Distribution

TRA/Fund Maintenance

Homeowner Exemption Claim

Supplemental Admin Fees

Teeter Accounting

Impounds for Assessment Appeals

State Reporting

Reconciliations: Roll to Levy, Roll Corrections, FIN Funds

Refund Processing & Tracking



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*This is a list of processes that will be affected due to the migration from Mainframe to GRM.

Major Property Tax Business Processes

Tax-Collector

Bill Printing & Mailing

Liens & Judgments

New Owner Bills

Redemption – Advertisement, Tax Sale, etc.

Collections Processing

Reminder Notices

Payment Exceptions (Errors, Refunds)

Penalty & Fee Calculations

Penalty Cancellations

Bankruptcy Claims

CORTAC Agencies

Tracking & Aging of Receivables

Subdivision Bonds

Account Write-Offs

Payment Plans

Reconciliations: Cashiering to GRM to FIN Funds to bank

GRM Project Costs

<u>Licensing & Maintenance:</u>	<u>Total Estimate</u>	<u>Paid-To-Date</u>	
----- Software License Fees	\$ 650,000	\$ 487,500	-----
5 years of maintenance	860,670		
	<u>1,510,670</u>	<u>487,500</u>	
<u>Professional Services:</u>			
Project Plan	135,000	135,000	
Gap Analysis Document	337,500	270,000	
Data Conversion	337,500		
User Acceptance Testing	202,500		
End User Training	135,000		
Go Live	67,500		
Final Acceptance	135,000		
Contingency	215,000		
Reimbursable Travel	150,000	41,320	
	1,715,000	446,320	
<u>Total Contract not-to-exceed amount</u>	<u>3,225,670</u>	<u>933,820</u>	
Hardware & software budget	69,000	46,391	
Contractors (Gleason & Simpler)	300,000	210,181	
Labor costs	2,400,000	1,393,593	
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▶ <u>Total Project</u>	<u>\$ 5,994,670</u>	<u>\$ 2,583,985</u>	

GRM Project Staff Resources

Position	Department	Dedicated FTE's
<u>Core Project Team</u>		
Project Manager	Auditor	0.8
Business Analyst	Auditor	0.9
Programmer, Conversion	Auditor	1.0
Programmer, Interfaces	Auditor	0.8
Programmer, Interfaces	Auditor	0.5
Contract Manager	Tax Collector	0.2
Programmer, Interfaces	Tax Collector	0.5
Business Analyst	Tax Collector	0.8
Technical Analyst	Tax Collector	<u>0.8</u>
		6.3
<u>Contractors</u>		
Mainframe Analyst	Gleason Government Systems, Inc.	0.5
Programmer, Conversion	Simpler Systems	0.6
Programmer, Reports	Simpler Systems	0.6
		<u>1.7</u>
	Total Project Team FTEs:	8.0
<u>Server Infrastructure</u>		
System Admin, SQL/Backups	Auditor	0.5
System Admin, Web/App	Auditor	0.2
System Admin, Maintenance	Tax Collector	<u>0.1</u>
		0.8



Total GRM Project Labor Costs to Date:

Assessor	\$	4,496
Auditor	\$	906,594
Tax Collector	\$	<u>482,503</u>
<u>Total</u>	\$	<u>1,393,593</u>

Other GRM CA Counties

- ▶ **Santa Barbara – signed \$3m contract May 2010 (includes 5 years of maintenance fees), goal date to go live July 2013**
- ▶ **Santa Cruz – signed \$2.5m contract July 2008 (includes 7 years of maintenance fees), went live October 2012**
- ▶ **Riverside – signed \$28m contract Oct 2010 (includes 10 years of maintenance fees), goal date to go live Oct 2013**
- ▶ **San Diego – signed \$42m contract Dec 2011, goal to go live Jan 2014**
- ▶ **Nevada – signed contract Jan 2013**
- ▶ **Inyo – signed contract Jan 2013**
- ▶ **Ventura – signed \$19m contract March 2013, hiring 19 temp employees, 5 Year implementation plan July 2018**

Conclusion

- ▶ Contract with Simpler Systems, Inc. to provide additional support for data conversion and enhanced reporting
- ▶ Rehire two employees in extra help part time positions, each with 36 years of invaluable property tax experience to assist in the migration from the mainframe system to the new GRM system