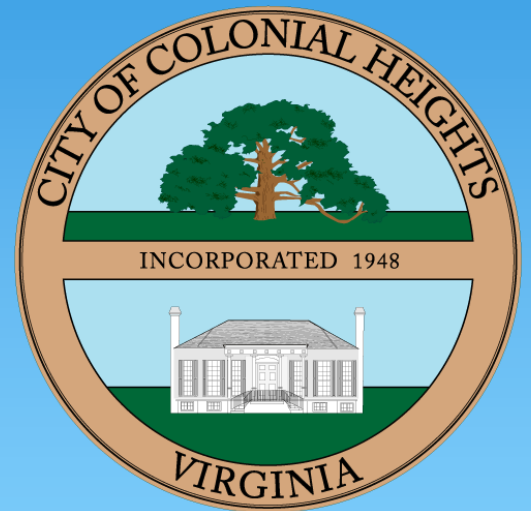


**Colonial Heights  
City Council  
Special Meeting  
September 19, 2017**



# Colonial Heights City Council Meeting September 19, 2017



***1. Special Meeting For The Purpose  
Of Holding A Work Session For The  
Following Purpose:***

***A. Voting Equipment Update***

# Colonial Heights City Council Meeting September 19, 2017



## ***B. ERP (Financial) System Presentation***



# **CITY OF COLONIAL HEIGHTS ERP SYSTEM OVERVIEW**

**CITY COUNCIL WORK SESSION**

**SEPTEMBER 19, 2017**





# WHAT DOES AN ERP SYSTEM DO?

RE & PP Tax  
Billing

Payroll

Cash Receipts

Human  
Resources

Purchasing

Utility Billing

Personal  
Property  
Assessments

General  
Ledger

Accounts  
Payable

Miscellaneous  
Billing

Business  
License  
Administration

Budget  
Preparation

Financial  
Statement  
Preparation

Fixed Assets



## WHY IS THIS AN ISSUE?

- Current operations are divided between six different software packages/versions
  - Lack of interfaces = manual data entry
  - Requires staff to learn and use multiple systems (multiple logins, passwords)
  - Inability to cross-reference customer data
- Staff must reconcile two cash drawers each on daily basis
- Pay support fees for all systems
- Software that processes PP assessment is 19 years old
- Current vendor is not enhancing Personal Property
  - Not building PP billing functionality into current software products
- Support relies on vendor's more "tenured" staff



## WHY IS THIS AN URGENT ISSUE?

- Obsolescence, contingency, and support
- Personal Property, Business License & Meals tax assessment systems are urgent needs
- Vendor has announced UNIX support will likely be discontinued in 2018
- Vendor has consolidated operations and relocated staff from Bethlehem, PA to Lake Mary, FL effective 9/1/17
  - More “tenured” staff chose not to relocate
  - The programmers & technicians that know our PP & RE system no longer work for our vendor
  - In our recent experience, quality of support has been steadily declining, now anticipated to get much worse
- We suspect that vendor is likely to phase out & replace purchased software products with their own-requiring customers to have to upgrade in next few years
- Virginia market is rapidly changing...



# WHY DO WE NEED A LONG-TERM SOLUTION?

- **Obsolescence**
  - Fewer sources for support, training, or enhancements
- **Responsiveness to VA specific mandates**
  - Superion does not have current plans to...
    - ...Provide a Virginia-compliant PP software package
    - ...Expand current Virginia market beyond current customers
      - Fairfax City
      - Harrisonburg (uses another system for tax)
      - Augusta County Service Authority
      - Alleghany County (currently planning system replacement)
- **Impacts on contingency planning**
- **Impacts on staff productivity, cross-training, customer service**





# QUALITIES OF A FINANCIAL SYSTEM

- **Efficiency** to maximize staff output
- **Customer Service** such as online lookup and payments, vendor ACH
- **Accuracy** by minimizing opportunities for human error
- **Comprehensiveness** to meet the multiple demands of general government finance
- **Security** to respond to ever-changing threats
- **Reliability** to ensure continuity of services
- **Flexibility** to respond to changing laws and mandates
- **Longevity** to maximize taxpayer return on investment



# HISTORY

- Pentamation GRS implemented in 1998
  - Based in Bethlehem, PA
  - Good product support
  - 1999 PPTRA reconfiguration
- Bought by Sungard in 1999- Larger company supporting multiple products
- Dropped Virginia PP from product updates in early 2000's
- CH implemented new releases (Finance & Community Plus) in 2005
- Sungard bought by Superion (February 2017)
- CH implemented new updates of Finance & Community Plus, migrated to SQL Windows Server platform (February 2017)

# CURRENT CONFIGURATION

## UNIX SERVER

Community Plus 8.0

GRS

Real Estate Billing

Personal Property Assessment & Billing

Cash Receipts #1

- PP receipts
- RE receipts
- Veh. Licenses

## SQL WINDOWS SERVER

E-Finance Plus 5.1

Community Plus 9.1

Purchasing

Utility Billing

Fund Accounting

Cash Receipts #2

- Misc. Rev. receipts
- Utility bills

Human Resources & Payroll

Meals Tax System

Business License

RE Assessments

# CURRENT CONFIGURATION

UNIX SERVER

SQL WINDOWS SERVER

Community Plus 8.0

GRS

E-Finance Plus 5.1

Community Plus 9.1

RE Assessments

Real Estate Billing

Personal Property Assessment & Billing

Purchasing

Utility Billing

Meals Tax System

Cash Receipts #1

- PP receipts
- RE receipts
- Veh. Licenses

Fund Accounting

Cash Receipts #2

- Utility bills
- Misc. Rev. receipts

Business License

Cash Sheet Recon

Human Resources & Payroll



# CURRENT CONSIDERATIONS

- FinancePlus 5.1- good GL, Human Resources, Payroll, A/P modules
  - Not maximizing functionality
    - Vendor issues with support, training
    - Staff / management turnover
    - Reluctance to invest in training/ implementation given future uncertainty
- Manual interfacing
  - Introduces human error
  - Cumbersome and inefficient (impacts several positions)
  - Difficulty extracting data from obsolete systems
- Staff using and learning multiple systems
  - Extreme difficulty to optimize customer service
- Obsolescence of tax systems- lack of support, ability to alter

```
10.100.200.219:22 - informix@clnfinapp1:~/sqlscripts VT
File Edit Setup Control Window Help
SELECT DATABASE >>
Select a database with the Arrow Keys, or enter a name, then press Return.
----- Press CTRL-W for Help -----

acis@spi          trnacis@spi
finplus@spi       trnfinplus@spi
menu@spi          trnmenu@spi
receipt@spi       trnreceipt@spi
sysadmin@spi      trntax@spi
sysmaster@spi
sysuser@spi
sysutils@spi
tax@spi
finplus@spi
```

```
10.100.200.219:22 - informix@clnfinapp1:~/sqlscripts VT
File Edit Setup Control Window Help
SQL: New Run Modify Use-editor Output Choose Save Info Drop Exit
Run the current SQL statements.
-- 1 to 58 of 79
database tax;
create temp table tmp_paid2nd (year char(4), end_date date);
insert into tmp_paid2nd values (
"2010",
"6/30/2010"
);
select "Personal", count(*), sum(amt_paid2) second_half from tp_tax
where tax_yr in (select year from tmp_paid2nd)
and date_paid2 <= (select end_date from tmp_paid2nd)
and (amt_due1 + amt_due2 = amt_paid1 + amt_paid2)
;
select "Real Estate", count(*), sum(r_detail.amt_paid) second_half
from r_detail, r_tax
where r_detail.tax_yr in (select year from tmp_paid2nd)
```

# OPTIONS

- ~~1. Status Quo~~
2. Procure & implement a tax/utility/ cash receipting system ONLY
3. Procure an ERP (full system) and implement tax/cash receipting immediately with full conversion at a later date
4. Procure and immediately implement full ERP

## STAFF RECOMMENDATION

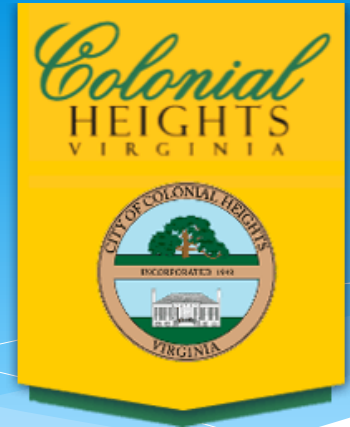
2. Procure an ERP (full system) and implement tax/utility/cash receipting immediately with full conversion at a later date
  - + Uses available resources to purchase tax/utility/cash systems (approx. \$300,000)
  - + Addresses urgent need for support & flexibility in tax admin. & billing
  - + Reduces number of servers/ PCs from 4 to 2
  - + Provides a long-term plan with a comprehensive system and “VA-invested” vendor
  - + Allows forward planning and implementation of customer service oriented enhancements
  - Will continue need for manual interfaces until full system implementation
  - Will continue inefficiencies of two systems until full system implementation
  - Time and resource needs for system RFP



## SUMMARY

- Previously identified need for tax administration system
- Follow-up discussions have indicated strong benefit of full-system replacement
- Recent vendor changes have made short- and long-term decisions more urgent
- Staff recommendation for full system procurement with partial implementation (tax/utility/cash receipts) leverages currently available resources while planning for long-term solution
- Council authorization requested as procurement and training decisions will have significant impact on current and future resources

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***C. Discussion Of The  
Appomattox River Greenway  
Trail***

**Colonial Heights City Council Meeting  
September 19, 2017**



***D. Discussion Regarding  
Community Appearance  
Standards***



# Community Appearance Standards

Discussion on City Ordinances

September 19, 2017



# Dillon Rule – Authority Vested By The Commonwealth

- Title 15.2. Counties, Cities, and Towns – primary legislation providing powers and authority of local government

# Exterior Storage of Objects and Equipment Colonial Heights

- Chapter 244 – Solid Waste

- Article II – Property Maintenance

- Section 244-11.1 Exterior storage of objects and equipment

- A. Except as provided herein, no person who owns or is in possession of, in charge of or in control of any property shall store, deposit, scatter or keep on the premises in any residential area any of the following: lumber, scrap metal, construction materials, machinery components, equipment, appliances, furniture not designed and intended for exterior use, or any similar object which is not clearly intended for outdoor use on the premises.

# City of Hopewell

- Chapter 18 – Garbage, Refuse, and Weeds

Article I – In General

Section 18.2 – Nuisances

(f) Any storing of personal possessions or accumulations visible from the street or neighboring properties, including but not limited to: commercial or household fixtures, appliances, furniture, equipment or accessories; automotive equipment, parts or accessories; construction equipment, supplies or accessories; or any item causing an offensive, unwholesome, unsanitary or unhealthy accumulation in or on any place or premises are hereby declared a nuisance.

# City of Petersburg

- Chapter 50 – Environment

- Article III - Nuisances

- Section 50-62 – Certain offensive, unwholesome, etc., uses of land declared a nuisance

- (a) Any condition or use of any land or premises in the city which is offensive, unwholesome, unsanitary, unhealthy, is detrimental to the property of others, or which causes or tends to cause substantial diminution in value of the property in the neighborhood in which such land or premises is located is hereby declared a nuisance. This includes but is not limited to the keeping or the depositing on, or the scattering over the land or premises of any of the following:

- (1) Lumber, junk, trash, or debris;

- (2) Abandoned, discarded or unused objects or equipment such as motor vehicle parts, furniture, stoves, refrigerators, freezers, cans, containers or plumbing fixtures.



# City of Williamsburg

- Chapter 12 – Public Nuisances

Article I – Public Nuisances Prohibited, Enforcement

Section 12-4 – Certain public nuisances enumerated

(a) In addition to other acts and conditions defined as nuisances in other portions of this Code or state law, the following acts when committed, or conditions when existing, within the city, are hereby defined and declared to be public nuisances:

.... (4) The exterior of all properties in the city shall be kept free of items not designed or intended for exterior use such as, but not limited to machinery components, equipment, appliances or furniture.

(5) Lumber, blocks, bricks and similar construction materials as well as fixtures and equipment to be installed in any building or other structure under construction or under renovation shall not be kept or stored on the exterior of the building or structure for more than 30 days.

(6) No person shall throw, drop or deposit upon the sidewalks, streets, highways or other traveled ways of this city any paper, containers or debris of any kind.

# Town of Farmville

- Chapter 17 – Nuisances

- Article III – Household Appliances and Household Furniture

- Section 17-16 – Household appliances and household furniture prohibited outside any dwelling

- It shall be unlawful for any person residing in or having charge or control of any dwelling within the town to leave or permit to remain outside of any such dwelling any household appliances or household furniture in such a manner that same are exposed to the elements.

# Staff Opinion

- No major differences in legislation in other localities presented – same intent
- No provision in any codes presented in regards to bikes, weed eaters, lawn mowers, or other outdoor items being stored in a certain location
- No way to define every item that one deems lawn art or junk
- Staff currently enforces the intent of the City's current ordinance

# Violation?



- Antique bathtub used for planting
- yard art/decoration or object not intended for outdoor use?

# Colonial Heights City Council Meeting September 19, 2017



## ***E.*** ***City Manager Update***

# Colonial Heights City Council Meeting September 19, 2017



## ***2. Adjournment***

**Colonial Heights  
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