

**Community Software Consortium
Annual Meeting
FY2016 Annual Business Meeting**

Sept 10, 2015 - 10:00 AM

10% Quorum was exceed with

24 Assessing Communities, 11 Collector Communities

Meeting was held at the

Publick House, Sturbridge, MA

Board of Directors Present: Tammy Blackwell, Chip Davis,

Kathy Peirce, Theo Gabriel, Rebecca Herzog

General Business Meeting

Welcoming comments by the Chairman of the Board of Directors

The Chairman of the Board of Directors, Tammy Blackwell, convened the meeting at 10:05 am, welcoming all members to the FY2016 Annual Business Meeting. The Board of Director members were individually introduced to the group as well as the Executive Director, Rebecca Krause-Hardie.

Board of Directors Report From the Chairman, Tammy Blackwell

It has been quite a momentous year for the CSC. The CSC launched the new Public Access system.

A major focus of the meeting was the concern about support services. The CSC has been fortunate over the last 20 some years to have free support provided by the Dept of Local Services of the DOR. The original state CAMA system was created in 1986 in response to the need for an affordable valuation process for the state's smallest and most needy communities.

With the creation of the CSC several years later, there has continued to be an affordable option for municipalities. The CSC plays a critical role in the balance of software options for everyone in the state. Because the CSC exists, vendors have had to remain competitive in their offerings. The fact that many vendors have responded to the RFI process is an indication of the collective strength and value of 65 communities working together.

Over the last 5 years, as state budgets have been pinched, more and more of the services and administration has shifted directly to the CSC.

DLS support continues through at least next June 30th, so the CSC has some time to plan and to do this right. Because the CSC is organized as a municipality under Chapter 40, Section 4a, as well as being a non-profit, it follows the statutory processes such as 30B.

This will be an important decision, so the CSC is going to proceed with the RFP process in a very rigorous, fair and ethical manner. The CSC relies on DLS support folks to make sure the help they provide insures results are in full compliance with the Tax Rate

setting process. As we search for vendors, we need to be assured that the same standards of integrity are maintained.

Because of the statutory process that is in place, there were not presentations by any vendors at the meeting.

The CSC would be inviting all qualified vendors to make a formal presentation at a later date. Tammy Blackwell thanked everyone for their understanding of that process during the meeting.

Several people had asked the board if a presentation could be made at this meeting by one of the vendors. However, this would be in violation of the formal procurement process. The integrity of that process is essential. Several viable vendors have expressed interest in providing support. The CSC will be following 30B and it needs to insure there is a level playing field. The last thing the CSC needs is to be subject to lawsuits because of giving unfair advantage to one or another vendor.

Tammy Blackwell also talked about the format of the meeting, as it's a little different from prior years, and no binding votes would be taken.

The Chair introduced Kirsten Shirer, Director of IT, for the Division of Local Services. Kirsten has been holding at least 2 jobs at any time within Local services for the last half dozen years. For a number of years her position was not filled after she became Deputy Director. She was finally able to replace herself just in time for David Davies retirement in January. And now she is filling both the Deputy Director responsibilities while stepping in the Director position. Blackwell expressed the board's appreciation for her support and wisdom.

Update and Introductions DLS - Kirsten Shirer

Over the years, The Division of Local Services has seen their responsibilities increase while staff has decreased, in significant numbers: at the time the original CAMA software was released, DLS had more than 200 employees. After the June 2015 early retirement incentive, DLS now has 54 employees. Since January, DLS IT has been reduced from 8 people to 5 people, with 1 of those people working part-time, and of the 2 1/2 people that support the CSC, one was brand new. Shirer introduced Tod Jackson, the new member of the DLS team. Shirer said DLS has committed to continuing to provide basic technical support for CAMA and Collection through the end of FY 2016, it is likely that support will end sometime after that if the DOR administration's current strategy remains unchanged. In her personal opinion she thought that support would likely continue past June 2016, and she intended to fight hard to make that a reality. But the fact remained that DLS had a significant staff reduction that was permanent, and that DLS couldn't provide the same level of support to the CSC.

Kirsten also explained the arrangement between DOR and Thomson Reuters; DOR owns a perpetual license to use RPIS but does not own the software. The CSC owns CSCPP, Public Access and CSC Tax Administration. DLS can't modify or update RPIS because we don't own it. It's possible that Thomson Reuters might consider an end-of-

life agreement with the DOR and/or CSC but in the past they have not been receptive to negotiations. They have only 1 remaining Sigma programmer working on RPIS, and when he retires (next couple of years) they would have more of a business reason for considering it.

Questions from the floor included:

- Can towns just hire Mike Q to work for them directly? All DOR retirees were advised of their financial and ethical constraints prior to retirement; every individual is responsible for knowing and abiding by the rules.
- Can the CSC pay for DLS support? No.
- On July 1 will DLS IT just not answer the phone? Not on her watch. Shirer said the FY2017 proposed end date, in her opinion, won't come to pass, and in any event they'd still take your call on July 1.

Tammy introduced Rebecca Krause-Hardie as the CEO and Chief Procurement Officer to talk about the RFP process.

Update on RFP process for Support and Assessing Options - Rebecca Krause-Hardie, CEO

MASS-IT has been asked to assist with the RFP process. MASS-IT is the state agency responsible for all IT issues within the state. They assisted with creating the RFI - Request for Information - from potential vendors. Participation in the RFI portion of the process was not mandatory, but provided the CSC with information about what services were available, and who some of the vendors were that are interested in providing services.

Most of the submissions were general, and some vendors did not submit an RFI response, so a detailed discussion was deferred and copies were made available to anyone interested in reviewing them.

Vendors that expressed interest included RRG, RRC, Stonewall, ClearVillage, and ATT for support services, and Tyler, Point, Vision and Jones/Payne for CAMA services.

The actual Request for Proposals, is a much more detailed step in the process. The CSC will be creating the RFP document over the next few weeks. The timeline will be to send out the RFP through Mass Combuys early in October, with submissions due at the end of October or early in November. Qualified vendors will be asked to make in-person presentations later in November or December, with a final decision made some time early in the new year. This will give the CSC several months or more for the transition process.

The costs for support are going to have to be covered by an increase in dues with potentially some financial assistance from the state for the transition. The CSC may want to ask our legislators for some assistance.

Because these costs are likely to be substantial, the CSC has to take a serious look at how our dues are structured, and how support is provided.

Chip Davis was introduced to discuss the proposals for Dues for FY 2017

Discussion of proposed Dues Structure for FY2017 - Chip Davis

Our membership is made up of some of the smallest communities in the state, with some of the smallest budgets. While a major increase in dues is not a deal breaker for the larger communities, it certainly is a significant issue for the smaller ones.

The board looked at a number of models for how we might make this work the most equitably for everyone. The document that was distributed was the board's recommendation for how dues will be allocated.

The proposed increase is the minimum amount the board thinks is required to cover support costs. This is based on the review of number and types of support requests the DLS has had over the last year, and the costs of software support that we are currently paying for our applications with one of our other vendors.

The proposed method involves a 3 tier process based on the number of parcels in a given community. ***Having a tiered process requires a bylaw change. Prior to making this kind of a change, it is important for all the members to have a change to review this proposal, and to discuss it with their appropriate town officials.***

Towards that end, ballots will be mailed out to each community after the meeting, and allowing a few weeks for everyone to digest this.

A discussion of the proposed dues structure took place. Questions included why four or more tiers weren't considered. Chip responded that a number of scenarios were considered, and the consensus of the board was that this proposal was the most straightforward, and manageable going forward while still making it affordable for smaller towns.

Financial Report

Ending balances to Date 9/8/15

General Fund	\$140,946.79
Assessors Tier	\$109,350.88
Collector Tier	\$113,027.15
Accounting	<u>\$ 58,127.22</u>
Total	<u>\$421,452.04</u>

Dues Collected to date for FY 16 \$139,350

Update on Public Access System - Chip Davis

Chip Davis and Rebecca presented a demonstration of the new Public Access system. Several questions were asked of members for feedback. The number of years to display in search results was agreed to be just the current year.

Acceptance of FY 2015 Annual Business Meeting Minutes -

The Board recommended that the membership accept the minutes. A motion to accept the minutes of the General Annual Business Meeting of FY2015 as recommended by the Board of Directors was made by George Moitza of Berkley and seconded by Phil Peirce. There was no discussion, and the motion was carried unanimously.

A motion to accept the minutes of the Assessor Annual Business Meeting of FY2015 as recommended by the Board of Directors was made by George Moitza of Berkley and seconded by Phil Peirce. There was no discussion, and the motion was carried unanimously.

The Board recommended that the membership accept the minutes. A motion to accept the minutes of the Collector Annual Business Meeting of FY2015 as recommended by the Board of Directors was made by Rebecca Krause-Hardie of Royalston and seconded by Fred Schubert of Richmond. There was no discussion, and the motion was carried unanimously.

Any Other Matter

Adjournment

A motion to adjourn the Fiscal 2016 General Business Meeting was made by Kathy Peirce, and seconded by Chip Davis. There was no discussion, and the motion was carried unanimously. The meeting was adjourned at 11:35 am.

Respectfully Submitted:

Kathryn Peirce, Secretary