DATE: October 30th, 2018

FROM: Karl Weiland, Assessor

TO: Board of Supervisors, Michael Ranalli, Chair
                 Don Ashton, Chief Administrative Officer

SUBJ: Property Tax Administration System Replacement Project (PTARP) Update

The previous update on September 6th reported that:

1) All software installation and server configuration is complete and security protocols have been established. The system is operating as expected. Staff is working in the new system.
2) Most Application Process Interfaces (API's) have either been validated or deployed or are in final testing stages.
3) The 2018/19 assessment roll work was completed on June 7th, 2018. The roll was closed in M204 for the last time. Access to M204 was terminated for all staff. The 2018/19 roll values were converted to Megabyte's format, reconciled and loaded around the middle of July.
4) The unsecured roll was subsequently extended and the unsecured bills were mailed last week.
5) There are some difficulties with the preparation of the file used by agencies to prepare the direct charges for the Auditor. Despite these delays, it is expected that the secured tax roll will be prepared and bills mailed by the November 1 statutory deadline.
6) The Auditor should begin extending the secured tax roll this week.
7) The Tax Collector is prepared to process unsecured tax bill payments and collections through the new system.
8) Initial training has been given to staff from all three offices.
9) Staff from Megabyte is working to load the Assessors history.
10) All M204 history back to 1988 has been converted into a database developed and programmed by IT staff. It has been deployed within the County and is being used in lieu of M204.
11) The Assessor has established a training database to insure all staff has received the appropriate training.
12) The Assessor is beginning work on the 2019/2020 roll in conjunction with appraisal suite training conducted at the Megabyte facility in Rocklin.

Since the last update, the following has been accomplished:

Tax Collector

1. All Tax Roll data has been successfully converted and validated.
2. CORTAC file programming and upload processes are complete.
3. Current Unsecured Tax Bill payments are being taken in the system - on-line, at the counter, and by phone.
4. Our new secured tax bill file format along with our secured tax bill data received back from the print vendor and approved

5. We are on track to mail Secured tax bills on or before November 1st. They are available on line now.
6. All back payments being held during the transition process have been entered into the system.
7. The web tax bill inquiry and payment module is available to the public for current unsecured and current secured bills.
8. The Tax Collector has been transitioned from implementation staff to support staff for issue resolution.

Auditor
1. The first extension of secured tax roll data to the Tax Collector was successfully completed.
2. Megabyte is continuing to assist us with calculation and configuration changes from improperly loaded resource table files.
3. The Auditor is configuring the automated apportionment resource tables.
4. The Auditor has been transitioned from implementation staff to support staff for issue resolution.

Assessor
1. Personal Property data is down to a few minor details on Megabyte's virtual server. Once they have our approval, a clean load of Personal Property/Business data will uploaded into our local system for final validation.
2. Training for online business property filings (OBPF), and for Personal Property will occur once we have Personal Property data.
3. We are down to a few remaining critical assessment roll data issues which should be resolved in the next two weeks.
4. The Assessor staff is participating in multiple hands on training sessions with our live data.
5. When the remaining issues are resolved, and training is completed, all users will be hands on working in the system.
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Clerk of the Assessment Appeals Board
1. MPTS has been notified that training needs to be scheduled for the Assessment Appeals staff in the Clerk of the Board's office.

IT
1. The Property Tax Legacy system is complete and available to all 3 departments for history inquiry.
2. The server and applications for all Megabyte web modules have been configured
3. A test environment is configured and ready to go. As soon as we have good personal property data, we will complete our first copy from production to test. The test environment will be used to validate procedural and processes prior to effecting changes on actual production data. It will also be useful to test program modifications implemented by the vendor
4. The interface for transfer of Recorders data has been validated and is up and running
5. The ACI credit card payment processor is implemented and now being used for tax payments on line, at the counter and by phone.

Anticipated remaining activities thru the end of the year:
1) The project manager and key team members from all three departments and IT will continue to meet on a regular basis.
2) Data conversion staff will continue to meet and resolve issues as they arise.
3) As issues are identified with resource tables and other system configuration tools, they will be reviewed and corrected.
4) Training will continue using both Megabyte and County facilities.

5) The Assessor will continue work on the 2019/2020 roll, using the new system. A communications process has been established to answer staff questions and clear problems in using the new system.
6) The Auditor will continue to work on establishing the apportionment process for property taxes.
7) The Tax Collector will begin processing unsecured tax bill payments as payments are received.
8) All departments will be reviewing and developing both internal and external reports, taxpayer notifications and other processes.
9) Any remaining issues with interfaces (API's) will be resolved.
10) The Assessment Appeals module will be deployed to the Clerk of the Board and training will be given to staff.
11) The Assessor will be working with the Public Information Officer on press releases about the new On-line Business Property Statement filing procedures which will be effective after January 1st.
12) The Tax Collector has been invited to preview Megabyte's latest version of the TOT module.

In conclusion, the project is moving through post go live implementation. The unsecured tax bills have been issued and payments are being processed. The secured tax bills are on schedule to mail out prior to the statutory deadline of November 1st. However, there remain some unresolved data conversion issues, mainly with Assessor roll data and characteristic information. Otherwise, the system is operational and staff is beginning to process work through the new system. As we become more familiar with the system and as issues are identified, they will be resolved. The vendor is cooperative and addressing problems as they arise. All three departments are participating in their respective user group process.