

## Appendix 2: Survey Results

County	Position	Role	OS	Internet	Firewall	Network	Software
	County Manager	Owner	XP	BB	Yes	Yes	NA
	Chairman BoS						NA
	RPT Director	Owner	XP	BB	Yes	Yes	RPS V4, Tax printing
	RPT	Owner	XP	BB	Yes	Yes	RPS V4,
	Tax Map Technician	Both	XP	BB	Yes	Yes	RPS V4,
	Planning	Consumer	XP	BB	Yes	Yes	
	Treasurer	Both	XP	BB	Yes	Yes	System East
	Deputy Treasurer	Both	XP	BB	Yes	Yes	System East
	Asst. Deputy Treasurer	Both	XP	BB	Yes	Yes	System East
	County Clerk	Both	XP	BB	Yes	Yes	ACS – Real-Time (Deed indexing)
	IT	Owner	XP	BB	Yes	Yes	RPS V4, Tax printing, Excel

ORPS	Position	Role	OS	Internet	Firewall	Network	Software
	CIO	NA	NA	NA	NA	NA	NA

### TOWNS

Town of Covert	Position	Role	OS	Internet	Firewall	Network	Software	Parcels
	Supervisor							
	Clerk – Tax Collector	Both	XP	BB	?	?	Williamson Law Books but now MS Works Spreadsheet	1494
	Assessor (5 towns)							

Town of Fayette	Position	Role	OS	Internet	Firewall	Network	Software	Parcels
	Supervisor							
	Clerk							
	Assessor (2 towns)							2402
	Tax Collector	Both	NA	NA	NA	No	No software – 3 box system	

Town of Junius	Position	Role	OS	Internet	Firewall	Network	Software	Parcels
	Supervisor							
	Clerk							
	Assessor (2 towns)							864
	Tax Collector	Both	XP	Dial	?	No	MS Excel only	

Town of Lodi	Position	Role	OS	Internet	Firewall	Network	Software	Parcels
	Supervisor	Owner	XP	Dial	No	No		
	Court Clerk		?	Dial	No	No		
	Assessor (5 towns)							1188
	Tax Collector							

Town of Ovid	Position	Role	OS	Internet	Firewall	Network	Software	Parcels
	Supervisor							
	Clerk							
	Assessor (5 towns)	Both	XP	Dial	Yes		RPS V4, Excel, Word	1404
	Tax Collector							

Town of Romulus	Position	Role	OS	Internet	Firewall	Network	Software	Parcels
	Supervisor							
	Clerk	Owner	XP	BB	Yes	Yes		
	Clerk – Deputy	Owner	XP	BB	Yes	Yes	BAS – Tax Collection, EOS – Accounting (1996)	
	Assessor (5 towns)							1222
	Tax Collector							

Town of Seneca Falls	Position	Role	OS	Internet	Firewall	Network	Software	Parcels
	Supervisor	User	XP	BB	Yes	Yes		
	Asst. Supervisor	User	XP	BB	Yes	Yes		
	Clerk	User	XP	BB	Yes	Yes		
	Assessor (2 towns)	Both	XP	BB	Yes	Yes	RPS V4, APEX, SDG – iMate, ASAP, Excel & Word	3993
	Tax Collector	Owner	XP	BB	?	Yes	Phelps – Tax Collection (DOS), Word, Excel	

Town of Tyre	Position	Role	OS	Internet	Firewall	Network	Software	Parcels
	Supervisor							
	Clerk	Owner	No	No	No	No		
	Assessor (2 towns)							
	Tax Collector							677

Town of Varick	Position	Role	OS	Internet	Firewall	Network	Software	Parcels
	Supervisor							
	Clerk – Tax Collector							
	Assessor (5 towns)							1122

Town of Waterloo	Position	Role	OS	Internet	Firewall	Network	Software	Parcels
	Supervisor							
	Clerk							
	Assessor	Both	XP	BB	?	Yes	RPS V4,	3236
	Tax Collector						Phelps – Tax Collection (DOS), Word, Excel	

Villages	Position	Role	OS	Internet	Firewall	Network	Software	Parcels
Interlaken	Position	Role	OS	Internet	Firewall	Network	Software	Parcels
	Mayor							
	Clerk							304

Lodi	Position	Role	OS	Internet	Firewall	Network	Software	Parcels
	Mayor							
	Clerk							160

Ovid	Position	Role	OS	Internet	Firewall	Network	Software	Parcels
	Mayor							
	Clerk – Treasurer	Owner	XP	BB	?	Yes	No Tax Collection Software, Excel & Word	260

Seneca Falls	Position	Role	OS	Internet	Firewall	Network	Software	Parcels
	Mayor							
	Clerk – Treasurer							
	Deputy Clerk	Owner	XP	BB	Yes	Yes	Williams Law Books – tax collection DOS, not integrated	2600

Waterloo	Position	Role	OS	Internet	Firewall	Network	Software	Parcels
	Mayor	Both	XP	BB	Yes	Yes		
	Clerk – Treasurer	Both	XP	BB	Yes	Yes		2200

**SCHOOL DISTRICTS**

Romulus Central	Position	Role	OS	Internet	Firewall	Network	Software	Parcels
	Administrator	Owner	XP	BB	Yes	Yes		
	Tax Collector							2045

Seneca Falls Central	Position	Role	OS	Internet	Firewall	Network	Software	Parcels
	Business manager	Owner	XP	BB	Yes	Yes	Excel	
	Tax Collector	Owner						4517
	Sr. Account Clerk	Owner	XP	BB	Yes	Yes		

South Seneca Central	Position	Role	OS	Internet	Firewall	Network	Software	Parcels
	Treasurer	Owner	XP	BB	Yes	Yes	Excel	4000
	Tax Collector	Owner	XP	BB	Yes	Yes	Excel	

Waterloo Central	Position	Role	OS	Internet	Firewall	Network	Software	Parcels
		Owner	XP	BB	Yes	Yes		
	Tax Collector	Owner	XP	BB	Yes	Yes	Excel, Word	5408

**SURVEY COMMENTS**

Board of Supervisor meeting. Explained that we are trying to create an electronic eParcel data hub that would provide a more efficient process for obtaining data from different departments and from the towns and villages. We discussed the County Clerk application (ACS \_Real-Time) and I was informed that the contract expires this year. They are looking at ACS 20/20 Perfect Vision in October.

County has TW Road Runner. The town assessors (4) send RPT updated RPS files four times a year. The updates are: Tentative roll – Feb., Final roll – May, School – Aug, Town & County – November. ORPS does the merge for RPT. The Assessor updates come from the Clerk 5217 deed transfers and tax collectors that have updated escrow information when bills are received and they get a phone call. Utilities – The treasurer sends out these Tax bills – Z codes that are sorted at the very end of the tax bill printing. We discussed the automating of parcel data. One issue would be online updates to the master RPS file by assessors, how would you freeze data and if mistakes how would you track? Tax bills have pre-printed information on the back of the bill. The tax bills are given to the towns, villages and schools for them to mail. One issue with z-fold or stuffing machines is that they can't stuff but one tax bill per envelope. How would it recognize that a person has 5 tax bills. There are PCs in the Seneca County Building for assessors or tax collectors to use, but if they have their own applications how would they use them on the County PCs? Half the 5217s are filled out wrong! The abstractor delivers the 5217, deed, survey to the Clerk, the Clerk forwards to RPT for verification and tax map changes if required, after verified and or changed; RPT sends back to the clerk for filing. The Clerk sends the 5217 and deed back to RPT and the Assessor picks up one a month. NYS has a Data warehouse of Inventory information???

Ten (10) towns are merged for tentative and then final – June billing, Sept. billing and January billing. All re-lyv come through RPT. RPT keeps a copy of the 5217. RPT gets the 5217 then, one (1) day later the deed? 5217 – two white copies – Clerk mails one, RPT gets one, the Pink and blue copies to the assessor.

March 1 the tax maps are locked – taxable day. Anything after march 1 goes to the next year. The Clerk keeps the deed and survey maps. GIS doesn't have backup of the tax maps. Survey maps – (1) mylar, (2) paper copies – one for public use, one for map technician that sends his paper survey map to the assessor. Weiler is converting all Tax maps to digital. GIS would also like all survey maps in digital and may do. The County RPT provides Tax map CDs for \$25.00 to anyone that wants one. The Tax maps are updated annually but once digital they can be published for consumption for fee or free. RPT keeps a hard copy of the deed and survey map for six years then discard.

MPR was introduced to the majority of the Supervisors. MPR will present a solid Cost / Benefit analysis and timeline to help the Supervisors understand what can be done with an eParcel Data hub.

Treasurer office now handles the delinquencies that come back from the towns and that the Systems East Software applies the penalties and generates the delinquency letters. IT assembles all delinquencies into a spreadsheet, adds the penalties and then gives this to the Treasurer's office.

Delinquent tax penalty process – System East and IT update Systems east from RPS, they were three years out of sync with RPS. Treasure office manually enters the unpaid County & Town delinquencies that come back from the tax collectors rolls into Systems East, Systems East calculates the penalties and then the treasurer office prints and sends out the delinquency letters. Bounced checks - the tax and any fees associated with the bounced check are re-levied. Seneca waits three years before publishing an auction notice for unpaid taxes, the auction takes place the next March.

The County Clerk uses ACS Real-Time and will be going to ACS in October to see a demo of 20/20 Perfect Vision – (Imaging to replace film). The contract with ACS expires this year but even if they started all digital storage and paper reproduction as needed how would they handle the history that ACS controls? The imaging can have either paper backup or paperless. ACS records the deeds and sends back a book to the clerk, the film is sent to Dallas for archival. Check this info – the 5217s are held to month end, then all go to (RPT) were they review for accuracy of information. GIS would also handle the tax maps for splits or merge situations. The County Clerk doesn't need a copy of the 5217.

There is no file maintenance at the county level, they merge all assessor (RPS V4) files into their RPS V4 which is the master record. The delinquent bills come back to the County via floppy disk or hard copy, then IT enters into Excel, applies the penalties, then gives to the Treasurer to be entered into Systems East. The treasurer uses the System East Delinquency Tax Processing software that is not RPS V4 compatible. Once a year IT has to run a conversion to create a 995T1 file (RPS V3) of owners names and addresses to make Systems East in sync with the RPS V4 master record. RPS V4 has been out 5 years and System East has not upgraded for RPS V4. IT creates customer reports and labels for outside sources such as Utilities, Real Estate, Volunteer Fire and Supervisors. These reports are generated from RPS but manipulated in Excel to provide the information requested. Outside sources are charged for this work by the County. No charge

ORPS will find out about upcoming changes to RPS and whether it will be improved to provide better comparative analysis. We also discussed the SDG iMate and that it acts as a clearing house for different information and that too many copies of information could hurt the integrity of the data. ORPS knows there is work to change the 5217 but doesn't know if it would be feasible or legal to use entirely in electronic form. MPR attended the RPS governance meeting on Sept.27, 2006.

The Town of Covert combines the Clerk and Tax Collector roles. She uses the Tax roll – assessment roll daily for address, Tax map #s amount of land, etc for development permits. Planning, code enforcement need the info. She was not happy with Williamson Law Books and started doing her own record keeping in MS Works. Reconciliation is accomplished with her spreadsheets and the County going through the books. No issues with the Tax bill but the receipts are too small for window envelopes. Payments are made to the Town whenever she gets \$100,000. She pays the County the first of each month along with her dog licenses. She receives tax payment questions once a week and has six years of tax payment history that is mandated by law. She believe the Web would be a great way of showing paid taxes. She had customers and had to stop our conversation.

All Tax Collections by hand. Use the 3 box manual tax collection method. She understands that everything will become computerized and she has no problem with that but she will retire when it happens. In December her brother and sister help sort and mail the tax bills which takes one day. Bank codes come sorted but she still has to find those escrows that have transferred to another bank / mortgage company. *Utilities are handled by the County.* She sends the delinquencies back to the County the first of April. *She has never sent a delinquency letter.* Collections – pays Fayette the middle of January, end of January. Sends a periodic check 3 or 4 times to the county before April. The County reviews her books and reconciles her accounts. Tax bill is stamped at the top for the County, the stamp at the bottom is the tax payer's receipt. The County RPT eliminated the second copy of the tax bill and she believes this works better. The tax bill receipt stub has not assessment detail and is too little.

Junius has no town office and she has to use her own computer for tax collection. Dial-up the Web applications are very slow. Would love to help more but she has no access to parcel data. Escrows call with Parcel #s and she only has the print-outs from the County. Tax Bill – She sends the whole tax bill back as the receipt, she has her copy. Since the address is at the top and bottom of the tax bill she refolds with the address at the top to use with window envelopes. One issue is that the stub receipt contains no assessment information. She batches tax bills since some owners have 10 – 15 properties. Tax bills are sorted by private pay (A-Z), Escrow. County does the utilities. When Escrows change she sends the updated information to the Assessor so that they can update the RPS V4. Deposits – She pays the town 4 or 5 times between Jan. and Feb., the town gets paid off by middle of Feb. She pays the County after paying off the Town and when she has a substantial amount. Delinquencies – She send a delinquent notice.

Town of Lodi is very much in favor of consolidating all services, tax collection, assessment, etc. at the County. They believe their assessor does excellent work. The Town computers are networked and those that need internet access use dial-up via CapitolNet. She indicated that in the future they may be able to get high speed from Empire Telephone. There is no e-mail, they use their personal. Tax collector has been ill

The Town of Ovid was busy in the middle of a re-assessment. Currently does tri-annual but she feels bi-annual would be best for tax payers due to the escalating values. Assessor is on the Wayne Finger Lakes Board / Romulus School Board. She loves RPS and has no issues with it for comparative or cost analysis. She talked about getting digital tax maps. She said that she has never been late filing the RPS035 sales info. Her office is Main street, Ovid. Dial-up and she wouldn't go to RoadRunner due to budget constraints. The RPS file is a single file that gets merged with the County. The five towns are treated like a single entity (RPS Law ???) but the data can be pulled anyway it is needed.

The Town of Romulus has a computer network with high speed (RR) internet access. They have e-mail.

The Clerk has a very good understanding of the processes. She likes the BAS software and would recommend it. BAS – Business Automation Solutions – Software Solutions out of Clifton Park, NY. They also like EOS – Executive Office Systems for the general accounting. They have used for ten years. They have two school taxes – Romulus and South Seneca. They send out two (2) delinquency letters – end of Sept., Oct. The county does the publishing of the delinquencies. They collect Water and Sewer but almost never have to re-levy since they can turn off the service when not paid. Tax collections are kept for 10 years. They got a grant to have they paid tax histories reviewed and proper disposal of those outside the mandated time to retain. BAS cost \$650 otc, \$1200 annual support, \$300 clerk update. The EOS cost was \$16,750 in 1996, annual maintenance \$?.

The Town of Seneca Falls has an Assessor that is very computer knowledgeable She and a clerk are in a separate office from the rest of the Town. They have RR and an Ethernet for the two computers. No pictometry but has multiple pictures of all 6900 properties in the town. These pictures are used with SDG and viewable from the town's website. She uses APEX for her digital drawings but has issues with the lack of manuals and help. Tax maps & GIS are handled by the county – GIS. The tax maps are getting converted to digital, Weiler is working on the GIS. She exports information from RPS to Excel for analysis. SDG is used for comparative analysis since this is weak in RPS (too general). Sales in RPS are imported into iMate (SDG Database) and then she runs ASAP (SDG sales analysis module) to do comparative analysis. ASAP allows for very specific or general searches and analysis. Also used for determining 500' radius contact info since SDG can search from any property point, where RPS is centroid (center of property) and would not show any adjoining neighbors when the primary property is larger than 500' to the adjoining properties.

Town of Seneca Falls biggest problem is with Tax Collection software by \_\_\_\_\_ out of Phelps (can't handle apportionments – no receipts, hand done in triplicate), second problem, the County uses paper – original copy of the bill to the county, roll book has to stamped and dated, tax bill not collector or owner friendly, receipts don't fit envelopes, have to write in two places on bill.

The Town of Tyre work from home. The supervisor and assessor have computers but she believes the Tax collector doesn't use a computer. The Town doesn't have high speed access

Town of Waterloo, no major concerns! Uses the Internet for e-mail and visiting the Seneca County & ORPS site. RPS V4 is not very useful for Comparative property analysis, the GIS is very good. He is interested in application integrating with GIS, such as the data overlaying the GIS maps. His data (5217) flows from County Clerk to RPT to him, the 5217, surveys and wills all come in hard copy. He distributes his data (Assessments) to property owners; he has some issues with exemptions for Star, veterans, etc. Apportionments – The county mapper makes changes to the maps, then the assessments are changed. Another minor problem is tax payers not getting their bills, but it is the tax payers responsibility to notify them of the changes. There is a time lag in getting the information after sales.

Village of Lodi returns the top portion of the tax bill for a customer receipt. It's the only portion that contains all the information and this is what the property owners want to keep on file.

Village of Ovid is now located at 2136 Brown Street in Fire house. The Clerk has DSL via the firehouse network. The current Tax bill is costing the Village money! The tax payer keeps the top section for their records and sends in the stub or the tax payer request a full copy for their records so the Village makes the copy and sends in the mail. The Village get hit with the postage. Property information is always one year behind due to just getting the approved roll in July, but she also has direct assess to Assessor when she has questions. They would love having current information because they find themselves sending information to the wrong owner due to having back level information.

The Village of Waterloo very much against putting parcel level data on the Internet for public consumption. Tax collection once a year and he shares the parcel data with the Health Department annually, they would like it more often. *The village assessments are done by three assessors since the village is in three Towns.* Williamson Law Books is used for General Ledger and Tax collections. First Priority out of Phelps handles the Village computer needs. Village fiscal years are different from Towns and county – budgets out of sync for County or Town tax collections, assessment prior 1.5 years for current year payment.

Seneca Falls School staff had just discussed this morning with his tax collector that they need an application to track paid / unpaid taxes due to the large number of phone calls received requesting tax information current and history. He would like a web-based application that would allow tax payers to view their bills, print them, e-mail receipts or fax a copy to them. At this time they use a lock box using Five-Star Bank. Five-Star delivers them a daily report on the paid taxes in hard copy. They have no software to record the paid taxes. The general ledger is simply recording the general receipt of payment. If history is needed by a tax payer, title company, etc.. they produce the hard copy and then copy or fax. Delinquent taxes are sent to the County and the County makes the School whole on April 1. The County prints all tax bills. Staff would like to see an application that would allow the School and the Five-Star lock box to share the receipt information. I will call Five-Star to get additional information.

South Seneca Fall School explained that the tax information process is very labor intensive due to it being manual. They operate just like the Seneca Falls Central. All four schools are manual and use Five-Star lock box but get everything in hard-copy. Not sure

how many years of hard-copy they keep but ten is the usual number.

Waterloo Central School's office is located in the Main Street mall. The office located on the second floor does have a high speed connection to the internet. Very nice and very helpful. *The Tax Collector brought up an interesting point – How do you handle tax bill revisions? She would like a blank form to fill-out so that she can get it to the tax payer, but how do we keep integrity of the data? Corrections should go to the assessor and any major changes require verified proof of the change, since estate changes sometimes are contested, just one example.* Things typically wrong with tax bills are: market value, assessment value, escrow left off, payment schedule, etc. The tax bill could be better, Linda liked the multiple copies so that one could be used as the receipt and it contained all information versus the tear off slip. She and her staff fold, stuff and mail the tax bills, the county prints the bills. *All taxes are delivered to the Five-star lock box.*