



Minnesota Counties Computer Cooperative

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**MANTRON USER GROUP
MEETING MINUTES
Friday, January 22, 2010
WEBINAR**

Attendance was taken by Lisa Meredith.

Rick	Kelsven	Becker	Tom	Keefe	McLeod
Steve	Skoog	Becker	Pat	Melvin	McLeod
Ryan	Tangen	Becker	Russ	Nygren	Morrison
Rich	Meyer	Brown	Irene	Trettel	Morrison
Jean	Prochniak	Brown	Deb	Gruber	Morrison
Angela	Johnson	Carver	Richard	Peterson	Mower
Dennis	Freed	Chisago	Ranaye	Grunzke	Nicollet
Lori	Johnson	Clay	Bridgette	Kennedy	Nicollet
Jamie	Melander	Clearwater	Dayle	Moore	Nicollet
Cheryl	Grover	Clearwater	Doreen	Pehrson	Nicollet
Stuart	Lien	Clearwater	Charlene	Landsteiner	Nicollet
Charlene	Olson	Clearwater	Mike	Sheehy	Pine
Allen	Paulson	Clearwater	Joyce	Schmidt	Pipestone
John	Coutlee	Clearwater	Joyce	Steinhoff	Pipestone
Brenda	Ripley	Faribault	Steve	Weets	Pipestone
Sue	last name not written down	Faribault	Gerald	Amiot	Polk
John	Thompson	Faribault	Fran	Windschitl	Rice
Don	Dearstyne	Hubbard	Mark	Oswald	Ramsey
Bob	Hansen	Hubbard	Chris	Samuel	Ramsey
Michelle	Bolen	Isanti	Martie	Monsrud	Roseau
Angie	Larson	Isanti	Val	Wensloff	Roseau
Kelly	Schroeder	Isanti	Kris	Lage	Scott
Jill	Nolan	Isanti	Charlene	Pelletier	Sibley
Terry	Treichel	Isanti	Randy	Schreifels	Stearns
Kristy	Anderson	Isanti	Kevin	Pullis	Stearns
Farley	Grunig	Jackson	Jerry	Roering	Stearns
Dennis	Fields	Jackson	Gary	Grossinger	Stearns
Stacy	Novak	Lake of the Woods	Michael	Cebulla	Stearns
John	Hoscheid	Lake of the Woods	Jackie	Anderson	Stearns
Dawn	Christianson	Lake of the Woods	Kevin	Corbid	Washington
Jeff	Watkins	Manatron	Joanne	Helm	Washington
Stacia	Whipps	Manatron	Gregory	Walsh	Watowwan
Andrew	Berg	Manatron	Greg	Kramber	Wright
Steven	McDonald	Martin	Bill	Swing	Wright
Dan	Whitman	Martin	Bob	Hiivala	Wright
James	Forshee	Martin			

Joanne Helm, Chairperson called the meeting to order at 10:10 a.m. Apologies were expressed for the change in location because of pending bad weather.

Joanne called for any changes or additions to the agenda. Dennis Freed, Chisago Co. moved to accept agenda; Terry Treichel, Isanti Co. seconded the motion; motion carried.

The minutes were reviewed as sent out via e-mail. Cheryl Grover, Clearwater Co. moved to accept; Jerry Amiot, Polk Co. seconded; motion carried.

The following county requests were reviewed:

County Requests

The user group has received notification from four counties choosing to suspend implementation of GRM.

The following counties have requested to have their Beta Testing and Enhancement Fund Fees waived for 2010:

- Brown
- Wright
- Pine
- Hubbard

In addition to the above fees, Hubbard County has requested not to be held responsible for any other future Manatron fees which would include Shared Meeting Expenses and 2010 Maintenance and Support.

County Requests

	Per County	Original Total Expected @ 28 counties	Total @ 21 counties	Total @ 17 counties
Beta Test Fund	\$4,000	\$112,000	\$84,000	\$68,000
Enhancement Fund	\$8,250	\$175,000	\$131,250	\$106,250
Total	\$10,250	\$287,000	\$215,250	\$174,250

2010 Maintenance and Support \$17,370

Charlene Olson, Clearwater County, made the motion to waive the BETA Test/Enhancement Fund Fee for the above counties with the agreement that these fees would be reinstated if these counties should decide to move forward with the Manatron/GRM product later on. Randy Schreifels, Stearns County seconded the motion;

Discussion included: Bob Hanson, Hubbard County, questioned what is included in the ongoing meeting expense – items included are Webinar, Conference Call, Committee work expenses.

Steve McDonald, Martin County, asked where travel costs are handled – enhancement funds currently pay travel costs and they are already built into training costs.

Call for the vote. Motion carried. 1 county voted no.

Steve Holthaus, Stearns Co. and Chair of the Enhancement/Report Committee presented the following Fault Process.

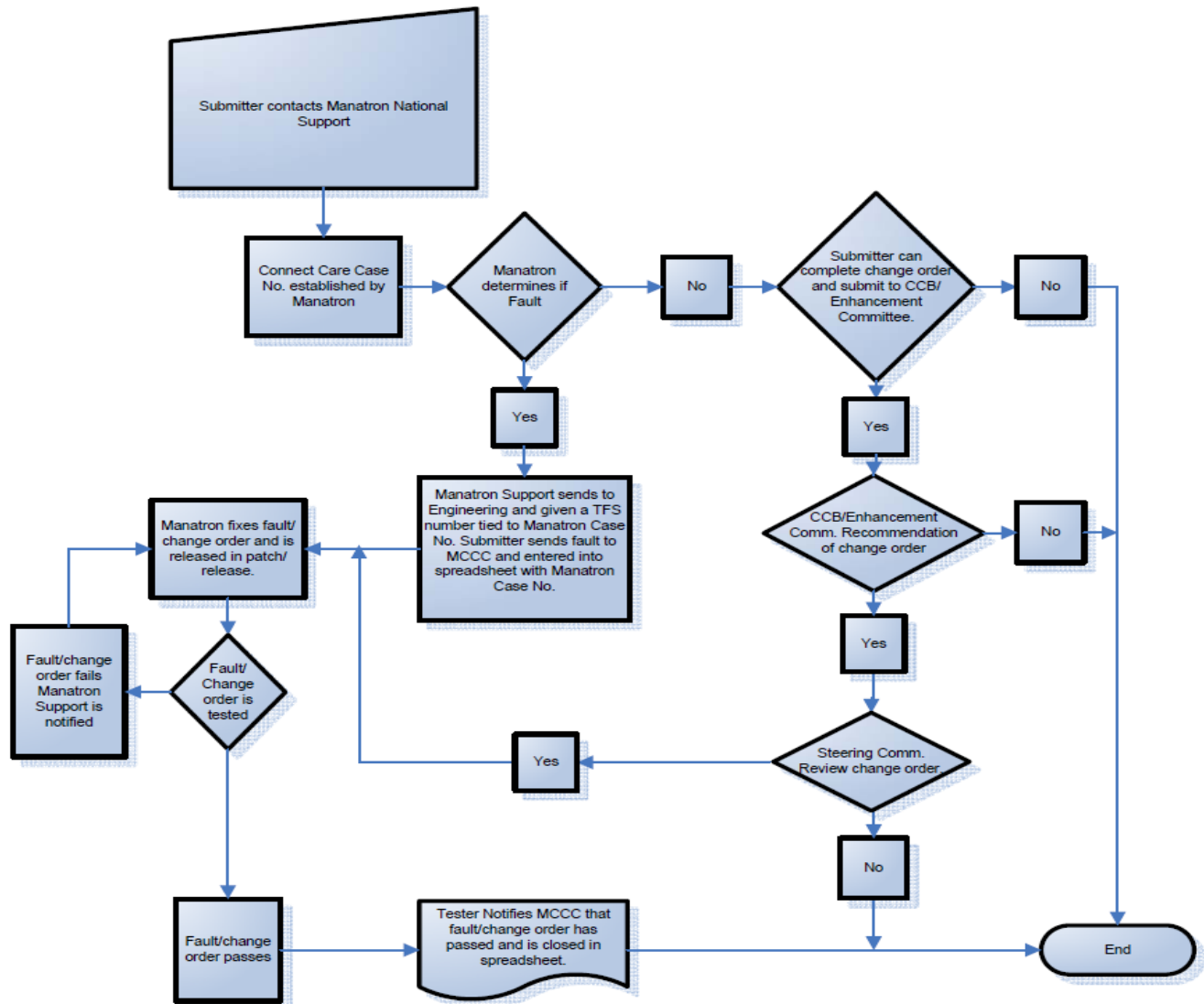
Steve reminded us that it is very important that we submit our faults to the Manatron Helpdesk. A TFS # and explanation of the fault are forwarded to Dennis so we can keep track. If your fault does get rejected by Manatron we want those faults turned into the Change Order Committee.

Doreen Pehrson, Nicollet Co., commented that the Enhancement Request Form should be made available to the User Group – Steve Holthaus, Stearns Co. , will put on the website.

The comment was also made that in the 11/6/09 User Group Minutes it was stated that we can check the status of our faults on the Manatron Connexion site. Discussion on how to do this followed.

Joanne reminded the group that going forward every month the Steering Committee will have a monthly report on rejected faults. Users were reminded to use the form that Steve is developing and turn these rejected faults into the Enhancement Committee.

Please review the following Fault Process Chart very carefully to ensure that all faults are being dealt with appropriately and expedited in a timely fashion.



All users are encouraged to use the National Support Helpdesk for all issues. Jeff Watkins encouraged all counties if they were told by a BA that the issues would be handled by them that counties need to submit these issues also to the National Support. This is vital so that these items can be tracked and not fall thru the cracks and never get fixed!

Rich Peterson, Mower County, asked about the item in the RFP where Manatron would have a Minnesota Office and if Manatron Support staff work from that office. Jeff Watkins, Manatron Project Manager said no the support staff work from their homes. Marty Ulanski, with Manatron, reminded us that Manatron has 31 support staff/engineers who work from the National Support Helpdesk and that these people are trained in specific modules so when you contact the Helpdesk your request is forwarded to one of these highly trained individuals.

Fran Windschitl, Rice County Auditor/Treasurer asked about the offer to have Manatron BA's come back to your individual counties for additional training. Fran was concerned because in Rice County the TNT's went out wrong and he felt that with additional training they could avoid this for the future. Fran also expressed concern over the upcoming Solid Waste Fee issue. Some counties felt that the BA's were still working on some issues. This may not have happened.

Manatron Users are encouraged to contact Lisa at MCCC and Jill Nolan, Isanti County, Chair of the Training Committee with any training that you feel would be helpful.

Fran also asked if MCCC still has 6 months of time committed by Kurt Pederson on writing reports now that Brown County dropped their implementation of GRM? Marty Ulanski replied to this by saying YES AND NO – Kurt has left

Brown County and the offer was no longer valid (this was an agreement between Brown County and Manatron). 3 reports are done. Now Kurt is focusing his time on the UI (user interface or better described as the look and feel of the GRM Screens) and what can be done to improve this for users. Kurt will work closely with the Reports Committee and upcoming processes (Spring Mini; CAMA Interface; etc.).

Marty also talked to the group on Manatron's strong commitment to Minnesota and reminded us that the National Support or Helpdesk is a triage process – very important tracking system – users need to use the Connexion site to follow thru on the faults that have been written.

Pat Melvin, McLeod County commented on the patches and releases that come frequently from Manatron. An IT roundtable is being scheduled to train the people who are doing these processes.

A part of the UI focus will be on shortening up the amount of key strokes or mouse clicks it takes to use the GRM screens effectively. The GRM product needs to be more user friendly and Marty recognizes this.

Morrison County questioned if the volume of release and patches will ever slow down? Staffing is a huge concern. It is hoped that "once a quarter" in the future will be the timeline for installing releases.

Fran W., Rice County, asked if the steps to install patches could be bundled – maybe automatically run at night – this could save a tremendous amount of time. Marty and Jeff's reply to this was that each of the counties environments are so different this would be difficult to do. Some counties have hired Manatron to do all the patch/release implementation in their individual counties. This seems to be going good for those counties who opted to do this.

All users were reminded that counties need to be loaded to 8.06.07 + patched thru 1063 but to do tax calc counties need to be at 8.06.10!! The question was asked how long would it take to load the releases/patches to get to this level – 1 day was the answer!!

Marty and Jeff addressed upcoming items of concern:

- Levy Book
- Auditor's certificate
- Spring Mini
- Class Shift (this item is being totally overhauled-so do not DO!!!)
- Tax Abstract

On every Thursday between January 27 and March 1st Manatron plans to deliver one of these items to be ready for testing.

Angie Johnson, Carver County, asked about trying to check our local effort for the new assessment. Counties can run the Spring Mini to check for local effort but stay away from the Class Shift report for now.

Much discussion followed on reports and issues. Rich Meyer will send Brown County's info to Lisa and Farley Grunig so we can work with Jeff.

Committee Reports

At the January 19th Steering Committee the Report and Enhancement Committee was combined and Steve Holthaus, Stearns County is the Chairperson.

- 1) Standard Reports
- 2) Report issues to the committee (change form is being revamped and can be found on the MCCC site)

3) Need Volunteers – we need HELP!! IT staff along with users would be helpful.

Committee Members:

Steve Holthaus

Doreen Pehrson

Chris Lage

Fran Windschitl (volunteered – thank you Fran!)

BETA TESTING COMMITTEE – Chris Samuel, Ramsey Co. – Chairperson

Committee is looking for volunteers to test the release. Functional testers are needed. Jackie Anderson, Stearns County volunteered to join the committee – THANK YOU JACKI!!

Chris and Lisa Meredith both are aware that counties are testing the release but not notifying anyone that they are doing so. Please be sure to let them know if you are testing – your county can get reimbursed BETA testing dollars – your county is missing out on this opportunity if you do not let anyone know you are testing releases.

TRAINING COMMITTEE – Jill Nolan, Isanti Co. – Chairperson

Committee members:

Mike Cebulla/ Kevin Pullis, Stearns County

Lyn Regenauer, Chisago County

Stacy Novak , LOW County

There is a training request form on the MCCC website. All users are encouraged to use this form so the committee can be effective in bringing training to users.

Three roundtables have been or will soon be held for the following offices: Assessor, Auditor/Treasurer and IT department.

More volunteers are needed for this committee also – ideally someone from each department in the tax process would be useful.

LEGISLATIVE COMMITTEE – Farley Grunig, Jackson County – Chairperson

Committee met on Jan. 14, 2010 at the MACO Conference. All changes have been submitted. Committee is current with all DOR Releases. Minutes can be found on the MCCC website.

CAMA INTERFACE COMMITTEE - Farley Grunig, Jackson County – Chairperson

Committee met on Jan. 13, 2010. Mike Cebulla, Stearns County has done BETA testing on 2a/2b, Change Date issue, Water Influence Code and all are working.

The CRV Upload issue has been submitted for design and estimate to ACS. The Orphan Parcel Report has also been submitted to ACS for design and estimate costs.

Farley reviewed all the faults (check for details in the minutes on the MCCC site). Faults have not been handled by Manatron in a timely manner so all focus on faults was switched to ACS to see if something could be done!

Marty Ulanski thanked Farley for the excellent report and with the details Farley gave Marty hopes to have Manatron tackle Interface issues immediately.

Cheryl Grover, Clearwater County went on record to thank Farley for his dedication to the Manatron Users via the CAMA and Legislative Committees – especially in light of the fact that Jackson County did not implement GRM.

Rich Peterson asked for a Vanguard update. Doreen Pehrson reported that they have had good help – a long process and all have been working hard and she will keep us posted on the progress. Kurt Pederson will work with the City of Moorhead as they have a Novellas product and Manatron was not aware of this earlier.

Marty Ulanski discussed what will happen with the Maintenance and Support contract going forward now that there are 17 counties not 28 counties when the contract was ratified. The 9% cap to any increase in support and maintenance will be good for all 17 counties if all outstanding invoices get paid.

Steve Weets, Pipestone County asked how new counties join with Manatron at this point in the process. Hennepin County has worked out a contract (Hennepin is not a MCCC county). New counties who come on board now will have to pay all License fees and Maintenance and Support and also work out how they will plan to convert their data.

Russ from Morrison County commented that the documentation and communication coming from Manatron is not good. Documentation needs to be improved.

Several of the counties who suspended implementation of the GRM product had hoped to meet before this meeting to discuss what their options are but because of the change in meeting location this did not happen. Discussion followed on what the correct process would be. It was determined that the 11 counties that have suspended will meet via conference call to discuss further what their plans will be going forward. Bill Swing offered Wright County as a central meeting point for a face-to-face meeting. Counties are looking for approval to meet.

Farley Grunig, Jackson Co. moved that a committee be formed of “suspended” Manatron counties to determine which counties may be interested in rejoining. Bill Swing seconded the motion. Discussion followed. Motion carried.

The MCCC Server and WIKI issue was discussed as the server is at Brown County and the WIKI site has been maintained by Brown County Staff. Brown is not implementing GRM. Rich Meyer at Brown will keep the server up and running but it will soon be outdated too. Rich can haul to MCCC. Dennis from Jackson Co. asked if Brown could use the Server – Rich said no. It was determined that Rich will haul to MCCC and Lisa will bring the issue up at the next ISSG meeting.

Manatron Invoices, license fees, roll out and % of ratified counties – all of this is a “gray” area and the Steering Committee decided to bring payment of the license fee items to the full user group for approval to pay.

MCCC Attorney has determined that Manatron has met the deliverables and MCCC should pay. Unless MCCC is willing to send a letter to Manatron asking to reopen the contract which may not be a good idea either. So attorney’s opinion is to pay.

Russ at Morrison County had the comment that the product was delivered but is it totally functional – possibly table until we get thru April and Tax Calculation? Is it a Valid License?

Rich at Brown asked what the dollar amount was for License Fees- \$470,134.00.

Charlene Olson, Clearwater County moved to pay the last License Fees of \$470,134; Jerry Amiot, Polk County – seconded the motion. Discussion followed. Rich at Brown feels that the GRM product does not work as anticipated –but other comments were that votes have been to move forward – we are a joint powers group – we voted and signed a contract - cannot split.

\$638,000 is what is owed for rollout fees. Bob Hanson asked if this included the maintenance and support too – NO. Rollout is being paid monthly! Payment of these bills do not come before the full user group. But the thoughts were that we seriously need to look at the payment of these dollars in April after tax statements, value notices etc. have been sent out.

Called for the vote: Roll Call Vote – 19 YES - 8 NO – 1 ABSTAIN

Dennis Freed, Chisago Co. moved to adjourn; Mike Sheehy, Pine – seconded. Motion carried. Meeting Adjourned at 1:00 p.m.

Respectfully submitted,

Cheryl Grover, Recording Secretary
Clearwater County