

# MINUTES OF THE BOARD OF TRUSTEES

## Workshop

June 29, 2022

The Workshop of the Board of Trustees was called to order by President Fred Lynk at 1:00 pm. Trustees Tom Oliver, Jim Burrows and Bob Emmons attended along with Superintendent Steve Cox, Treasurer Wayne Brockway, Accountant Cathy McLeod, AP Clerk Aaron Lehoux, GIS/Asset Management Coordinator Justin Richardson, Distribution Manager Keith Archibald, Assistant Distribution Manager Paul Cote, Plant Manager Bill Snyder, Chief Operator Greg Pargellis, Facilities Manager Rob Weymouth, District Engineer Jamie Paschal, Billing Clerk Grace Jerald, Billing Clerk Jennifer Bridges, Inventory/Cross Connection Person Peter Jewett, Customer Service Supervisor Kathleen Chapin and Administrative Assistant Cindy Rounds.

The purpose of this meeting was to discuss the status of the business platforms currently nearing implementation completion. They are Sage Intacct (accounting, project accounting), PayCom (payroll), Elements (inventory, asset management) and Munilink (utility billing). It included the project overview, project financials, and dialogue from the stakeholders and Board.

Trustee Oliver suggested that, when the meeting reaches the Stakeholder/Board dialogue agenda item, supervisors and managers leave the room. Further discussion revealed only four employees would remain if all supervisors and managers were to leave. It was then modified such that the Superintendent and Treasurer should leave. He noted that the recent Employee Satisfaction Survey conducted by the Board indicated that many employees are not satisfied with Raybern Utility Solutions and employees have indicated privately to him that they are uncomfortable voicing this concern with management fearing retaliation. The Superintendent and Treasurer noted it was a public meeting, but agreed to the terms.

The Superintendent gave a summary of the process and analysis that has been undertaken to choose the platforms currently being considered to improve the current system in which Munis is lacking, not working or not available to improve. He stated that an evaluation of the Munis system was conducted over a year ago and shared with the Board. It analyzed all the functions that are utilized by the District noting the deficiencies and workarounds that are undertaken to achieve a successful outcome. He elaborated on the workflow development, platform selection, and refined workflow development that staff was involved in. Three data cleansings were conducted to prepare for migration which was an important part that Raybern was involved in. The cleansing is necessary prior to any new platform implementation to insure accuracy. He noted the implementation of the new platforms are approximately 75% complete with Paycom at over 95% complete, Sage Intacct at 90%, and Muni-link at 80%. Elements, an Asset Management platform that the District has never had (plus Inventory which was on Munis), is falling behind all the rest at 50% complete. A few others, Remit Plus and Invoice Cloud (plug-ins for billing) are inconsequential. The remaining 25% is almost exclusively training which begins tomorrow.

The Treasurer followed the Superintendent by presenting a financial update on the project. He began with Munis, which at this time, of the full year costs the District approximately \$97,000

including all licenses and fees but doesn't include asset management. Once the other platforms are implemented total annual licensing costs for all platforms (Muni-link, Sage, Paycom and Elements) is expected to be \$123,832. This represents an approximate annual increase in licensing fees of about \$27,000. It was noted that this was a great value for the District as we would be gaining an asset management system (a requirement for future SRF funding eligibility) along with the increased functionality and efficiencies of the other new platforms.

The one-time implementation costs will be additional and will be capitalized and depreciated over ten years. These are estimated to be \$166,000 with about \$150,000 having been spent to date.

Trustee Oliver asked for clarification about the annual operating and capital costs to date in the current fiscal year. The Treasurer responded that it's difficult to explain the operating costs to date since the platforms are still in transition. He reiterated that the annualized total will be \$123,832 when all is said and done versus the annual Munis cost of \$97,000.

Trustee Lynk inquired about the expected increase to Munis in 2022 and the Treasurer responded that he thought the \$97,000 had been inflated from 2021 to provide a fair comparison to the new platform totals. Trustee Lynk also asked if Munis had been providing any pushback while the District has begun the migration away from Munis during the necessary data pulls. Trustee Lynk then asked the Superintendent if this new cloud-based server would provide the District with a measurable amount of risk mitigation, to which the Superintendent replied in the affirmative. He asked if the 'pain points' noted in the original report would be eliminated once the migration was complete. The Superintendent responded that a lot of that will come out in the discussions you are about to have.

The Stakeholder/Board dialogue agenda item was addressed. Again, Trustee Oliver noted that the Superintendent and Treasurer weren't not being directed to leave; they were being asked to leave because the survey results indicated staff preferred, they not be present. The Superintendent reminded the Board that staff may not understand the complexity of the platforms or their implementation and may not have an accurate assessment of their value.

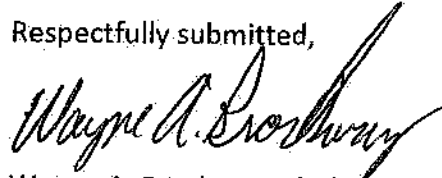
Trustee Oliver indicated that this was an opportunity for stakeholders to share their concerns and comments and assured they would support them and also assured them that any retaliation from their comments would be dealt with. Staff shared their concerns as each platform was addressed and included impressions that Raybern has not performed as well as reported/expected. An audio archive of the meeting provides a comprehensive account of the stakeholders concerns and comments.

It was suggested that a follow-up workshop be held to address the concerns.

**ADJOURNMENT**

On a motion by Trustee Burrows, seconded by Trustee Emmons, it was unanimously voted to adjourn the June 29, 2022 Workshop meeting at 2:05 pm.

Respectfully submitted,

A handwritten signature in black ink, reading "Wayne A. Brockway". The signature is written in a cursive style with a large, sweeping initial "W".

Wayne A. Brockway, Clerk