

COUNTY OF YORK

MEMORANDUM

DATE: September 8, 2023

TO: York County Board of Supervisors

FROM: Neil A. Morgan, County Administrator

SUBJECT: Technology Systems Update (Avenity)



Introduction

In 2017, we began a six-year project to replace our almost 40-year-old “green screen” mainframe software, which is now reaching a major milestone. Through the Board’s direction and support, we replaced the Financial, Payroll, and Human Resources systems with Tyler Munis. This month, we will be going live with the final portion, which includes the County’s Tax and Utility Billing systems with Avenity. This update is to inform you of critical upcoming dates related to this software launch, various citizen communications we are implementing, and the final steps of the project.

Avenity Status

The County staff are in the final stages of preparing to launch three software solutions from Avenity: RevenueOne, CashOne, and UtilityOne. These products will be implemented in two phases in the month of September. On the evening of Thursday, September 14, the existing citizen portal related to tax payments will be taken offline, and staff will begin the process of moving to the new RevenueOne and CashOne software. This will result in the Treasurer’s and Commissioner of the Revenue’s Offices being closed on Friday, September 15, to the public. These offices, along with some Finance and Information Technology staff, will be working through the weekend in order for a software launch on the morning of Monday, September 18, and the associated citizen-accessible website.

On the evening of Thursday, September 21, the existing citizen portal for Utility Billing will be taken offline, and staff will begin the process of moving to the new UtilityOne software. This will result in the Utility Billing department being closed on Friday, September 22, to the public. The staff from the departments of Finance and Information Technology and the Treasurer’s Office will be working over the weekend in order for the software launch on Monday, September 25, of UtilityOne and the associated citizen-accessible website.

Planned Citizen Communications

There are several pieces of information that we will be communicating to citizens in the coming weeks. Some of these items are awareness of the new portal launching since the look and feel will be a stark change from previous years when paying taxes. We want to avoid any citizens feeling they are on the wrong website. Additionally, September’s

Utility Bills are being delayed and will be mailed out by early October, and citizens still be given the standard 30 days to pay from the date of mailing. The access method to the new websites requires information that citizens will not have until they receive their new bill with their new account number.

In order to communicate effectively with the greatest number of citizens, Public Affairs has and will be implementing a wide variety of tools at their disposal. This includes posters at County offices, information shared through the Government television channel, social media posts, articles in Citizen News Weekly, notices on the previous utility bill, as well as an additional flyer in the upcoming tax bills, and postcards mailed to each citizen. We have attached a draft copy of the postcard attached to this memorandum. These resources will point citizens to our website and a dedicated phone number to assist citizens with accessing these new resources. The website will have a "Frequently Asked Questions" section and short videos to assist them with any how-to needs. The phone number is planned to be covered by Emergency Communications staff as first-tier support during the launch of Avenity. This will enable the staff from the Treasurer's Office and the Commissioner of Revenue's Office to focus on the new system and associated complex tasks.

Project Timeline

The Avenity portion of this project was originally estimated at 18 to 24 months, with a go-live for this fall. We will have completed the Avenity portion of the project as expected in 21 months. After September, the old Bright mainframe system will only be used for State Income Tax until December 31, 2023 for audit reasons. After that point, the mainframe will only remain accessible for auditing purposes.

Conclusion

September will be the final major milestone for a six-year major software project. The project has involved records for every citizen in the County and changed the financial workflow of every department in the County, the York County School Division, and other outside agencies. The success of this project has only been possible due to the hard work of many dedicated staff members, elected officials, and the support of the Board of Supervisors.

Wyatt/3589

Attachment:

- Avenity Postcard Notification

Copy to: Mark L Bellamy, Deputy County Administrator
Brian Fuller, Assistant County Administrator
Theresa Owens, Director of Finance
Brandy Palazzone, Commissioner of Revenue
Candice Kelley, Treasurer

Now ONLINE

New Account Management & Payment Portals

Supporting The Commissioner of the Revenue, The Treasurer, and Utility Billing

- ✓ View Personal Property, Real Estate, and Business Taxes.
- ✓ Manage Multiple Utility Accounts Quickly and Easily.
- ✓ Utilize Convenient Payment Options with a Checking Account or Credit Card.

To ensure a smooth transition, September's Utility Bills will be in your mailbox early October and due by the end of the month.

Registration is required when first visiting the new portals using your new account number from your bill. Confirm your email address and you're in!

Visit www.yorkcounty.gov to learn more about this new Account Management and Payment Portal.

