

TOWNSHIP OF LOWER MAKEFIELD
BOARD OF SUPERVISORS
MINUTES – JANUARY 19, 2011

The regular meeting of the Board of Supervisors of the Township of Lower Makefield was held in the Municipal Building on January 18, 2011. Chairman Caiola called the meeting to order at 7:35 p.m. He welcomed Boy Scout Troop 10 to the meeting who were present to get their Citizenship in the Community Merit Badge. Mr. Smith called the roll.

Those present:

Board of Supervisors: Greg Caiola, Chairman
 Pete Stainthorpe, Vice Chairman
 Ron Smith, Secretary
 Dan McLaughlin, Treasurer
 Matt Maloney, Supervisor

Others: Terry Fedorchak, Township Manager
 David Truelove, Township Solicitor
 James Majewski, Township Engineer
 Kenneth Coluzzi, Chief of Police

PUBLIC COMMENT

Ms. Irene Koehler, 25 Spring Lane co-Chair of RAFR, was present and stated in response to the Appeals Court ruling remanding the Frankford-Aria case back to the Zoning Hearing Board to allow testimony on traffic that was excluded during the Hearings, RAFR would like to thank the Board of Supervisors for continuing the fight. Ms. Koehler also thanked the members of RAFR for continuing to support the fight and invited others to join their organization noting information can be found on their Website, RAFR.org. Mr. Smith stated this is great news for the Township.

Ms. Gudrun Alexander, 256 S. Fieldstone Court, stated she feels there is an Ordinance that requires residents to remove snow from their sidewalk twelve hours after the snow stops; and she stated some people are not doing this. She stated the Township also does not do this on their sidewalks. She noted particularly an area between Bluestone and Marble Court. Mr. Stainthorpe asked that Mr. Fedorchak review this with Mr. Hoffmeister as this area has been mentioned in the past. Mr. Fedorchak stated typically this is the responsibility of Park & Rec, and he will follow up on this. Mr. Caiola stated they are going to re-educate the residents through the Cable TV and Township Website as to their responsibilities with regard to snow removal, but added it may be difficult for some residents, particularly seniors, to accomplish this in twelve hours. He stated they may have to have a community effort to help those who are physically unable to do this. Mr. Fedorchak stated the twelve-hour rule is problematic.

He stated those who are plowing the roads are the same personnel that ultimately have to plow the bike paths and sidewalks that are Township-owned and maintained. He stated possibly twenty-four to thirty-six hours would be more appropriate.

Mr. Irv Hirsch, 1782 N. Dove, asked the status of the \$1 million that has been offered by the State for a Center. Mr. Fedorchak stated in December, the Board of Supervisors directed the Township attorney to work with Representative Santarsiero's office; and since that time, they have put together a very lengthy Application that was submitted to the State by January 12. He stated he understands that all State agencies that are part of the evaluation process have signed off on the Application. Mr. Smith asked if the Township has been able to identify a Township matching fund source for the Center as they did for the ball fields. Mr. Fedorchak stated they were able to deal with this in the Application. Mr. Caiola stated the Township will provide periodic updates as they get them.

MOTION ON STATE RACP GRANTS & CONTRACTS

Mr. Fedorchak asked that the Board authorize the submission of the Grant Applications.

Mr. Stainthorpe moved, Mr. McLaughlin seconded and it was unanimously carried to authorize the submission of the Grant Applications and the execution of Contract documents.

PUBLIC COMMENT

Mr. Luke Stapleton, 33 Lower Hilltop Road, stated he lives next to I-95; and it sometimes gets loud at night. He asked if they are going to install sound barriers. Mr. Caiola stated as part of the Bridge expansion project, there will be some sound barriers installed. Mr. Majewski stated sound barriers are proposed by the Delaware River Joint Toll Bridge Commission in that area. Mr. Maloney stated the real question is when that Bridge will get built noting that it was to have been started in 2004.

APPROVAL OF MINUTES

Mr. McLaughlin moved, Mr. Smith seconded and it was unanimously carried to approve the Minutes of December 15, 2010 as written.

Mr. McLaughlin moved, Mr. Smith seconded and it was unanimously carried to approve the Minutes of January 3, 2011 as written.

APPROVAL OF DECEMBER 20, 2010, JANUARY 3, 2011, AND JANUARY 17, 2011 WARRANT LISTS AND DECEMBER, 2010 PAYROLL

Mr. McLaughlin moved, Mr. Stainthorpe seconded and it was unanimously carried to approve the December 20, 2010, January 3, 2011, and January 17, 2011 Warrant Lists and December, 2010 Payroll as attached to the Minutes.

APPROVAL OF RESOLUTION NO. 2225 AUTHORIZING DESTRUCTION OF CERTAIN SPECIFIC RECORDS

Mr. Stainthorpe moved and Mr. McLaughlin seconded to approve Resolution No. 2225. Mr. Fedorchak stated they follow the State retention laws. Motion carried unanimously.

PRESENTATION OF MUNILOGIC MUNICIPAL MANAGEMENT SYSTEM AND MOTION TO PROCEED

Mr. Paul Nelson from Carroll Engineering was present. Mr. Stainthorpe stated he will recuse himself from any vote on this matter as Munilogic is a client of his and he does marketing work for them.

Mr. Nelson stated Munilogic is a web-based software product designed specifically for Municipalities to transition to a digital environment. He stated the Application is meant to be used by everyone in the organization, and they provide world-class customer service working immediately to solve any problems. Mr. Nelson stated usually this can be done remotely, but they will go on site if necessary.

Mr. Nelson stated Munilogic automates the business processes, manages Permit and inspection activities, and tracks fees collected. He stated customer requests for service or complaints are logged and managed. Mr. Nelson stated all Code Enforcement activities are managed so that the entire process is tracked, and there is a comprehensive history. He stated you can also manage any type of License, and the License Module interacts with the Permit Module to validate all Licenses being used for Permits. Mr. Nelson stated there is also a Module for managing the entire Subdivision process.

Mr. Nelson stated Munilogic also provides a management system for fixed assets, and the Management Modules can be added in the future based on Budget and priorities. He stated this enables the Township to maintain a complete inventory and keep track of storm sewer assets, sanitary sewer assets, and assets within the road rights-of-way. He stated this makes it easier to manage maintenance and inspections.

Mr. Nelson stated all authorized users can take advantage of true GIS mapping at the desktop. He stated there is also a complete document management system with support for all types of documents, pictures, and video. He stated once the system is installed, the Township will be able to import new documents and link those documents to tax parcels, customer requests or complaints, and other items. He stated there are hundreds of reports that come standard with Munilogic, and they provide approximately six custom reports at no additional charge. He stated the Communication Module includes a shared calendar, contacts, tasks, and collaboration between Departments.

Mr. Nelson stated they developed Munilogic because of their own frustration with the quality of the existing software in the market which was often very difficult to use. He stated Carroll Engineering has been working with Municipalities for over thirty-five years, and they have an in-depth understanding of the way Municipalities operate. He stated the software works the way the employees work, and it is simple to learn and easy to use.

Mr. Nelson stated all the Modules interact with each other, and you can add Modules to the Core System as Budgets allow. Mr. Nelson stated benefits to using this system includes improved decision making, and collaboration between workers and Departments is facilitated as everyone can get on the same page and work together in ways that were not previously possible. He stated the Township will be able to provide higher service levels as the system is used to capture data more accurately and quickly. He stated this will increase efficiency and productivity of the entire organization. Mr. Nelson stated the process will provide electronic storage of Township data, and the process of converting existing documents to Munilogic will be a long-term effort. He stated there may be some documents that will still have to be stored outside of the system. He stated they will provide a powerful, easy to use, true GIS mapping tool available for everyone. He stated the product also comes with a number of standard reports; but if there are some reports that Lower Makefield would like to have which Munilogic does not currently provide, they will create them for Lower Makefield. Mr. Nelson stated not all the benefits will be realized on “day one,” but will involve long-term efforts which will be enhanced by the Township’s investment in the Munilogic system.

Mr. Nelson stated after meeting several times with Mr. Fedorchak and Ms. Frick, it was decided that they would begin with a highly-functional, but minimal set of configurations that would include the Core System and three Management Modules – Customer, Permit, and License. He stated the Property Module manages all aspects of real property and maintains relationships through data using the Tax Parcel Number as the identifier for each record. He stated this Module will keep track of all data relevant to the property including owner, renter, sales history, work related to the property, Permits, etc. He stated the mapping is a true-to-scale GIS map, and the layers are based on the Township’s needs.

Mr. Nelson stated the Reporting Module provides full flexible output of all the Township's enterprise data. He stated Munilogic can provide any type of report desired. He stated they would consider approximately six custom reports based on the Township's specific requirements. Mr. Nelson stated the Document Module provides for document management which will easily store, sort, and search documents associated with Munilogic with a check-in/check-out function to assure security. He stated they enable users to locate documents by Department, assets, date, document type, etc. Mr. Nelson stated the Communication Module provides shared calendars, contacts, and tasks for facilitating more effective communication. He stated all contacts can be retrieved for use in other Modules such as Permits, Licenses, and Subdivision Applications. Mr. Nelson stated the Administration Module provides a secure interface for customizing hundreds of items as desired by the Township.

Mr. Nelson stated the Customer Module is where you track all the requests for service and complaints. He stated Munilogic improves customer service by providing a mechanism for tracking the activities and status of each request. He stated these requests can morph into Code violations and work orders. Requests could also be forwarded to the appropriate employee for resolution. Mr. Nelson stated the Permit Module manages all the Permit and Inspection activity and will organize Applications, Plan reviews, inspections, and fees. He stated all inspections can be assigned to field personnel and scheduled directly onto their calendars, and results are maintained within the same area for quick access to critical information. Mr. Nelson stated the License Modules enables the Township to issue multiple License types, and this Module interacts with the Permit Module to validate Licenses being used for Permits and maintains the relationship between those two items.

Mr. Nelson stated Phase I would include software with the three Management Modules at a cost of \$25,000. Service charge in the amount of \$10,000 includes installation, training, data conversion, integration services, and mapping development. He stated there is also an annual maintenance of approximately 15% of the total software cost which includes support at a cost of \$4,250.

Mr. Caiola asked if the annual maintenance would include updates, and Mr. Nelson stated it would cover software updates and support either on the phone or on site.

Mr. Smith asked if this has been budgeted for, and Mr. Fedorchak stated he set aside \$40,000 in Capital Reserve for this. Mr. Smith asked Ms. Frick how this will help her Department and enhance productivity. Ms. Frick stated this will centralize the work. She stated currently they have to go to many different places to ascertain the information needed, and this would put it one spot for everyone to use. Ms. Frick stated she hopes that this will enhance productivity.

Mr. Smith asked about Townships of similar demographics which are using this product, and stated he feels Ms. Frick and some members of the Board should visit those Townships to see how it is working. Mr. Nelson stated it is in use in Warrington, Horsham, Haverford, and New Britain. He stated it has been active for about eighteen months.

Mr. McLaughlin stated it seems that the Zoning and Planning Department is inundated with paper and this seems like a logical upgrade for the Township. Ms. Frick stated she agrees. Mr. McLaughlin asked Ms. Frick if she feels it is going to be increasingly more difficult if they do not get a system like this; and she stated she feels they should start with Phase I and proceed from there.

Mr. Stainthorpe asked if they have a demonstration available this evening on how the mapping works; and Mr. Nelson stated while he does not, he could provide this. Mr. Fedorchak stated something showing the mapping feature would be very useful to see. Mr. Fedorchak stated all Township employees would be able to access certain critical bits of information on their own desktop rather than having to ask Ms. Frick to provide this information which is now what happens on a regular basis.

Mr. McLaughlin asked if this would help the Board of Supervisors and other Committees, particularly Planning and Zoning, get to a point where they could access documents on-line so they would not have to be provided hard copies. Ms. Frick stated she feels this is something that is currently being worked on apart from Munilogic. Ms. Frick stated there is a lot of work involved in getting the Munilogic system up and running since there is years of information currently stored at the Township that needs to be put into the system. Mr. Fedorchak stated what is proposed is the first step, and they will be looking ahead to “layers” with each layer containing an additional bit of information, and this will happen over the course of time.

Mr. Smith asked how this will save money for the Township. Ms. Frick stated people come into the Township asking for information on specific properties and currently they need to go to five different places to get this information; and with this system, they could click on the address, and everything will come up. Ms. Frick stated they are inundated with “Request for Information” forms, and this will help with that.

Mr. Smith asked if those at home could use this as well rather than coming into the Township to get information. Mr. Nelson stated that would be in the future. He stated there will be a Module available called E-Gov, and this could be incorporated into the Township Website and allow the Township to control what residents could see. He stated the E-Gov Module is not available yet, but he anticipates that it will be available by the end of this year. He stated for a Mobile Module, he would not be able to provide a time line on this, but feels it would not be this year. He stated they have a number of

projects underway at this time. He stated the E-Gov Module was originally further down on the priority list, but based on feedback from the Townships, it was moved up and is now one of the more pressing modules.

Mr. Maloney asked about the privacy issues, and Mr. Nelson stated currently the way the system is set up, the software would reside in the Township's server so encryption can happen locally. With the E-Gov Module, they would meet with the Township about the Township's rules and how they want things protected. Mr. Maloney asked if there is an encryption built into the product, and Mr. Nelson stated for the current implementation, irrespective of E-Gov, they would have a VPN, a secure sign-in with a password and user ID, and only authorized users would have access to the system. He stated they would not limit the Township on the number of users they want to have. Mr. Maloney asked about back-up, and Mr. Nelson stated for the portion which they host, which is the mapping, they have it fully backed up and protected. He stated for the software that resides on the Township's server, they can provide recommendations and advise what other Townships are doing for back up. Mr. Maloney stated he feels this is something that they should build into the cost if it is not part of the quote so that they are sure there is appropriate duplication built in.

Mr. Smith asked the timeframe for implementation, training, etc. for Phase I if the Township decides to proceed. Mr. Nelson stated this would depend on the people to be trained. He stated they have people in place that could move quickly to provide the training. He stated before they come in and do the training, they will take the Township's data and build it into the training workstations.

Mr. Caiola stated currently they do a lot with a small staff, and he asked if this would fine tune how they handle the existing processes; and Ms. Frick stated it would. She stated currently they are using the same system that has been in place since the first Building Permit was issued which involves filling out a three by five card. Mr. McLaughlin stated he feels the citizens of the Township deserve better than this, and he feels they need to do something and prepare for the future. Ms. Frick stated she has not come before the Supervisors in the past asking for anything as she does not want to waste the Township's money.

Mr. Maloney stated there is nothing covering the financial end of what the Township does; and while they have an existing system, he is not impressed with it. He asked if there is any integration with a financial element or transactional element. Mr. Nelson stated the reason there is no mention of financial accounting, billing, etc. is because they do not offer this functionality with their product. He stated they could work with the other vendor and link to another software product, but there are cases where a vendor feels that their software is proprietary and are not cooperative; and in this case, it would be difficult. He stated their approach is to stick to what they know best which is the Municipal operation, asset management, business processes, etc. and not the financial

aspect. Mr. Maloney stated he feels there would be a captive audience if they could cover that market as well. Mr. Maloney stated if you apply for a Permit, there is a cost; and he asked if there is any integration in the features. Mr. Nelson stated the way the program is written, there is a facility where you can make a note where someone has paid by check and write the check number in. He stated as to a robust financial solution, they do not have this. He stated they would prefer not developing this themselves; but would rather find a company that does the financial software well and integrate with them.

Mr. Maloney asked if the ongoing maintenance cost is subject to any escalator; and Mr. Nelson stated as business dictates, he feels there would be provisions where this would be increased. Mr. Maloney asked if they are suggesting a one-year Maintenance Agreement, and Mr. Nelson stated typically it is a one-year, but they could negotiate a longer term.

Mr. Maloney stated he does not feel they can go forward before a solution is decided on with regard to backing up the data. He stated he would also like to equip the meeting room with computers recognizing that this would add \$5,000 to the cost of the project. He stated this would make the meetings digital as opposed to the Supervisors and other volunteers having to print out everything they are receiving by e-mail which is defeating the purpose. Mr. Maloney stated they also need to make sure that those working with these systems are not taking short-cuts, and they need to fill in every field that is applicable.

Mr. McLaughlin asked if Mr. Fedorchak and Ms. Frick have seen the demo, and Mr. Fedorchak stated they have worked with Mr. Nelson, and have had at least ten meetings with Mr. Nelson.

Mr. Smith asked if Ms. Frick has visited any of the Townships using this to see how it works, and she stated she has not. Mr. Smith stated before they pay for this, they need to have a field trip to two different Municipalities to see how it works.

Mr. Smith moved to proceed further with assessment of Munilogic Municipal Management System including field trips to two Municipalities using this system.

Mr. Smith stated possibly someone from EMAC could be involved in this as well. Mr. Maloney stated he would also like to see included in the cost proper redundancies as part of the scope.

Mr. McLaughlin seconded the Motion.

Mr. Zachary Rubin, 1661 Covington Road, stated on February 2, EMAC will be making a presentation including recommendations for upgrading the Township Website. He asked if it would be possible to have linkage to be able to interface with the managerial

software so that the public could access how to get a Permit, the status, etc. He asked if the public has to use E-Gov which is not available at this time. Mr. Nelson stated they would like to work with anyone to integrate their product. He stated the E-Gov Module will be available in the future; but if there is another product that was deemed better or more suitable, they would work to make sure that they integrate with that.

Motion carried with Mr. Stainthorpe abstained.

ZONING HEARING BOARD

With regard to the John and Donna Park Variance request for property located at 894 Mt. Eyre Road, to permit replacement and extension of existing stone wall located in the right-of-way, it was agreed to leave the matter to the Zoning Hearing Board.

SUPERVISORS REPORTS

Mr. Maloney stated the EAC discussed the proposed Ordinance amendment, and decided to recommend adoption. Mr. Smith stated the Planning Commission discussed the proposed Zoning Ordinance amendment and unanimously recommended rejection.

Mr. Smith stated the Citizens Budget Committee had a meeting last evening and re-elected Joe Menard as Chairman.

APPOINTMENTS

Mr. Maloney moved, Mr. McLaughlin seconded and it was unanimously carried to reappoint the following:

- Helen Bosley – Golf Committee
- Patricia Bunn – Park & Recreation
- Bob Archibald – Sewer Authority
- Jeff Shanks – Sewer Authority
- Kevin Treiber – Emergency Management

Mr. Smith moved, Mr. McLaughlin seconded and it was unanimously carried to move Keith DosSantos from an Alternate to a full member of the Zoning Hearing Board.

It was noted that interviews are still being conducted for the Alternate Member of the Zoning Hearing Board.

Mr. Smith stated there is a vacancy on the Golf Committee, and Mr. Fedorchak stated they have advertised this vacancy on the TV channel and Township Website, and they have received some responses.

OTHER BUSINESS

Mr. Truelove stated the Board met in Executive Session at 6:30 p.m. and discussed matters of litigation and Zoning.

There being no further business, Mr. Maloney moved, Mr. Smith seconded and it was unanimously carried to adjourn the meeting at 8:45 p.m.

Respectfully Submitted,

Ron Smith, Secretary