Watertown City Council
Work Session

Mayor Steve Washburn
Lindsay Guetzkow
Adam Pawelk
Michael Walters
Dan Schuette

3/9/2021 - Minutes

1. Call To Order And Roll Call

   Mayor Steve Washburn called the Watertown City Council workshop to order at 5:31 p.m. on Tuesday March 9, 2021 in the council chambers of City Hall.

   Council Members Present: Washburn, Michael Walters, Dan Schuette, Lindsay Guetzkow, and Adam Pawelk.

   Staff Present: City Administrator Shane Fineran, Administrative Services Director Lynn Tschudi.

   Guests: Cody Gunstenson and Frank Lustan from Tyler Technolgies.

2. New Business

   2.I. ERP Software Solution
   Administrative Services Director Lynn Tschudi explained to council that the City has been researching a new Accounting ERP system with the help of AEM Financial Solutions. After reviewing the four vendor responses, the City and AEMFS has determined Tyler Technology Incode 10 would be the best fit for the future of the City.

   Cody Gunstenson and Frank Lustan from Tyler Technology demonstrated to Council at a high-level what Tyler Technology Incode has to offer.

   Mayor Washburn asked if residents could see previous billing history. Lustan said they can see the past 12 months and are able to download history further than that. Washburn asked about the building permit module. Gunstenson said there is a community development module that ties directly into the ERP system. Washburn asked if there is a two-factor authentication for logging in. Lustan said there is a single username/pw however they are investigating the two-factor authentication. Gunstenson said that Tyler Tech is very secure and there has not been a client breech on the hosted side. He said it is hosted in a private environment. Washburn asked about the type of insurance Tyler has for data breaches and if they could provide that to staff. Washburn asked Tyler how many years Incode 10 has been in the market. Lustan said Incode 10 has been live for six years. Gunstenson said as the software evolves, customers can take advantage of all upgrades. Washburn asked how much Tyler spends on research and development on an annual basis. Gunstenson said in 2019 it was about $89M.

Council Member Guetzkow asked about the speed, lag time and limitations with the software. Gunstenson said one factor is the employee's connection the other is on Tyler Technology. Tyler includes language in their contract that states that Tyler is responsible for a certain amount of uptime. Guetzkow asked about the payment processing fee for customer payments. Gunstenson said this is the fee charged by the third party and cities can decide how to handle this, but most pass it on to the customer. Guetzkow asked about the transition timeline. Gunstenson said from contract signing to completion is about 12 months with Tyler doing 90% of the work and the City doing 10% of the work. Guetzkow asked if the Evergreen updates are automatically pushed out or if it would need to be stair stepped with charges. Gunstenson said the minor updates are rolled out automatically. The larger version updates do not need to be implemented immediately, but they are able to with minimal to no cost.

City Administrator Fineran informed Council that staff plans to continue to research the budgeting tool as well as the community development module and report back with further information.

3. Adjournment
   Mayor Washburn adjourned the workshop at 6:24 p.m.

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