

**TXM AND AMANDA TASK FORCE  
CANADA ROOM, MARKHAM CIVIC CENTRE  
APRIL 11, 2011**

**MINUTES**

**Attendance:**

<b>Members Present:</b> Regional Councillor Gord Landon, Chair Regional Councillor Joe Li Councillor Don Hamilton Councillor Alan Ho Councillor Howard Shore  <b>Councillors Present:</b> Councillor Alex Chiu Councillor Logan Kanapathi  <b>Regrets:</b> Regional Councillor Jim Jones	<b>Staff Present:</b> Greg Cookson, Application Support Specialist Nasir Kenea, Chief Information Officer Brenda Librecz, Commissioner of Community & Fire Services Joel Lustig, Treasurer Shane Manson, Manager, Tax & Assessment Policy Miranda Miluzzi, Manager, Tax & Cash Management Andy Taylor, Commissioner of Corporate Services Paul Wealleans, Director of Taxation Laura Gold, Council/Committee Coordinator
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The TXM Amanda Task Force convened at 3:00 p.m. with Regional Councillor Gord Landon presiding as Chair.

**1. TXM AND AMANDA TASKFORCE PRESENTATION**

Mr. Paul Wealleans, Director of Taxation, provided a presentation entitled “TXM and Amanda Task Force”. The mandate for the Task force is as following: to identify opportunities and risks associated with consolidating the two business applications; aligning improvements to the Town’s tax system with Markham’s strategic priority of providing excellence in municipal services, NQI goals and the IT Strategic Plan for optimizing business applications; and to determine which tax system is most efficient and effective for Markham’s business needs.

The following timelines were provided: April 11 Task force Meeting; Apr 4- May 13: Data Gathering (functionality, costs, site visits); early May – IT Sub Committee meeting; late May IT Sub Committee potential meeting; May 16-21:Draft Report; and June 13 General Committee.

Mr. Wealleans reported that the Town currently uses the TXM system to automatically process and calculate tax billing and adjustments with no manual interventions. The system is fully integrated with other Town financial accounting systems. It was reported that Amanda is a business performance platform database that is currently being used to manage the process for building permits, business

licenses and other Town applications. It was noted that property tax software can be purchased to manage property taxes through Amanda.

Mr. Wealleans advised that the Town has an agreement with the City of Mississauga, the owner of TXM, to use the software. There are currently forty (40) staff Town wide using the TXM software. An unlimited amount of licenses/users are permitted.

Mr. Wealleans advised that staff will conduct a high level review of the following: the financial costs of each system; the capital costs of each system; the annual maintenance cost of each system. Staff will also review the functionality of the Amanda tax system with existing business processes, the resources required to switch to the Amanda tax system (e.g. training and ITS support required), and any contractual issues with TXM. Other municipalities currently using the Amanda tax system will be contacted to gather information. It was explained that a conversion risk could arise when transferring information from the TXM tax system to the Amanda tax system.

## **2. QUESTIONS AND DISCUSSION**

Staff advised that Nasir Kenea, Chief Information Officer, will be responsible for identifying the efficiencies found from using one (1) database. The TXM tax system was displayed on the screen to the Taskforce. It was noted that through portal residents will be able to review their tax file online.

It was reported that the Town currently has more than two (2) databases that maintain customer information. Currently, the TXM tax system maintains its own customer information. When a change is made to a property owner's information, it is updated in other systems.

It was clarified that Amanda also captures resident information and that the ACR database obtains resident information from Amanda. Staff advised that their focus is on finding a best practice for managing information, as a streamlined process already exists for obtaining a residents' address. It was explained that one of the conversion risk is losing the full taxation history attached to each property.

The Task Force inquired if Amanda five (5) has been installed on Town computers. Staff advised that Amanda five (5) is currently being used by the Planning and By-law Departments, noting the software will be rolled out throughout the Town once new computers are installed. It was noted that the Legal Department is still using Amanda four (4). The Task force inquired when Amanda five (5) will be available to external clients. Amanda five (5) will be available through the launch of the portal, which is being targeted for mid May.

Staff advised that they would be going to both Oakville and Burlington prior to the next Task Force meeting to find out more information in regards to their tax systems.

Staff advised that the initial costs of the TXM tax system software was \$1,000,000 and that the annual maintenance cost is approximately \$150,000, noting that the cost is based on the number of accounts. The Task Force requested that a review of costs/savings associated with switching tax systems be provided.

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Moved by Councillor Logan Kanapathi

Seconded by Councillor Alan Ho

That the presentation entitled “TXM and Amanda Task Force” by Paul Wealleans, Director of Taxation, be received; and,

That the TXM and Amanda Task Force adjourn at 3:46 p.m.

CARRIED.