

HANOVER TOWNSHIP, LEHIGH COUNTY
SPECIAL COUNCIL MEETING

June 20, 2018
6:30 P.M.

Present: Councilmen Heimbecker, Lawlor, Paulus, Wegfahrt, Woolley;
Christopher J. Garges; Vicky Roth

Absent: J. Jackson Eaton, III, Esquire; Al Kortze, P.E.

Attendance: 3

New Business:

1. Municipal Software Presentation, MuniLogic (Review and Discussion)

1. Scott DeCristofaro of MuniLogic introduced himself to the Board and thanked them for having him at the meeting this evening. He also introduced his colleague, Aaron Brousa. Mr. DeCristofaro started by explaining what they had scheduled for the evening. He said they scheduled one hour to take everyone through their MuniLogic software. Before he began the formal presentation, he gave a quick background on who they are and how they came to know the Township and then he will jump into the presentation. He went on to explain that MuniLogic is a proprietary product of Carroll Engineering. Carroll Engineering is roughly a 45-year-old, 100-person, award-winning civil engineering firm based in Bucks County. MuniLogic was designed, developed and the architect of MuniLogic is their senior vice president, Matt Garber, who could not be at the meeting tonight due to being on a personal family vacation. Mr. DeCristofaro said that Mr. Garber is unique in that he has been with Carroll Engineering for 31 years. He is a senior vice president and partner in the firm and he is also the architect of MuniLogic. For anyone who is unfamiliar about software, what that simply means is that it is rare to have the person who designed the software not only still around but in a capacity of senior leadership. For that reason alone, Mr. Garber is an invaluable asset. MuniLogic itself started out, Mr. Garber designed the software to address some of our municipal clients, initially their workflow as well as their asset management. Today MuniLogic is provided to clients nationwide. Predominantly, their clients are in the greater Philadelphia area, but in the last three to five years they made a more outward approach to the national marketplace. They have clients in 13 or 14 different states. They have a couple of cities through the very large world bank who funded their programs as well. MuniLogic continues to grow. This is a quick background on MuniLogic. Mr. DeCristofaro asked the Board if there were any questions or comments on the background or on Carroll Engineering. There were no questions at this time. Mr. DeCristofaro continued to explain the background on how the relationship between MuniLogic and Carroll Engineering came to be. Mr. DeCristofaro explained that they were attending this year's PSATS Convention in Hershey and the Township Manager and Councilman Wegfahrt

stopped by their booth independently to talk about their software and some of the attributes and more importantly about some of the solutions that they may be able to provide to the Township. Most of the conversations always lie around discussing solutions. As a natural follow-up Mr. DeCristofaro reached out to Mr. Garges and they did things a little differently. Mr. Garges requested instead of doing a demo that he would first check their references. MuniLogic agreed to almost a reverse process. Mr. Garges checked their references and set up a meeting with one of their other municipalities which they service so he could see the program functioning live without MuniLogic being present so they were free to discuss whatever was on their mind and answer any questions Mr. Garges had. Lastly, Mr. Garges and Mr. Wegfahrt attended an online demonstration of MuniLogic. Mr. DeCristofaro said this gives the Township, as best as he could in a short period of time, a comprehensive background of who Carroll Engineering, what MuniLogic is about and how they came to be present before the Board this evening. Mr. DeCristofaro asked the Board if they had any questions and the response was no. At this time, Mr. DeCristofaro walked the Board and all in attendance through a demonstration of MuniLogic and take them through a wide perspective of MuniLogic and then bring it all together at the end.

Before Mr. DeCristofaro started his demonstration, Mr. Garges commented that he would like to give an overview of what he discovered over the past three months to bring the Township to this point and find some sort of software to help us manage our documents, referring more to the property-related documents, permits, licensing, GIS, any historical records, current records and then moving forward on how we are going to track and report. It was clear to Mr. Garges that there really wasn't much cohesion with the documents that we had. Most were paper based and there really wasn't any form of cross reference. What they have been working on is trying to get some of it logged into at least a format that can be put into some sort of software that will have a historic basis that someone can look at properties and be able to see what had happened there for zoning permits and variances in previous years and then just carry that moving forward. One of the big benefits with this is that this software is web-based so he could log in from home, but more importantly the Township's third-party inspection agency that is very active in the Township and provides great service to the Township, right now their records are going in one direction and ours in another. A lot of the documents are housed here but there is no real cross reference. This software would allow our third-party remotely to work right from their office and populate our system as we move forward jointly. That was one of the things that Mr. Garges was looking for. Something that could be utilized by our third party since they are not doing all of their recordkeeping and all of their work inhouse. Mr. Garges said that in essence a portion of this purchase price would be to help our third party as well as to help the Township. This is a little bit of an overview of what Mr. Garges saw and how it will benefit the Township. At this time, Councilman Heimbecker wanted to know that while they are making decisions for what will benefit us presently, what would they be leaving to the people that follow them. Mr. Heimbecker went on to say that he is sure that Mr. DeCristofaro as heard of Great Plains and that when

we bought that once upon a time and it was put on board, it was difficult to do anything with it beyond its native software so there were problems with Crystal Reports and anything we would try to put on it was just a hassle. His concern is he wanted to know how long the software before them was in development, what is the base or platform that it's built on and moving forward what is it able to do. How open is the architecture and what revision right now on this that you are showing us? Mr. DeCristofaro replied that these were all very good questions. In answer to Mr. Heimbecker's first question, MuniLogic was in development for about two years prior to its release. They are a civil engineering firm. While he won't speak for the civil engineering firm, he can speak to their culture. They are very transparent and very methodical on how they handle their projects. Mr. DeCristofaro was not around their initial development of Muni-Logic, but what he has been trained on is that MuniLogic was field tested with their first client for about two years and that's consistent with jumping forward to where they are with their latest product that they have released, which what they refer to as an e-government module that is very popular for very large-sized municipalities. The e-government module allows folks to do is instead of coming here physically to pay bills, to apply for permits or licenses or to even communicate with the Township, it allows the citizens to simply go to the Township website, which is basically open 24-7, to accept payments, to receive complaints or communications. The Township is also provided the channel to submit any paper or communications back to the residents and it forms basically a paperless system. They have been in development, beta testing, field testing and now with out first client for about 18 months. They have been very thorough with their latest module. They don't wish to offer that module today if somebody wanted to buy it until they are very confident that real life problematic testing has taken place. Their platform is a Microsoft platform. Should the Carroll Engineering firm dissolve tomorrow, the Microsoft platform is something that folks would be able to understand. Developers would be able to understand. They may need some access to their codes and to their knowledge, but what it is not is an antiquated system where it has a very limited use. It's a system that can tie in with other vendors if they provide us with access. It's not a system that lives within its bubble. Mr. Heimbecker asked Mr. DeCristofaro what revision they are on right now. Mr. Brousa replied that he thought it was a nine but he would confirm that number and get back to the Township. He went on to say that they have a full team that are constantly looking for new ways to update. They have changed throughout time to change with the time itself. In ten years, it will be different and they hope to be up to speed with that. They are always trying to keep up with the latest and greatest. When Mr. DeCristofaro gets into the demonstration, you will see that we have new and future modules that are on the board that we will be talking about. He said they are always opened to ideas. They are happy to work with the Township if they have ideas and want those ideas put to use. It's an open program that they are able to develop. Mr. Heimbecker mentioned that Microsoft was good enough to buy Great Plains. Both Mr. DeCristofaro and Mr. Brousa agreed with him. Mr. Garges commented that what Mr. Brousa was speaking about was consistent to what New Britain had said. New Britain is the Township that he visited. They told

Mr. Garges that over time when things change that would make their lives a little easier, they can reach out to their representative and one or two generations down the road, they would see change related to that. It does appear that they are evolving according to the feedback that Mr. Garges got from New Britain Township. Councilman Woolley asked Mr. DeCristofaro if the software was encrypted, i.e. documents, etc. and protected in case someone would try and break into it. Mr. Brousa replied that it's secure. They have their I.T. that is always looking for different holes or different viruses or any type of malware that may be up incoming or new. They are on top of it. Mr. DeCristofaro commented that the information that the Township will putting into MuniLogic by and large is public information. Birth dates, social security numbers, etc., are not things they will be collecting. Mr. Woolley reiterated that basically he wanted to know if anyone can go on and wipe out our files. Mr. Brousa responded that they store data in different locations as well and they have servers backing up other servers. For example, if Carroll burned to the ground, the Township's data would still be safe, MuniLogic would still function. There would be no issues. At this point, Mr. DeCristofaro and Mr. Brousa started the implementation process, presentation and timeline of MuniLogic. Mr. DeCristofaro noted that they would have an in house three-day training with Administration and will not go live until everyone is comfortable with the software. Questions and comments were welcomed throughout the demonstration. A discussion ensued after the demonstration. Mr. Heimbecker was concerned with the safety and audit of MuniLogic and in tracing who the users are at the time of usage. Mr. DeCristofaro assured Mr. Heimbecker that he would discuss his concerns with Matt Garber, the architect behind MuniLogic and Mr. Garber would address his concerns.

Adjournment:

The meeting was adjourned at 7:34 P.M.

Respectfully submitted,

Christopher J. Garges
Township Manager