



COUNTY OF YORK, VIRGINIA

"Where Independence Was Won"
OFFICE OF THE TREASURER

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Treasurer
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DATE: July 16, 2019
TO: Neil A. Morgan, County Administrator
FROM: Candice D. Kelley, Treasurer *Candice D Kelley*
RE: eBill Notification Email Issue

Background

Several years ago, Bright and Associates Software released online service options for citizens to view and pay taxes online. One option, called eBill, allows citizens to opt out of paper bills and instead receive an email notification. For security purposes and privacy laws, a copy of the bill is not emailed. The citizen gets an email notification that the eBill is available to view and pay online. The eBills are uploaded when paper bills are scheduled to be delivered so all citizens receive the information at the same time. Citizens can only choose one option based on how the program is designed. Citizens get either a paper bill or the email notification but not both. The eBill program has been in place for about ten years and has worked well to the best of my knowledge.

Current Issue

Consistent with our prior practices, the treasurer's office processed tax bills in May of 2019 and sent eBill notification emails on May 21st around 5pm. The next day, a treasurer's office employee who receives eBill notification emails in lieu of a paper bill, confirmed she had in fact received the email. There was no indication that the eBill notification emails had any issue.

In early July of 2019, the first half 2019 delinquent tax notices were mailed. These notices are always mailed and cannot be received via an eBill notification email. Delinquent tax notices provide different information than what appears on the regular tax bills. On July 10th, the treasurer's office started receiving calls in reference to the delinquent tax notices. While this is normal, we noticed an unusual number of citizens advising they did not get the eBill notification email. Several citizens also sent emails as a follow up to their call. Due to the abnormal amount of eBill notification inquiries, I

decided to ask the Information Technology Department for assistance in verifying the eBill notification emails had been sent.

After a phone call on July 10th that lasted over an hour with myself, two Information Technology employees, and a Bright and Associates employee, we verified that there was an issue. We were able to determine that the real estate eBill notification emails did in fact match the number sent per Information Technology and the number Bright and Associates advised should have sent. However, when comparing the personal property eBill notification email data, Information Technology advised almost 800 eBill notification emails were not successfully sent.

Resolution

On July 11, I met with the Adam Frisch (Information Technology Director), Vivian McGettigan, and Neil Morgan in regards to the issue. Bright and Associates provided mail data to compare to the Information Technology email records to verify which citizens failed to receive the eBill notification email.

An email was sent to those email addresses to advise an error occurred and that the County's records indicate they did not receive the May 2019 eBill notification email. Please see the third page for copy of the email. Those citizens will either be able to pay the bill by July 31, 2019 without penalty and interest directly to my office OR will be sent a refund in August 2019 for the penalty and interest paid between June 26 and July 31. Virginia State Code requires me to send a bill so in these cases, citizens need adequate time to pay once they have received notification.

For future eBill notification emails, I plan to take additional steps to verify email notifications were sent as understood, which may require additional programming.

I appreciate the county's support in helping me resolve this matter.

Dear Citizen,

It has recently come to my attention that a small number of citizens have reported not receiving their eBill notification email for the first half of 2019's semi-annual personal property taxes.

In order to determine if there was an issue, I have requested the County's Information Technology Department assist me in evaluating the situation. It has been determined that there is no record that a personal property eBill notification was sent to your registered email address on file.

If you paid on time, thank you! If you paid after the due date and incurred any penalty and interest, a refund will be sent to you in August. If you have not paid, to avoid paying penalty and interest please ensure that your payment is received in the Treasurer's Office no later than July 31, 2019. Please note that if you pay on-line that the system will not allow you to remove penalty and interest before making your on-line payment. However, if it is your preference to make an on-line payment, the penalty and interest will be refunded in August provided that your payment is processed before July 31, 2019.

I am sorry for any inconvenience that this has caused and I am working to ensure that it does not recur in the future. If there are any additional questions, please call my office at 757-890-3420 or send an email to treas@yorkcounty.gov.

Thank you,

Candice D. Kelley
Treasurer, County of York

COUNTY OF YORK

MEMORANDUM

DATE: July 16, 2019

TO: York County Board of Supervisors

FROM: Neil Morgan, County Administrator



SUBJECT: Notification of CIP Procurement Between \$50,000 and \$100,000

In accordance with the Board's policy for the procurement of items in the County's approved Capital Improvements Program (CIP) involving the procurement of goods and services costing between \$50,000 and \$100,000, notifications is hereby given that staff has completed the procurement arrangements for the following purchase requests:

- Community Services CIP Project CS-New-02: Tourism Information, Dockmaster Office and Restroom. This project is the replacement of the existing Dockmaster and small non-ADA compliant Restroom Facilities with a new combined facility at Riverwalk Landing. A design services contract was awarded in the amount of \$99,256 to James River Architects. The principal of the firm was the chief architect on the Riverwalk Landing project and was responsible for the design of the various surrounding buildings.
- Public Works CIP Project PW-8630, HVAC Replacement: As part of the County-wide initiative to improve efficiencies and realize savings, contracts were individually awarded to Mid-Atlantic Controls Corporation for the automation of controls for the following three buildings:
 - County Administration and Post Office buildings, \$84,400
 - Public Works Admin and Building Regulations buildings, \$71,520
 - Vehicle Maintenance, Developmental Services/Parks & Recreation, and the Building and Grounds buildings, \$73,122
- Yorktown Improvements: Contracted with G. C. Commercial, Inc., for site work and sidewalk renovation at the Office of Tourism Development (former Redcoat Antiques/House on the Hill), in the amount of \$67,494.51. The project will connect access from the new parking lot to Ballard Street with ADA accessibility, and includes constructing ADA compliant sidewalks and handrails, striping of van accessible parking, and handicap accessibility to the basement of the existing structure.

York County Board of Supervisors

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- Community Services Housing Partnership (R17-27): Housing Rehabilitation contract for repairs to 1448 Banneker Drive as part of the Carver Gardens CDBG grant, awarded to Breezee Contractor in the amount of \$60,100.

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