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TO: Goodhue County Board
FROM: Lucas Dahling, Finance Director
SUBJECT: Computer Assisted Mass Appraisal (CAMA) System Conversion Quote
DATE: April 21, 2026

Background – Goodhue County Prior to Tyler Conversion:

Goodhue County selected Tyler Technologies in May of 2021 to be the replacement of both the Avenu and Vanguard Appraisals software solutions at the unanimous recommendation of staff involved with the project. Staff recommended Tyler for Tax and CAMA as a means to have one fully integrated system. Benefits were to include the reduction of staff time due to duplication of work, reduction of potential errors when transferring valuation data, and centralization of valuation notices, truth in taxation statements, and property tax statements to one place online.

There are a limited number of property tax system providers in Minnesota, including:

1. Avenu Insights & Analytics – This product is in the process of terminating. This also ran on the AS/400, which Goodhue County has fully decommissioned.
2. Tyler Technologies – We are currently on this system for Tax and CAMA.
3. MCIS (Minnesota Counties Information Systems) – This system is run on the AS/400, which Goodhue County has fully decommissioned.
4. CPT (Counties Providing Technology) Real Estate Taxes – This system is run on the AS/400, which Goodhue County has fully decommissioned.
5. Aumentum Technologies – The quote Goodhue County received was for tax only as it did not include the CAMA function. It was also cost prohibitive.

Feedback Received Since Conversion:

Since converting in December 2023, we have received a significant amount of feedback from both external and internal stakeholders related to the CAMA portion of the system. Several professionals use our public appraisal data in their work. This includes bankers, insurance brokers, real estate agents, private appraisers, and others. Common feedback we've received includes that the system is not user friendly, necessary data is no longer available, users are having difficulty in finding information, and too many clicks are required to access the information. Frustrated individuals end up calling the office, which bogs down staff and pulls their attention from completing other required duties.

Data entry in Tyler is also not as efficient as it is in Vanguard. Tyler requires more clicks, the system is not as intuitive or user friendly, and some data changes must be made on multiple tabs for them to take effect. Additionally, the sketches did not convert, which is causing staff to recreate this data. All of the factors noted above cause inefficiencies, increase workload, as well as increase stress levels for our already busy staff. We have now been on the system for nearly two and a half years, and significant improvements to these issues have not been made.

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Quote and Budget Impacts:

We have obtained a quote from Tyler Technologies to reconvert from the fully integrated solution to their "CAMA Lite" (tax and assessment administration only) solution. The quote for the project is \$178,200 and \$190,000 is in the 2026 budget. Any additional costs from Vanguard Appraisals should be less than the remaining \$11,800, meaning the overall conversion project should come in under budget.

While the conversion project cost is significant, it will lead to a decrease in ongoing operational costs. Once implemented, software costs will decrease by approximately \$25,000 per year when compared to our current spend of just shy of \$111,000 per year. The new annual software costs for CAMA and Tax systems would be approximately \$86,000 per year. This reduction is due to the change in Tyler Technologies Solution as well as the elimination of the Apex Sketch software as that is not needed when utilizing Vanguard Appraisals for CAMA.

If the Board wishes to stay with the fully integrated Tyler Technologies solution, the ongoing software costs would increase to approximately \$124,000 per year with the addition of Marshall & Swift and Mobile Assessor modules. Both modules would require additional one-time implementation costs, and six tablets would also be needed.

Reconversion Process and Timing:

Reconversion of the fully integrated solution to the "CAMA Lite" solution with integration of Vanguard Appraisals requires a full system conversion. The first step of this process would be to get the data in the Vanguard system current. There are a few options for this including exporting current data into Vanguard from Tyler or updating Vanguard data manually without an import. Both options would require significant staff time of "cleaning up" data. Next, Tyler would need to undo all CAMA setups and implementation tasks and set up their "CAMA Lite" (Tax and Assessment Administration system only). The last step is for Tyler to retrain the Appraisers, Assessment Administration, and Tax staff on the CAMA Lite system.

At this time, Tyler Technologies anticipates they will be able to begin this project between late Q2 and early Q3 of 2027. The timeline is subject to change based on other county conversions in line ahead of us. Additionally, they expect to the project to take between four and six months to complete.

Options Moving Forward:

1. Approve the system conversion quote from Tyler Technologies to switch to the CAMA Lite product for Taxation and Assessment Administration, and Vanguard Appraisals for CAMA.
2. Stay on Tyler for CAMA, Assessment Administration, and Taxation. This option chooses to stay on a more expensive and less efficient CAMA system. The \$190,000 in the 2026 budget would remain unspent.

Recommendation:

Staff recommends the County Board approve the quote from Tyler Technologies for reconversion to the CAMA Lite solution as noted in option one above.