



# Service Fee for Credit and Debit Card Transactions in Development Services

Town Council Meeting  
December 15, 2021

# Prior Council Actions



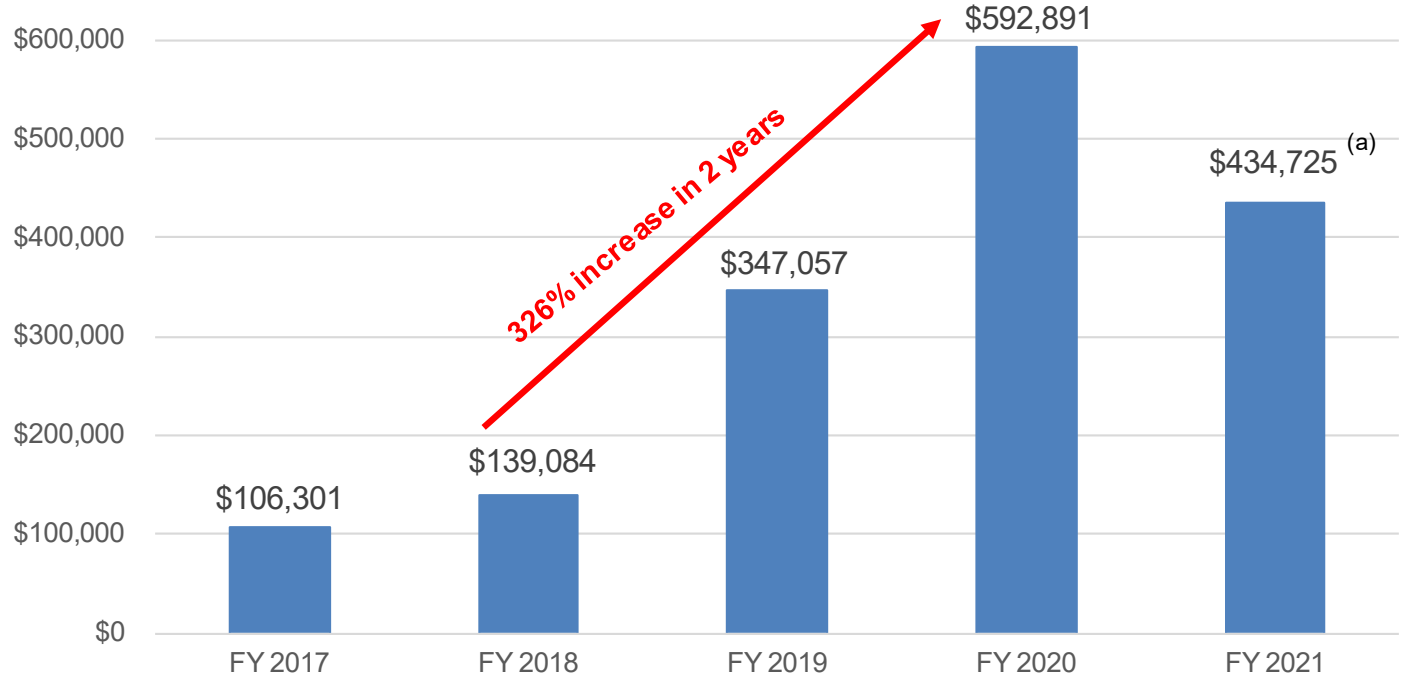
- **September 15 Town Council Meeting**

- Explained Issue of Rising Credit Card & Debit Card Costs
- Reviewed Steps Already Taken to Reduce Costs
- Reviewed Options
- Received Direction to Move Forward with a Service Fee Program

- **October 6 Town Council Meeting**

- Publish 60-day Notice of Intent to levy a Service Fee
- Set public hearing date of December 15, 2021

# Credit Card & Debit Card Transaction Fees – Development Services



(a) Switched payment processors and offered ACH payment option

# Recommended Service Fee

- **A fee charged on all credit card and debit card transactions for Development Services**

## **Transactions only**

- Does NOT apply to any other transactions including
  - Water/Sewer/Trash Utility Bills
  - Recreation Classes
  - Business Licenses
  - HPEC Rentals and Sales

- **Rate: 2.4%**

- Rate established by processor based on our history / volume
- Non-refundable

- **Estimated Savings: \$435K**



# Customer Options to Avoid the Service Fee

1. **Use ACH / Electronic Check**
2. **Use a Trust Account (Limited Availability)**
  - Lump sum deposited with the Town
  - Funds drawn down and applied to permits as needed
  - Only for customers with high-volume high-dollar transactions (e.g., home builders)



# Recommended Motion

**Motion to approve Ordinance No. 779-21 adopting a service fee on credit card and debit card payments made through the Development Services Department.**







# Questions and Comments