
**SEMINOLE COUNTY GOVERNMENT
AGENDA MEMORANDUM****SUBJECT:** Convenience Fees On-Line Credit Card Payments**DEPARTMENT:** Environmental Services**DIVISION:** Business Office**AUTHORIZED BY:** John Cirello**CONTACT:** Bob Briggs**EXT:** 2148**MOTION/RECOMMENDATION:**

Provide Staff Direction on Assessing Convenience Fees For On-Line Credit Card Utility Account Payments.

County-wide

Bob Briggs

BACKGROUND:

The Utility began accepting credit cards for on-line payment of water and sewer bills in January 2003. The on-line payment program (Program) as adopted by the BCC at that time included a \$3.00 Convenience Fee per transaction for on-line payments. By September 2003, when staff reported back to the BCC on the Program's effectiveness the consensus of the BCC was to eliminate the Convenience Fee and absorb these costs through existing utility charges. Bank fee charges at the beginning of the Program were minimal; given that the number of transactions was small, less than 400 monthly and growing, and the charge under the banking contract was averaging \$2.00 per transaction.

As of September 2007 the number of monthly transactions exceeds 5,000. The bank charge per transaction continues to average \$2.00. Budgetary impact of the Program will exceed \$120,000. Utility user charges remain the funding source for this Program. At the September 25, 2007 BCC meeting, staff was requested to prepare a summary of comparable jurisdictions and their policies related to use of convenience fees as a funding source for credit card programs.

As the attached summary indicates, of the seven cities in Seminole County, Clerks of the Court in Seminole, Orange and Volusia Counties, as well as the Seminole County Tax Collector have varying policies related to convenience fees. Of the entities surveyed, about half recover costs of the transaction directly when incurred.

Staff is prepared to proceed as the BCC directs regarding Convenience Fees. The implementation should allow sufficient time for BITS efforts as well as 30 days for customer notification.

STAFF RECOMMENDATION:

Provide Staff Direction on Assessing Convenience Fees For On-Line Credit Card Utility Account Payments. Further, establish a fee amount; and date of implementation if the Program is to be re-established; and authorize any necessary revision to the Administrative Code.

ATTACHMENTS:

1. C:\My Documents\AGENDA\Convenience Fee Summary 9 25 20071.xls

Additionally Reviewed By:

County Attorney Review (Susan Dietrich)

**SEMINOLE COUNTY FLORIDA
SUMMARY OF CONVENIENCE FEES ASSESSED BY ENTITY
SEPTEMBER 25, 2007**

Entity	Fee	Description
Seminole County Clerk of the Court Traffic Fines	\$5.00	For On-Line Transactions
Seminole County BCC W&S	None	For On-Line Transactions
Probation	None	In Office Swipe Only
Seminole County Tax Collector	2.70% \$1.00	\$1.00 Minimum For Credit Cards Debit Card
Orange County Clerk of the Court Traffic Fines	\$3.99	For On-Line Transactions
W&S Utilities	None	
Volusia County W&S Utilities	Yes	Utilizes Click 2 Gov.
Clerk of the Court	3.20%	\$2.50 Minimum For Credit Cards/Traffic
City of Altamonte Springs	None	Not Offered
City of Casselberry	None	Cards Accepted for W&S, Permits, Not Impact Fees
City of Lake Mary	None	For Transactions Less Than \$100. W&S, Permits 2% On Amounts Greater Than \$100. Parks
City of Longwood	None	
City of Oviedo	None	
City of Winter Springs	\$6.50	Flat Rate W&S Payments