



## Legislation Text

---

**File #:** 090456., **Version:** 3

---

### **Payment Methods of City Fees and Licenses (B)**

This item is to discuss the issue of traditional options of payment for City fees and licenses versus online payments and also includes Legistar Referral #100219.

In an effort to implement the City Commission's goals related to E-Commerce and to prepare for declining resources, staff has implemented a number of on-line government services (E-Gov services), including payment of parking citations, business tax renewals, parking decals and landlord license renewals.

In order to realize to full benefit of implementing E-Gov services, mailed payments were not offered as an option to customers. The attachment illustrates a comparison of the staff effort required to process mailed payments, payments made in person and on-line/electronic payments.

The on-line payment only requires three steps from staff (four if by wire transfer). Payment by mail is much more labor-intensive than any other types of payments. Some customers have been reluctant to use the on-line process, while staff is struggling to keep up with the demand of offering payment methods that require a significant amount of effort to process with fewer resources and staff. Some have suggested implementing an additional fee for mailed payments to cover the cost of processing.

On July 11, 2013, the AFLC discussed this issue. Management noted that while online payments are definitely encouraged, in person and mailed payments are always accepted by the City.

None at this time.

The City Commission remove the item from the Audit, Finance and Legislative Committee referral list.