



## CITY COUNCIL MEETING

AGENDA SECTION	CONSENT
MEETING DATE	MARCH 8, 2021

ITEM:	Resolution 2021-21 Amending Resolution 2020-112 Approving the City of Columbia Heights Fee Schedule.	
DEPARTMENT: Finance		BY/DATE: Joseph Kloiber, Finance Director/March 3, 2021
CITY STRATEGY: <i>(please indicate areas that apply by adding a bold “X” in front of the selected text below)</i>		
<input type="checkbox"/> Safe Community		<input type="checkbox"/> Diverse, Welcoming “Small-Town” Feel
<input type="checkbox"/> Economic Strength		<input type="checkbox"/> Excellent Housing/Neighborhoods
<input checked="" type="checkbox"/> Equity and Affordability		<input type="checkbox"/> Strong Infrastructure/Public Services
<input type="checkbox"/> Opportunities for Play and Learning		<input type="checkbox"/> Engaged, Multi-Generational, Multi-Cultural Population

### BACKGROUND:

The City fee schedule includes a \$3 convenience fee for payments made by telephone. The purpose of this fee is to incentivize customers to utilize payment options with lower administrative costs than telephone payments, thereby reducing the costs borne by all customers. Within the schedule, the fee is currently worded to apply to all payments accepted by telephone.

In practice, staff has determined that some programs and services the City offers from time to time do not always have lower cost payment options, or in some cases telephone contact with the customer may serve a program purpose. Examples of this include some outreach and promotional activities, as well as various transactions complicated by social distancing during the pandemic.

The payment options available to customers for utility bills however, do include a number of convenient low cost options other than telephone payments, and the number of payments processed utility bills is significant.

Staff recommends limiting this fee to telephone payments for utility bills only at this time; and then re-evaluating the matter after the City implements a new financial system (ERP) and moves to the new City Hall. The new ERP system will include a more convenient customer webstore, and the new City Hall will have a more secure and sheltered after-hours payment drop available.

<b>RECOMMENDED MOTION(S):</b>
MOTION: Move to waive the reading of Resolution 2021-21, there being ample copies available to the public.
MOTION: Move to adopt Resolution 2021-21, being a resolution amending resolution 2020-112 approving the City of Columbia Heights Fee Schedule.

**ATTACHMENT(S):** Resolution 2021-21