



## CITY COUNCIL MEMORANDUM

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**TO:** City Council

**FROM:** Matthew R. Schmitz, MPA – City Manager

**DATE OF MEETING:** May 11, 2026

**ITEM TITLE:** Resolution to Approve a Coin Acceptance Policy

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### **BACKGROUND:**

This item was brought forward and discussed with the Council at the May 4th Work Session. The purpose of this policy is to establish clear operational guidelines for accepting coin payments. Currently, there are no written parameters in place, which could lead to situations where daily municipal operations are disrupted by the time-intensive processing of large volumes of loose change.

### **DISCUSSION:**

Under the proposed guidelines, our staff will accept a maximum of \$5.00 in unrolled, loose coins per transaction or per day from any single individual. Any coin payment exceeding this limit must be presented in standard, secure bank wrappers. Furthermore, these wrappers must clearly display the payer's name and telephone number so our team can address any discrepancies discovered during banking verification.

Staff will also have the right to open and verify the contents of any submitted coin rolls at the time of payment. If time constraints prevent immediate verification, the payment receipt will be considered conditional until the funds are successfully verified and deposited. Frontline staff are authorized to refuse payments that do not conform to these guidelines and will direct individuals to exchange their coins at a local financial institution before completing their transaction with the City.

### **RESULTS:**

The City has established priorities during strategic planning sessions. This item supports the Vision from that session of **supporting high-quality City services** and **efficient and effective planning and prioritizing of all available resources**. This item helps achieve that vision by ensuring our frontline staff can process transactions efficiently while maintaining a welcoming and approachable standard of customer service.

### **FINANCIAL CONSIDERATION:**

There is no direct budgeted expense or cost associated with this item. However, implementing these operational guidelines will preserve valuable staff time, ensuring that our internal resources and municipal operations remain highly efficient.

### **RECOMMENDATION:**

Staff recommends that the Council approve and authorize the Mayor to sign the Resolution adopting the Coin Acceptance Policy.