

October 6, 2026

ITEM: New Business – Resolution 10.26.07: Accepting the Caselle Community Connect Proposal and Authorizing the City Manager to Execute the Agreement

BACKGROUND: The city utilizes Caselle for its financial and utility billing software. Our current payment processing platform will no longer be capable with Caselle as of 2027.

Caselle has provided the city with a proposal to implement Community Connect, its online customer portal and payment platform. Community Connect will integrate with the city's existing Caselle Utility Management and Cash Receipting applications. The proposal includes implementation, configuration of the billing process, portal setup, staff training, and ongoing client support.

Under the proposal, the city would utilize an absorbed-fee model, meaning the city would pay the processing costs rather than passing a convenience fee on to residents. The processing fee is 1.70% for credit/debit card transactions and \$0.74 per ACH transaction.

STAFF RECOMMENDATION: Approve/Deny Resolution.