

STAFF REPORT



SUBJECT: Approval of online and voice response transaction fees for utility billing and court with Tyler Technologies

DEPARTMENT: Finance

STAFF CONTACT: Monica Harris

RECOMMENDATION:

Staff recommends approval of the estimated expenditure of \$37,500.00 for annual Tyler Technologies online and automated voice response transaction fees for Utility Billing (\$36,000) and Municipal Court (\$1,500).

BACKGROUND:

Tyler Technologies charges \$1.25 for each utility payment and \$2.50 for each court payment processed through the online portal or the automated voice response system. There were 26,247 utility payments and 14 court payments processed through the online portal, as well as, 298 utility payments processed through the automated voice response system last fiscal year. Tyler also charges \$3.50 per each driving safety request processed through the court online portal, of which there were 2 last fiscal year.

FISCAL IMPACT SUMMARY:

The budget includes \$37,500 for these transaction fees.

ALTERNATIVES

Not approve the budgeted expenditure, which would prevent the acceptance of online and automated voice response payments.