

Subject: **Revision to Acceptable Methods of Payment Policy**
 Meeting Date: Tuesday, September 10, 2024
 Prepared By: Will Nyman
 Presented By: Will Nyman

STRATEGIC PLAN ALIGNMENT: (Check all that apply)

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|---|--------------------------|---|--------------------------|---|--------------------------|---|-------------------------------------|---|-------------------------------------|
|  | <input type="checkbox"/> |  | <input type="checkbox"/> |  | <input type="checkbox"/> |  | <input checked="" type="checkbox"/> |  | <input checked="" type="checkbox"/> |
| High Quality Infrastructure | | Economic Resilience | | Quality of Life | | Effective Leadership | | Level of Service | |

RELEVANT LEGISLATION:

Provincial (cite)- N/A

Council Bylaw/Policy (cite)- Policy 16- 17 Acceptable Methods of Payment

BACKGROUND/PROPOSAL:

With the addition of virtual city hall, a credit card option is now available for taxes. Currently Council does not allow payment of taxes with credit card. The policy has been edited to allow for credit card payments for taxes. Administration has also eliminated credit cards over the phone due to the risk of loss of personal information.

DISCUSSION/OPTIONS/BENEFITS/DISADVANTAGES/OTHER CONSIDERATIONS:

Giving citizens the option to use credit cards for payment will allow more flexibility in paying their taxes through our online portal; however, there are bank fees attached to credit card payments. Administration proposes a 2.5% convenience fee on all credit card transactions through our online portal. Debit cards would have no fees attached.

Administration cannot give an exact fee the bank will charge as it fluctuates between 1.9% to 3% depending on the bank and card type, so 2.5% was chosen.

This policy change for credit cards will be for our online portal only; we will not accept credit cards for taxes in person. This will help promote using the online portal.

FINANCIAL & STAFFING IMPLICATIONS:

There will be less staff time for transactions the more the online portal is utilized.

RECOMMENDED ENGAGEMENT:

Directive Decision (Information Sharing, One-Way Communication)

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|--------|-------------------------|--------|--|
| Tools: | Individual Notification | Other: | |
|--------|-------------------------|--------|--|

ATTACHMENTS:

Acceptable Methods of Payment Policy

COUNCIL OPTIONS:



1. Accept Policy as presented with credit cards accepted for taxes with a 2.5% convenience fee through the online portal
2. Accept Policy with an amendment that credit cards will be accepted for taxes with no convenience fee through the online portal
3. Accept Policy with an amendment that credit cards will be accepted for taxes with a different convenience fee through the online portal
4. Receive for Information

RECOMMENDED MOTION:

That Council approves the revisions to Policy 16-7 Acceptable Methods of Payment as presented.

FOLLOW-UP ACTIONS:

APPROVAL(S):

Mike Haugen, Chief Administrative Officer

Approved-

