

**SEMINOLE COUNTY GOVERNMENT  
AGENDA MEMORANDUM**

**SUBJECT:** Update BCC on Results of Credit Card Acceptance Pilot Program

**DEPARTMENTS:** Environmental Services/Information Technologies **DIVISIONS:** Business Office/IS

**AUTHORIZED BY:** *Robert G. Adolphe* **CONTACTS:** Bob Briggs/Kim Patterson EXT. 2148/1100  
Robert G. Adolphe, P.E./Chris Grasso

Agenda Date <u>4/13/04</u>	Regular <input checked="" type="checkbox"/>	Consent <input type="checkbox"/>	Work Session <input type="checkbox"/>	Briefing <input type="checkbox"/>
	Public Hearing – 1:30 <input type="checkbox"/>		Public Hearing – 7:00 <input type="checkbox"/>	

**MOTION/RECOMMENDATION:**

Update the BCC as to the pilot program's success and provide direction as to additional County Department work teams to offer electronic payment services.

**BACKGROUND:**

The Seminole County BCC approved the implementation of a pilot program for accepting credit cards (Visa, Mastercard) and electronic checks for payment of utility bills. A summary of transaction activity is attached for the Board's consideration.

Results from the first six (6) months of activity summarized in the attachment indicate the program is steadily growing and the of \$3.00 transaction fee adequately covers all Bank Fees Charged. Guidance from the Clerk's Office, clear BCC policies, and written procedures within the Environmental Services and Information Technologies Departments were essential to the success of the program.

**Recommendations:**

- 1) Maintain existing \$3.00 transaction fee that presently recovers both bank fees and existing Charge-back fees. Additionally, assure that fee levels be monitored to assure adequacy for all related credit card transaction costs;
- 2) Expansion of the electronic payments program to other Departments as directed by the County Manager provided written policies and procedures are in place and approved by the Clerk's Office. Expand credit card acceptance to a kiosk within the Utility Billing office to allow for acceptance in an office setting (phase 2 pilot); and,
- 3) BCC direct staff to amend the current Utility Rate Resolution adding a Charge-back Fee to be assessed customers canceling credit card payments after two (2) or more separate transaction cancellation events.

<b>Reviewed by:</b>
Co Atty: <u>NA</u>
DFS: _____
CLERK: _____
DCM: <u><i>[Signature]</i></u>
CM: <u><i>[Signature]</i></u>
File No. <u>RESA01</u>

**SEMINOLE COUNTY FLORIDA**  
**DEPARTMENT OF ENVIRONMENTAL SERVICES**  
**SUMMARY OF CREDIT CARD PILOT PROGRAM**  
**WATER AND SEWER UTILITIES**  
**SEPTEMBER 2003 THROUGH FEBRUARY 2004**

Month	Transactions	Amount	Bank Fees Charged S/C	Fees Assessed Customers
September/03	152	\$ 14,786.57	\$ 286.65	\$ 456.00
October	277	24,734.73	482.08	831.00
November	308	28,646.94	577.14	924.00
December	259	24,439.42	493.68	777.00
January/04	580	66,122.45	1,254.17	1,740.00
February	632	62,464.12	1,252.63	1,896.00
<b>Totals</b>	<b>2,208</b>	<b>\$ 221,194.23</b>	<b>\$ 4,346.35</b>	<b>\$ 6,624.00</b>
Average Fee per Transaction		<u>\$ 1.97</u>		