

MINUTES
OF A WORKSESSION
OF THE CLEAR LAKE CITY COUNCIL

The Clear Lake City Council met in a worksession pursuant to law and rules of said Council on Monday, May 7, 2012, at 6:00 p.m., at City Hall, with Mayor Nelson P. Crabb presiding. All Council Members present: Brant, Unsworth, Nelson, Boehnke. Absent: Callanan.

Boehnke moved to approve the agenda, seconded by Unsworth. Roll Call: Passed Unanimously.

Scott Flory, City Administrator, reviewed a proposal for internet-based utility billing and payment services and stated that more than two years ago, the City became a participant in the Iowa League of Cities "iCash" program and began implementation of an "on-line" payment option for various City services through a 3rd party vendor website. He stated that all credit/debit card convenience fees are paid directly by the customer to the 3rd party vendor, with no cost to the City. He advised that with recent upgrades to the City's financial, accounting, and utility billing software have now positioned the City to be even more responsive to consumer-driven demand for improved internet based utility billing and payment services and that the proposed enhanced services would be facilitated by the software improvements recently completed through Civic Systems and those proposed through its delivery partner in this regard, Payment Services Network (PSN). Flory noted that currently payments are received in the mail or drop box in the form of check; at the front counter in the form of cash, check, or debit/credit card; or via automatic checking/savings withdrawal (ACH).

Michael Garbutt, Director of Operations, Payment Services Network, Inc., reviewed the advantages and benefits of the internet-based payment and billing enhancements to the City and its customers and stated those benefits would include: customers capability to view and/or pay bills online at any time; customers can view their account payment history; quicker cashflow to the City; reduced bill printing and mailing costs; and customer-driven viewing of billing and payment details. He further stated that the initial first year's cost to the City would be approximately \$800, which includes a one-time start-up fee of \$99. However, this fee would depend upon the payment model selected by the City, whether the City pays the online transaction fees or the customer. Flory noted that currently the annual fee to "iCash" is \$800 and that our agreement with "iCash" expires on June 30, 2012.

After general discussion by the Council, it was the consensus of the Council to revisit the topic at a future workshop when Council Member Callanan would be present.

There being no further business before the Council, Boehnke moved to adjourn at 6:29 p.m., seconded by Unsworth. Passed Unanimously.

/S/ Nelson P. Crabb
Nelson P. Crabb, Mayor

ATTEST:

/S/ Jennifer Larsen
Jennifer Larsen, City Clerk