

RESOLUTION NO. \_\_\_\_\_

**A RESOLUTION OF THE MAYOR AND CITY COMMISSION ACCEPTING THE RECOMMENDATION OF THE FINANCE AND ECONOMIC RESILIENCY COMMITTEE (FERC) AT ITS MAY 24, 2024 MEETING TO AUTHORIZE THE IMPLEMENTATION OF A MODIFIED HYBRID PAYMENT SERVICE FEE MODEL**

**WHEREAS**, on October 13, 2021 a referral initially sponsored by then Commissioner Ricky Arriola and now sponsored by Commissioner Alex Fernandez pertaining to the Tyler Enterprise Resource Planning System; and

**WHEREAS**, the City is implementing a modern payment service to enhance the processing of utility billing (UB) and other financial services for both residents and businesses; and

**WHEREAS**, this initiative aims to provide a consolidated, one-stop shopping cart experience in the Resident Access Portal, thereby modernizing, and streamlining the city's digital services; and

**WHEREAS**, recognizing the shift towards digital solutions and the growing expectation for convenient and integrated service platforms, the City initiated a review to identify opportunities for improvement which led to the proposal for a modernized payment system that aligns current technological capabilities with customer expectations.; and

**WHEREAS**, after consideration of the options and analysis of industry standards, the Administration's recommendation was to adopt a hybrid fee structure for the City's new payment service; and

**WHEREAS**, after discussions at the April 19, 2024 Finance and Economic Resiliency (FERC) meeting regarding allowing Utility Billing customers with smaller bills, such as single-family homes, to not incur the credit card fee, and a path that would limit the City's exposure to the high credit card fees while allowing some accounts holder to use a credit card with the City absorbing the fee was found; and

**WHEREAS**, after additional discussions with Tyler, a limit in the amount allowed to be charged on a credit card can be implemented which would allow utility bill customers with smaller bills to use a credit card with no transaction fees, while customers with larger utility bill balances would be restricted from credit card processing and not have access to use the credit card feature but would have access to use e-check or paper check payment methods with no incurred fees ; and

**WHEREAS**, it is noted that for any system with a credit card limit, auto-payment would be limited to non-credit card payment methods only to ensure that a customer's bill is not partially paid and inadvertently leave an unpaid balance that would accrue penalties and fees; and

**WHEREAS**, at the May 24, 2024 FERC meeting after discussions of the proposed modified hybrid payment service model, it was motioned to have this item be heard at Commission with a unfavorable recommendation to utilize the modified hybrid approach for transaction fees

for all non-Utility Billing transactions as allowable and for the City to absorb all transaction service fees for Utility Billing with a \$300 per transaction limit on credit card charges.

**NOW, THEREFORE, BE IT DULY RESOLVED BY THE CHAIRPERSON AND NOW, THEREFORE, BE IT DULY RESOLVED BY THE MAYOR AND CITY COMMISSION OF THE CITY OF MIAMI BEACH, FLORIDA,** that the Mayor and City Commission approve the implementation of the modified hybrid approach for transaction service fees for all non-Utility Billing transactions as allowable and for the City to absorb all transaction service fees for Utility Billing with a \$300 per transaction limit on credit card charges.

**PASSED AND ADOPTED** this \_\_\_\_ day of June 2024.

**ATTEST:**

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Steven Meiner, Chairperson

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Rafael E. Granado, City Clerk