11333 N. Cedarburg Road
Mequon, WI 53092
Phone: 262-236-2914
Fax: 262-242-9655

www.ci.mequon.wi.us

Office of the City Clerk
Taped & Televised

COMMITTEE OF THE WHOLE
Tuesday, August 8, 2023
6:30 PM
Christine Nuernberg Hall

Agenda

1. Call to Order, Roll Call

2. Approval of Meeting Minutes

   a. July 21, 2023

3. Resolution

   a. **RESOLUTION 4059** A Resolution Amending the City of Mequon Financial Policies to Include Policy Statement 18: Payment Card Acceptance

4. Discussion

   a. Southern Ozaukee Fire & Emergency Medical Services Department Update

5. Informational Items

   a. Committee of the Whole Planning Calendar

6. Future Policy Items for Discussion/Consideration/Analysis

7. Adjourn

Dated: August 8, 2023 *\/s/ Andrew Nerbun, Mayor*

Notice is hereby given that a quorum of other governmental bodies may be present at this meeting to present, discuss and/or gather information about a subject over which they have decision-making responsibility, although they will not take formal action thereto at this meeting.

Persons with disabilities requiring accommodations for attendance at this meeting should contact the City Clerk's Office at 262-236-2914, twenty-four (24) hours in advance of the meeting.

Any questions regarding this agenda may be directed to the City Administrator's Office at 262-236-2941, Monday through Friday, 8:00 AM – 4:30 PM.

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COMMITTEE OF THE WHOLE
Tuesday, July 11, 2023
6:30 PM
Christine Nuernberg Hall

Minutes

1. Call to Order, Roll Call

   Mayor Nerbun called the meeting to order at 6:34 PM.

   Present:
   Mayor Andrew Nerbun
   Alderman Kelly Tolocko
   Alderman Dale Mayr
   Alderman Jeffrey Hansher
   Alderman Gregg Bach
   Alderman Kathleen Schneider
   Alderman William Gebhardt
   Alderman Robert Strzelczyk **- Absent**
   Alderman Brian Parrish **- Absent**

   Also present: City Administrator Jones, Assistant City Administrator Schoenemann, City Attorney Sajdak, City Clerk Fochs, Director of Public Works/City Engineering Lundeen, Director of Community Development Tollefson, press and interested public.

2. Approval of Meeting Minutes

   a. June 13, 2023

RESULT:	**Approved by Roll Call Vote [Unanimous]**
MOVED BY:	Alderman Hansher
SECONDED BY:	Alderman Mayr

AYES:	Nerbun, Tolocko, Mayr, Hansher, Bach, Schneider, Gebhardt
ABSENT:	Strzelczyk, Parrish

Attachment: 7.21.23 (8644 : 7/21/2023)

3. Discussion

   a. Policy Discussion Related to Industrial Land Uses

   Director of Community Development Tollefson gave an overview of the study with updates and next steps. Before moving forward, Ms. Tollefson and the Economic Board are requesting Council feedback and guidance.

   A lengthy discussion ensued within the Committee. Agreeably, the Southwest corner and South-central locations are favorable and zoning and planning for the space is critical. Concerns and considerations relating to long-term planning included public water and sewer availability, tax rates, and development versus costs and consultation. Overall, the Committee is favorable for the study, but expressed the importance of more public input prior to any decisions and further market analysis.

   b. Proposed Implementation Plan - 2022 Classification & Compensation Study

   Assistant City Administrator Schoenemann presented a brief update on the 2022 Compensation Study and the goal to maintain equity within inflation ranges.

   The Committee provided feedback and recommendations.

4. Informational Items

   a. Committee of the Whole Planning Calendar

   b. 2024 Budget Development Calendar

   c. Town Center TID #3 Project Expenditure Update

5. Future Policy Items for Discussion/Consideration/Analysis

6. Adjourn

   Motion to adjourn at 7:58 PM.

RESULT:	**Approved by Voice Acclamation [Unanimous]**
MOVED BY:	Alderman Bach
SECONDED BY:	Alderman Hansher

AYES:	Nerbun, Tolocko, Mayr, Hansher, Bach, Schneider, Gebhardt
ABSENT:	Strzelczyk, Parrish

Respectfully Submitted,

Janet Meyer
Deputy Clerk

Attachment: 7.21.23 (8644 : 7/21/2023)

11333 N. Cedarburg Road
Mequon, WI 53092
Phone: 262-236-2956
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Office of Finance

TO: Committee of the Whole
FROM: Jennifer Engroff, Finance Director
DATE: July 31, 2023
SUBJECT: RESOLUTION 4059 A Resolution Amending the City of Mequon Financial Policies to Include Policy Statement 18: Payment Card Acceptance

Background

Credit and debit card acceptance has become extremely common, if not expected, by consumers as an option of any purchase transaction. The Government Finance Officers Association (GFOA) has compiled the following list of benefits related to the acceptance of payment cards:

- Enhanced customer service and convenience
- Increased certainty of collection
- Accelerated payments and the availability of funds
- Improved audit trail
- Reduced cashiering costs
- Improved overall cash flow
- Lessened delinquencies
- Reduction in return check processing costs and collection costs

GFOA recommends that municipalities evaluate whether accepting payment cards is reasonable and appropriate for the type of charges or fees being paid and the level of customer service desired.

Currently, the City of Mequon accepts online credit, debit, and e-check payments for utility bills, burn and brush permits, and property taxes through three different vendors. The City also accepts point-of-sale card payments at the pool through another vendor. All processing fees are passed on to the customer (except for the pool) as shown in the table below:

Bill Type	Credit or Debit Card Fee	E-Check Fee	Vendor	2022 # of Transactions	2022 Fees Paid
Utility	2.50%	$1.59	Govolution	2,244	$9,711
Brush Permit	$1.50/trx	$1.50	Point and Pay	982	$1,473
Tax	2.39%	$2.00	Catalis	605	$9,890
Pool	2.82%	n/a	Square	2,530	$1,690
Total				**$6,361**	**$22,764**

Survey Results

When the Finance-Personnel Committee discussed this topic in November of 2022, there was an interest to better understand how other communities in the area operate. Staff connected with the municipalities in Ozaukee County as well as a few others within the area. The attached document outlines the results. Here are a few of the highlights:

- Nearly all municipalities are charging the majority of their fees back to the customer
- Nearly all municipalities have more than one payment card processor
- 1 of 13 communities does not accept payment cards for any type of service
- 10 of 13 communities accept payment cards at City Hall
- The larger communities based on population utilize Tyler MUNIS as their financial system
- Of the 3 communities that use Tyler ERP, 2 utilize Tyler Payments for full integration

Analysis

The City has cash registers in the Finance Department at City Hall and the Police Department at the Public Safety Building that only accept checks or cash. While DPW does not currently have a cash register, they do accept payments for park and field rentals, bulk water permits, and culverts. The recommendation would be to offer card payment capability at all three locations. While there are recurring costs associated with each card terminal, it is a minimal, controllable cost.

In previous discussions at the Committee level, it was determined that the customer should pay the transactional convenience fee. Additionally, there has been a general rule-of-thought that all should not pay for something that may only benefit a few. Also, from a controllable cost standpoint, there would be some exposure if the City would assume responsibility for the variable payment of card fees. Given the above and the survey results showing nearly all municipalities are charging the majority of their fees back to the customer, staff recommends the same as detailed in the draft financial policy that is attached.

The only exception to the pass-back of transaction fees would be for the swimming pool. Since 2020, the City has been accepting payment cards for purchasing pool passes while covering the associated card processing fees. The cost for the 2022 pool season was $1,690. Staff recommends the continued utilization of Square on a going-forward basis for payment card processing and to absorb the minimal fees as this is a controllable cost that the City has been absorbing during the last four pool seasons.

Given that tax payments are housed in Ascent (Ozaukee County's Land Records System), and the fee passed from Catalis being only 2.39%, there is no reason to change card processors. Additionally, the current solution for both online Utility and Brush permits is at a much lower cost to the customer, therefore, staff does not recommend a replacement solution at this time. While the City would appreciate having a consolidated platform, reconsideration could be made down the road to consolidate and/or absorb additional fees when the City has the ability to transact more business online. Based on the survey results, there were very few municipalities that had one single card processor, likely for the same reasons stated above.

Technology Selection

When selecting a vendor for processing in person card payments, the baseline requirement was that the solution integrates with Tyler MUNIS, the City's financial software provider. Therefore, staff received detailed quotes from both Tyler Payments and Xpress Bill Pay for greater transparency and efficiency. Even though Xpress Bill Pay assured staff that they could fully integrate with Tyler MUNIS, it was discovered after speaking with Tyler that Global Payments Integrated was the only 3rd party alternative to Tyler Payments. A detailed quote was requested from Global Payments Integrated, however, their solution is not compatible with more current versions of Tyler MUNIS. If Council recalls, the City upgraded to a 2021 version of MUNIS at the end of 2022. Therefore, the only option for a fully integrated solution remains with Tyler Payments. The scope of the proposal is comprehensive in nature, however, the solution staff is initially seeking is to find is for in-person card payments for all City services outside of real estate taxes and pool fees.

Vendor	Govolution/ Velocity	Point & Pay	Square	Xpress Bill Pay	Global Payments Integrated	Tyler Payments
Credit/Debit Card Fee	2.5% (online)	$1.50 (online)	Varies based on type	3.50%	N/A	3.25% ($2.00 min)
Echeck Fee	$1.59 (online)	$1.50 (online)	N/A	$1.50	N/A	$1.25
IVR	N/A	N/A	N/A	$0.95	N/A	$0.50
Integrates w/ MUNIS	No	No	No	No	No	Yes

Financial Policy

The attached financial policy regarding the acceptance of card payments has been drafted by Finance staff and is presented for consideration. Prior to accepting payment cards at City Hall, a payment card acceptance policy needs to be approved by the Common Council.

The most significant component of the policy is related to Payment Card Industry Data Security Standard (PCI DSS) requirements which are intended to limit exposure and/or theft of personal cardholder information. Staff is aware of the requirements and is working to address any gaps. The lagging PCI items will be worked on concurrently with the payment card implementation as staff anticipates a minimum of three months to implement. If approved in August, the goal would be able to implement the process by the end of 2023. Otherwise, the implementation will not be able to commence until late Q2 2024.

Fiscal Impact

The one-time fee for a card-reader or terminal device is $419 per the attached quote. The City will accept card payments at three locations: City Hall, Public Works, and Public Safety for a total non-recurring cost of $1,248. The recurring maintenance for each device is $180 annually for a total of $540 per year. The is no cost for implementation and training. These expenditures will be funded from Finance's 2023 budget, which already includes $5,000 earmarked for payment card implementation.

Recommendation

Staff recommends that the Committee of the Whole favorably endorse and the Common Council approve the resolution establishing a financial policy for card payment acceptance.

Attachments:
Credit Card Survey Results (PDF)
Tyler Payments Quote 7.11.23 Customer Pass (PDF)
Payment Card Acceptance Financial Policy 7.31.23 (PDF)

COMMON COUNCIL
OF THE
CITY OF MEQUON

RESOLUTION 4059

A Resolution Amending the City of Mequon Financial Policies to Include Policy Statement 18: Payment Card Acceptance

RECITALS

A. In June 2018, the Common Council adopted a series of financial policies that guide the City's financial operations.

B. Staff generated a formal financial policy document to summarize the financial policies for payment card acceptance.

C. The Committee of the Whole, having reviewed the attached financial policy document, recommends to the Common Council, that the policy contained herein be adopted and implemented until further amended.

D. The policy allows for City staff to execute within the parameters defined in the policy.

E. The adoption of the policy allows for City staff to engage with Tyler Payments to implement payment card acceptance services.

BASED UPON THE FOREGOING RECITALS, IT IS RESOLVED by the Common Council of the City of Mequon, Wisconsin, that Financial Policy Statement 18: Payment Card Acceptance, in the form as attached, is adopted and implemented for use until further amended.

____
Approved by: Andrew Nerbun, Mayor

Date Approved: August 8, 2023

I certify that the foregoing Resolution was adopted by the Common Council of the City of Mequon, Wisconsin, at a meeting held on August 8, 2023.

____
Caroline Fochs, City Clerk

SURVEY RESULTS

Municipality	T Saukville	V Fredonia	V Belgium	T Grafton	V Bayside	T Cedarburg
Population	1,854	2,281	2,463	4,179	4,421	6,021
ERP System	N/A	Workhorse	Workhorse & Utility platform	Quickbooks	BS&A	Workhorse
Credit Card Solution - Utilities	N/A	Allpaid.com (accept online & in-person)	Allpaid.com	N/A	N/A	N/A
Credit Card Solution - Tax	N/A	Allpaid.com (accept online & in-person)	Allpaid.com	Point & Pay	Paymentus, soon changing to VPS for Milwaukee County Tax	N/A
Credit Card Solution - General City Hall Business	N/A	Allpaid.com (accept online & in-person)	Allpaid.com	Point & Pay	Paymentus	AllPaid (no CC machine, all m
Who pays the fee	N/A	Customer pays 3% fee	Customer pays fee (depends on purchase amount $75.01-$100 is $3, $100.01-$150 is $5)	Customer pays fee. Tax: 2.39% CC, $1.50 E-Check. General City Hall: $1.50 for $0-$50, $3 $50.01-$100, Additional $3 for every additional $100	Customer pays 3%	Customer pays fee 1.5%-4% (depends on purchase amount)
Same processor allows online payments?	N/A	Yes	This is an online processor	Yes, customer can pay for permits, dog licenses, escrow funds, application fees, taxes, etc.	Yes	Yes, but is seldom used. Relies on entering correct invoice amount, invoice number, etc.
General Notes	Does not accept credit cards	Does not integrate with their ERP	Allpaid.com is online and they have a card reader at their counter. They believe they can import transactions, but currently enter them manually in ERP. They are looking into HeyGov/others for utilities so customers can look up their bills and have something to integrate with their ERP	Nothing integrates with Quickbooks	Taxes will integrate, but otherwise the processors don't integrate with ERP	They only transact this way less than one hundred times per year. Deputy Clerk receives emails regarding payments, prints so Treasurer can account for in Workhorse

SURVEY RESULTS

Municipality	V Grafton	C Cedarburg	V Brown Deer	C Port Washington	V Germantown
Population	12,298	12,400	12,705	12,853	20,914
ERP System	Caselle	BS&A	BS&A	Caselle	Munis
Credit Card Solution - Utilities	Caselle Citizen Portal (uses MSB to process credit cards)	Separate entity	Invoice Cloud	Online via PSN (it does itegrate with ERP)	Tyler Payments
Credit Card Solution - Tax	Caselle Citizen Portal	Online only via Allpaid.com - customer pays 2.5%	Catalis (owns Landnav)	Online via PSN (manually enter into their system)	Point & Pay - Customer pays 2.39% for credit card/$1.50 - $10 for Echeck
Credit Card Solution - General City Hall Business	Caselle Citizen Portal	In person only via WindRiver - City pays fee which varies depending on quantity and amount. Police accepts vehicle registration, tickets using AllPaid and customer pays fee	Invoice Cloud	In-person via PSN (manually enter into system)	Implementing Tyler Payments later this year for general receivables
Who pays the fee	Customer will pay 2.75%, $3 minimum for credit/debit, $0.80 e-check	City pays fee for various City Hall receivables. Customer pays for fee for police receivables (vehicle registration, tickets, etc.). Customer pays fee for taxes.	Invoice Cloud: 2.9% credit card, $1.50/Echeck. Utility absorbs fee for UB. Customer pays everything else	Customer pays approximately 3%; transactions under $75, additional $0.50	Tyler Payments: Customer pays 3.75% for credit card, $1.50 for Echeck
Same processor allows online payments?	Yes	No	Yes	Yes - tax and utilities	Yes
General Notes	They are switching to Caselle Citizen Portal 6/30/23. They were unhappy with PSN (Payment Services Network) customer service. They used that for utilities. Municipay was used for taxes, City Hall business and started to pick up volume and posting was very manual/error prone.	No online payments except for taxes and nothing integrates with BS&A	They used to have Point & Pay for everything. Now Invoice Cloud for UB, misc. receivables-all post automatically. Everything else is entered manually to general ledger (has to do with their BS&A modules). The reason for the switch is to encourage e-billing and payments. They used to absorb all payments except tax, but with the switch, the Director put all payments except UB onto the resident. Customer can pay online. Staff can enter payments for the customer. Health inspector can be in the field and take a credit card payment on phone.	They are happy with PSN and their customer support. They do accept in-person payments, however they all have to be manually entered into the ERP system.	Germantown is currently implementing Tyler Munis as their ERP. Utilities is the only module that is complete so far. Their goal is to implement more modules and expand upon Tyler Payments

SURVEY RESULTS

Municipality	C Mequon	C Brookfield	C Sheboygan
Population	25,200	41,464	49,931
ERP System	Munis	Munis	Munis
Credit Card Solution - Utilities	Online only - Velocity payment system	Only accept online via Payment Service Network 2.6% fee	Separate entity
Credit Card Solution - Tax	Online only - Catalis (formerly GovTech)	Only accept online via Point & Pay 2.39% fee	Point & Pay
Credit Card Solution - General City Hall Business	Pool passes (in person): Square, Burn/Brush permits (online): Point & Pay	N/A for general City business. Police and Parks accept credit cards online/in person through their software vendor	Point & Pay, but incrementally switching all to Tyler Payments. Starting with parking tickets, next is building permits
Who pays the fee	Customer pays for all fees except pool passes. Utilities: 2.5% for credit/debit, $1.59 Echeck. Taxes: 2.39% for credit/debit, $2 for Echeck. Pool pass: 2.6% + $0.10 per transaction. Burn/Brush permits: $1.50 credit/debit/Echeck	Utilities: City absorbs fee, Tax: Customer pays fee, Parks: Increased program fees to absorb some of the fees	With Tyler Payments, customer will pay 3.95% for CC, $1.95 for Echeck
Same processor allows online payments?	Everything is online currently except the pool pass	Yes - everything is online except the parks department	Yes
General Notes	Utilities: Velocity payment will create a file to post to Munis. Tax: Catalis will create an excel file to upload into tax program (Ascent). Pool: Square does not integrate with Munis. Burn/Brush Permits: Does not integrate with Munis	Nothing integrates into Munis. They are uploaded through cash receipting module.	Tyler Payments integrates directly. Point & Pay is duplicate receipting

Quoted By:	Eddie Flaherty
Quote Expiration:	12/25/23
Quote Name:	City of Mequon, WI-ERP- Tyler Payments
Quote Description:	Tyler Payments

Sales Quotation For:

City of Mequon
11333 N Cedarburg Rd # 60W
Mequon WI 53092-1930
Phone: +1 (630) 935-0673

Payments

	Use Case	List Price	Service %	Min	Basis Points	Rate	Cap	POS	Online	IVR
Payments - Payer Card Cost - Service Fees										
Enterprise ERP										
Tyler Enterprise Payments	General Billing		3.25%	$ 2.00				X	X	X
Tyler Enterprise Payments	Utility Billing		3.25%	$ 2.00				X	X	X
Payments - Other Fees										
Enterprise ERP										
Payer eCheck Cost		$ 1.25								
eCheck Rejects		$ 5.00								
Credit Card Chargebacks		$ 15.00								

Payer Card Cost - per card transaction with Visa, MasterCard, Discover, and American Express.

IVR Cost - Additional $0.50 per transaction on top of Card and eCheck fee.

Attachment: Tyler Payments Quote 7.11.23 Customer Pass (RESOLUTION 4059 : Finance Policy

Payer eCheck Cost - Per electronic check transaction.

eCheck Reject - When an eCheck transaction comes back as declined (e.g bounced check)

Credit Card Chargebacks – If a card payer disputes a transaction at the card issuing bank (e.g. stolen card)

3rd Party Hardware, Software and Services

Description	Qty	Unit Price	Unit Discount	Total Price	Unit Maint/SaaS	Unit Maint/SaaS Discount	Total Maint/SaaS
Payments Lane 3000 Terminal Purchase	1	$ 419.00	$ 0.00	$ 419.00	$ 0.00	$ 0.00	$ 0.00
Payments PCI Service Fee (Per Device)	1	$ 0.00	$ 0.00	$ 0.00	$ 180.00	$ 0.00	$ 180.00
TOTAL				**$ 419.00**			**$ 180.00**

Summary	**One Time Fees**	**Recurring Fees**
Total Tyler License Fees	$ 0.00	$ 0.00
Total SaaS	$ 0.00	$ 0.00
Total Tyler Services	$ 0.00	$ 0.00
Total Third-Party Hardware, Software, Services	$ 419.00	$ 180.00
Summary Total	**$ 419.00**	**$ 180.00**
Contract Total	**$ 599.00**	

Unless otherwise indicated in the contract or amendment thereto, pricing for optional items will be held
For six (6) months from the Quote date or the Effective Date of the Contract, whichever is later.

Customer Approval: ______________________ Date: ______________________

Print Name: ______________________ P.O.#: ______________________

All Primary values quoted in US Dollars

Attachment: Tyler Payments Quote 7.11.23 Customer Pass (RESOLUTION 4059 : Finance Policy

Comments

Client agrees that items in this sales quotation are, upon Client's signature or approval of same, hereby added to the existing agreement ("Agreement") between the parties and subject to its terms. Additionally, payment for said items, as applicable but subject to any listed assumptions herein, shall conform to the following terms:

- License fees for Tyler and third party software are invoiced upon the earlier of (i) deliver of the license key or (ii) when Tyler makes such software available for download by the Client;
- Fees for hardware are invoiced upon delivery;
- Fees for year one of hardware maintenance are invoiced upon delivery of the hardware;
- Annual Maintenance and Support fees, SaaS fees, Hosting fees, and Subscription fees are first payable when Tyler makes the software available for download by the Client (for Maintenance) or on the first day of the month following the date this quotation was signed (for SaaS, Hosting, and Subscription), and any such fees are prorated to align with the applicable term under the Agreement, with renewals invoiced annually thereafter in accord with the Agreement.
- Fees for services included in this sales quotation shall be invoiced as indicated below.
    - Implementation and other professional services fees shall be invoiced as delivered.
    - Fixed-fee Business Process Consulting services shall be invoiced 50% upon delivery of the Best Practice Recommendations, by module, and 50% upon delivery of custom desktop procedures, by module.
    - Fixed-fee conversions are invoiced 50% upon initial delivery of the converted data, by conversion module, and 50% upon Client acceptance to load the converted data into Live/Production environment, by conversion module.
    - Except as otherwise provided, other fixed price services are invoiced upon complete delivery of the service. For the avoidance of doubt, where "Project Planning Services" are provided, payment shall be invoiced upon delivery of the Implementation Planning document. Dedicated Project Management services, if any, will be invoiced monthly in arrears, beginning on the first day of the month immediately following initiation of project planning.
    - If Client has purchased any change management services, those services will be invoiced in accordance with the Agreement.
    - Notwithstanding anything to the contrary stated above, the following payment terms shall apply to services fees specifically for migrations: Tyler will invoice Client 50% of any Migration Fees listed above upon Client approval of the product suite migration schedule. The remaining 50%, by line item, will be billed upon the go-live of the applicable product suite. Tyler will invoice Client for any Project Management Fees listed above upon the go-live of the first product suite. Unless otherwise indicated on this Sales quotation, annual services will be invoiced in advance, for annual terms commencing on the date this sales quotation is signed by the Client. If listed annual service(s) is an addition to the same service presently existing under the Agreement, the first term of the added annual service will be prorated to expire coterminous with the existing annual term for the service, with renewals to occur as indicated in the

Attachment: Tyler Payments Quote 7.11.23 Customer Pass (RESOLUTION 4059 : Finance Policy

Agreement.

- Expenses associated with onsite services are invoiced as incurred.

Tyler's quote contains estimates of the amount of services needed, based on our preliminary understanding of the scope, level of engagement, and timeline as defined in the Statement of Work (SOW) for your project. The actual amount of services required may vary, based on these factors.

Tyler's pricing is based on the scope of proposed products and services contracted from Tyler. Should portions of the scope of products or services be altered by the Client, Tyler reserves the right to adjust prices for the remaining scope accordingly.

Unless otherwise noted, prices submitted in the quote do not include travel expenses incurred in accordance with Tyler's then-current Business Travel Policy.

Tyler's prices do not include applicable local, city or federal sales, use excise, personal property or other similar taxes or duties, which you are responsible for determining and remitting. Installations are completed remotely but can be done onsite upon request at an additional cost.

In the event Client cancels services less than two (2) weeks in advance, Client is liable to Tyler for (i) all non-refundable expenses incurred by Tyler on Client's behalf; and (ii) daily fees associated with the cancelled services if Tyler is unable to re-assign its personnel.

The Implementation Hours included in this quote assume a work split effort of 70% Client and 30% Tyler.

Implementation Hours are scheduled and delivered in four (4) or eight (8) hour increments.

Tyler provides onsite training for a maximum of 12 people per class. In the event that more than 12 users wish to participate in a training class or more than one occurrence of a class is needed, Tyler will either provide additional days at then-current rates for training or Tyler will utilize a Train-the-Trainer approach whereby the client designated attendees of the initial training can thereafter train the remaining users.

Fees for year one of hardware maintenance are invoiced upon delivery of the hardware, with subsequent years’ fees billed annually, in advance.

Your use of Payments and any related items included on this order is subject to the terms found at: https://www.tylertech.com/terms/payment-card-processing-agreement. By signing this order or the agreement in which it is included, you agree you have read, understand, and agree to such terms. Please see attached Payments fee schedule.

POLICY STATEMENT 18
PAYMENT CARD ACCEPTANCE

Purpose:

The City accepts payment for services in the form of cash, check, and card. Card payments must be processed in compliance with Payment Card Industry Data Security Standard (PCI DSS) requirements which are intended to limit exposure and/or theft of personal cardholder information.

This document identifies the requirements that all departments of the City accepting payments by card must follow. There are two accepted methods for processing transactions: (1) In Person Point of Sale and (2) Online. Card payments will not be accepted over-the-phone as they pose the greatest risk for fraud. However, if the card provider offers Interactive Voice Response (IVR), an automated way to accept payments securely over the phone, this will be allowable per the City's financial policy.

Costs Associated with Accepting Payment by Card:

There are one-time, recurring, and transactional fees associated with accepting card payments. The one-time fee for the terminal(s) or card-reader devices as well as the recurring maintenance fees on those terminals will be absorbed by the City. Additionally, the recurring annual fee to integrate with different software programs outside of the City's ERP, if applicable, will be assumed by the City. All transactional card fees will be passed to the customer as a convenience fee. The only exception is with the swimming pool operations in which the fees are absorbed by the City.

Daily Recording of Card Transactions and Reconciliations:

All funds received via card will be processed and deposited to a City designated bank account. All card transactions must be settled daily and recorded timely in the City's financial records. Card bank deposit activity is monitored and reconciled to the merchant statement and financial system monthly by Finance staff to ensure that all card activity is being recorded.

Refunding and Disputes of Card Payment:

When an item or service is purchased using a card, and a refund is necessary, the refund must be credited to the same card account from which the purchase was made. When a customer disputes the validity of a bank card transaction, a chargeback to the City's bank account is automatically generated by the City's merchant services provider. The Finance Department will investigate and resolve any dispute(s).

Protecting and Securing Customers' Personal Information:

All personal card information must be protected and should not be stored. Failure to maintain strict controls over this information could result in a breach of the data, large fines, and penalties, and the inability to continue to process card transactions.

Personal card data should never be written down or moved from the department receiving this data. Cardholder information should never be sent or requested over-the-phone, via email, fax, or instant messaging.

Possible Lost or Stolen Card Data:

If a City customer contacts a department to report suspected fraudulent use of their card, the department should contact the Finance Department to assist as needed. Due to the City not storing card information and not accepting card payments over the phone, there should be minimal exposure.

PCI Compliance:

The PCI DSS Program is a mandated set of security standards that were created by the major credit card companies to offer merchants and service providers a complete, unified approach to safeguarding cardholder data.

The PCI DSS requirements apply to all payment card network members, merchants, and service providers that store, process, or transmit cardholder data. The requirements apply to all methods of card processing. Each department that accepts card payments is responsible for adhering to all the standards in the PCI-DSS. The 12 requirements are as follows:

1. Install and maintain a firewall configuration to protect cardholder data
2. Do not use vendor-supplied defaults for system passwords and other security parameters
3. Protect stored cardholder data
4. Encrypt transmission of cardholder data across open, public networks
5. Use and regularly update anti-virus software
6. Develop and maintain secure systems and applications
7. Restrict access to cardholder data by business need-to-know
8. Assign a unique ID to each person with computer access
9. Restrict physical access to cardholder data
10. Track and monitor all access to network resources and cardholder data
11. Regularly test security systems and processes
12. Maintain a policy that addresses information security

Maintain Procedures that Addresses Information Security:

The City's card processor must maintain compliance with PCI DSS requirements. By partnering with a compliant third party, the City's risk exposure is minimized, however, it is not eliminated. Also, by not storing card information, not writing down card information, and not accepting card payments over the phone, exposure is further minimized. The City's IT Division is required to maintain a policy that addresses information security while the Finance Department is required to maintain card processing procedures for each department that accepts card payments. Each employee that accepts payment via card must acknowledge the card processing procedures annually.

Restrict Access to Cardholder Data:

Access to payment card terminals is limited to only authorized employees. The physical location of payment card terminals should be protected, monitored, and secured. Only authorized employees will have access to the merchant accounts and payment card terminal settlement processes.

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www.ci.mequon.wi.us **Office of Fire/Ambulance**

TO: **Committee of the Whole**
FROM: **David Bialk, Fire Chief**
DATE: **August 3, 2023**
SUBJECT: **Southern Ozaukee Fire & Emergency Medical Services Department Update**

Summary
Fire Chief David Bialk will be present at Tuesday evening's meeting to provide the Committee of the Whole with an update on the recent fire department merger with the Village of Thiensville, which established the new Southern Ozaukee Fire & Emergency Medical Services Department.

As part of his report, the Chief will provide Committee members with an overview regarding a number of key subject areas, including capital equipment, finances and staffing, and discuss more recent efforts related to establishment of the new Department's mission, vision and values.