



Governance and Priorities Committee Report For the Meeting of April 2, 2015

To: Governance and Priorities Committee
From: Susanne Thompson, Director of Finance
Subject: Payment of Property Taxes by Credit Card

Date: March 16, 2015

Executive Summary

The City is committed to providing its customers with a variety of convenient payment methods. As a customer service improvement, the City will be offering a new payment option for property taxes: credit card payment through a third-party payment provider. This service will complement the City's current payment methods (online, telephone and in-person through financial institutions, pre-authorized withdrawals, mail, mortgage payment companies, in-person at the Public Service Centre, and a drop box at City Hall) as well as the recently launched tax eBilling service and will be available prior to the 2015 tax season.

The City often receives requests from customers who want to pay their property taxes by credit card. The City has historically not offered this payment option due to the high transaction fees that the City would be required to pay, including those for taxes collected on behalf of other governments. Credit card rules prevent the City from levying a fee to recuperate this cost.

The City, however, can work with a third-party payment provider to provide this service at no cost to the City. The payment provider will charge a transaction fee directly to the customer, currently 1.99%.

Like online banking, this service is currently available to customers, however it is not widely known. The City will be promoting this option through the tax insert, on the City's website, through social media and in the City's MyCity service portal.

Recommendation:

That Council receive this report for information.

Respectfully submitted

A handwritten signature in black ink, appearing to read 'Chris Paine'.

Christopher Paine
Manager-Revenue

A handwritten signature in black ink, appearing to read 'Susanne Thompson'.

Susanne Thompson
Director of Finance

Report accepted and recommended by the City Manager:

Date:

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March 25, 2015