

TOWN OF GILBERT
NOTICE OF INTENT TO ESTABLISH/INCREASE FEES

Pursuant to A.R.S. § 9-499.15, the Town of Gilbert, Arizona (“Gilbert”) hereby gives notice that it may adopt an ordinance/resolution to establish/increase the service/surcharge fee related to online and credit card payments.

SERVICE/SURCHARGE FEE OF UP TO 4.00%

The Town proposes to establish/increase the fee to recoup the costs of accepting online and credit card payments as a convenience to customers. The fee would be applied to payments made online for services listed in the fee schedule that is available on the Town’s website at www.Gilbertaz.gov, including Planning, Business Licenses, Building Safety & Code Compliance, Engineering, Fire Permit, Plan Review and Inspection services. Each payment made online (credit or debit card) or any payment made at the counter or over the phone with a credit card for such services would be assessed a fee of **up to 4.00%** of the transaction’s total gross amount. This is an increase from the current maximum of 2.75%.

The Gilbert Town Council will consider this matter at its regular Town Council meeting to be held at the Gilbert Town Council Chambers, located at 50 East Civic Center Drive, Gilbert, Arizona 85296, on **August 15, 2019, at 6:30 p.m.** Following such consideration, the Town Council may approve, disapprove or modify said ordinance/resolution.

Information about the proposed fee is available at the Town Clerk’s office during normal office hours, Monday through Thursday, 7:00 AM-6:00 PM, and on Gilbert’s website at <https://www.gilbertaz.gov/departments/clerk-s-office/proposed-new-and-increased-taxes-or-fees>.

**REPORT SUPPORTING ESTABLISHING/INCREASING
SERVICE/SURCHARGE FEE**

The Town currently uses a third party vendor to process credit card payments made for Development Services transactions. For each credit card payment processed, the vendor charges the Town processing fees based on the number of transactions and the total gross amount processed. The percentage amount of this fee varies based on the brand of credit card used by the customer.

The Town has analyzed the total amounts paid in processing fees. In April for example, the Town paid \$10,275 in such processing fees. This amount was calculated based upon \$338,900 in gross credit card charges. Based on the Town’s analysis, the Town proposes the increase to recoup increasing costs of accepting credit card payments as a convenience to customers. Customers using debit cards could avoid this fee by making a payment at the front counter or over the phone.

Currently the fee is only imposed on Planning, Building Safety & Code Compliance, Engineering, Fire Permit, Plan Review and Inspection services. The surcharge and service fee would now also apply to Business License services.

DATE POSTED ON GILBERT WEBSITE: May 23, 2019

Gilbert Town Clerk

Lisa Maxwell
