

**CITY OF MAYER
CITY COUNCIL WORKSHOP MEETING
CITY COUNCIL CHAMBERS
MONDAY, MARCH 11, 2019
AFTER REGULARLY SCHEDULED CITY COUNCIL MEETING**

1. Call Meeting to Order
2. Tower Lease – Amended Offer
3. Payment Service Network – Utility Payment Software
4. Republic Services – Recycling Contract
5. Granicus – Communication Tool
6. Adjournment

WORK SESSION STAFF REPORT

Date: March 5, 2019
To: City Council
From: Timothy A. Sullivan
Re: Tower Lease—Second Amended Offer of 20-year Lease Extension

Background

The City Council previously discussed the tower lease issue at the June 25, 2018 work session and the August 13, 2018 meeting. The last offer from Tower Alliance was for an extension of 20-years with a \$35,000 signing bonus. Per the instructions of the City Council, the City Attorney informed the representative of the tenant that the City would consider a 15-year lease extension with a \$35,000 signing bonus. Tower Alliance responded that they would get back to the City near the end of the calendar year.

Second Amended Offer to Extend Term of Amended Lease

Tower Alliance contacted the City Attorney on February 28, 2019 and tendered the following amended proposal: 1) extending the term of the amended lease four additional 5-year terms (a total of 20 years); and 2) a signing bonus of \$40,000. This second amended proposal keeps the same lease term but increases the signing bonus from \$35,000 to \$40,000.

Options Available to the City

1. Accept the offered amended lease extension.
2. Do nothing.
3. Negotiate.

Staff Analysis

Tower Alliance appears unwilling to a lease extension of less than 20 years. While Tower Alliance has increased the signing bonus by \$5,000, it is unclear whether they are willing to go higher.

As previously discussed, there does not appear to be any pressing or immediate need to modify the terms of the Amended Lease, which does not expire until the end of 2034.

If the City does nothing, it will likely continue to collect rent under the terms of the Amended Lease through 2034.

However, the terms of the amended offer are more favorable to the City than the amended offer. The longer lease term could also make the tower more marketable to sub-tenants, which is the reason stated by the tenant for seeking an extension. Additional sub-tenants and/or higher rents would result in additional rent income for the City, as the City receives 25% of sub-rent.

Attempting to negotiate further could result in a larger signing bonus, however there is no way to know whether that will happen or whether this is the best offer the City will receive at this time. The City Attorney advises moving forward with the second amended proposal.

Council Direction

None required; discussion only. If the City Council recommends moving forward, an agreement will be drafted and presented for consideration at a future City Council meeting.



Simplifying your customer's life and your business day

SERVICE SUMMARY

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Contents

Payment Services 3

Online Billing..... 4

Customer Payment Portals 4

IVR Options 6

Outbound Auto-Call Messaging 6

PSN Call Center 6

Your PSN Account Management Center 6

Reports 7

Integration 8

Marketing Your Services 8

Communication 8

Services across the Enterprise..... 9

Transaction Fees 10

Merchant Processor..... 10

Needs Analysis and Implementation Schedule..... 10

Project Team..... 11

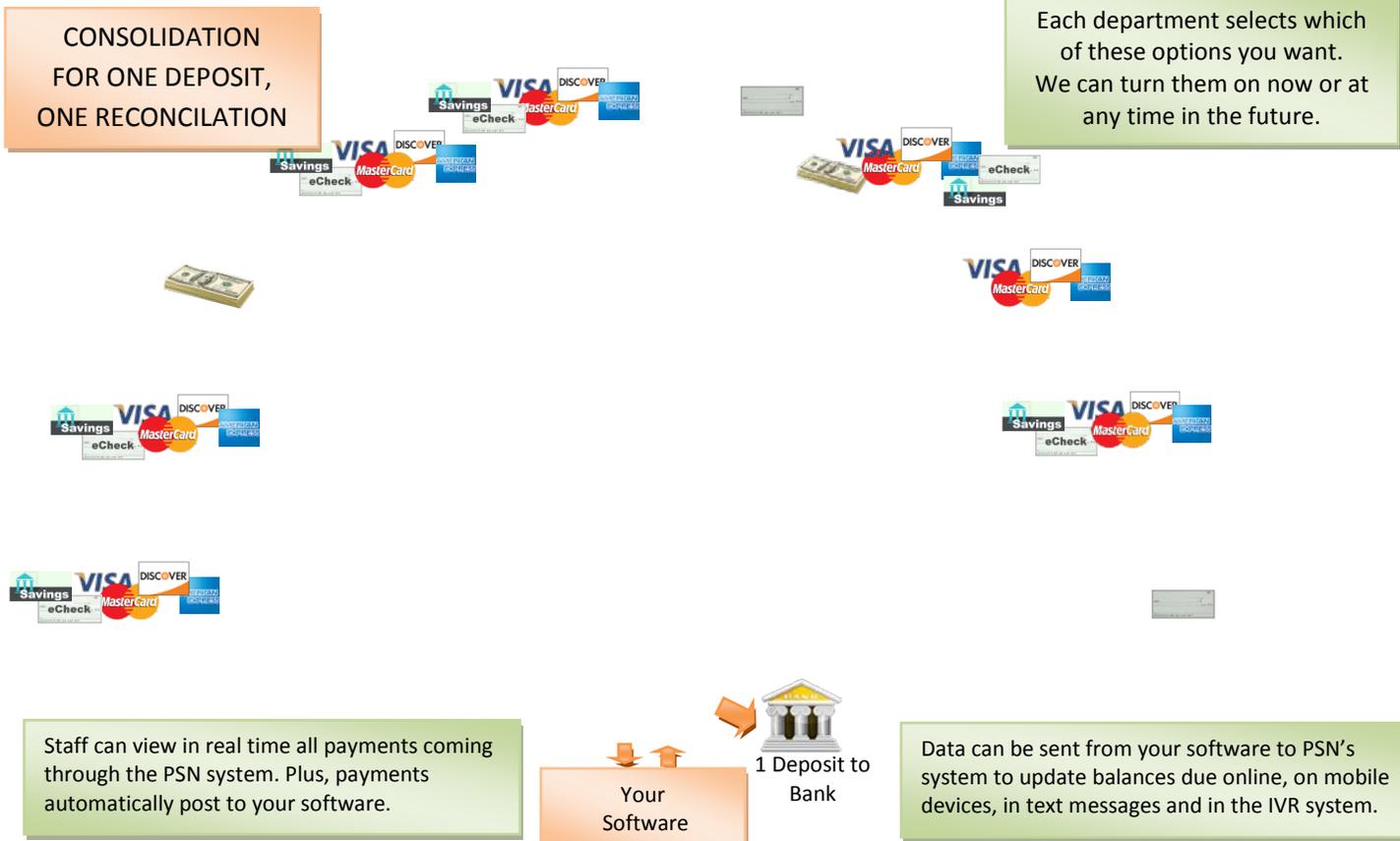
Training..... 11

Security 11

Online Demonstration 12

Payment Services

PSN accommodates all possible payment methods—credit card, debit card, eCheck, eSavings, paper check, money order, cash and bank-issued checks. You simply select which methods you want to allow your customers to pay with. Likewise, you will select which payment channels you will “open” to your customers.



- ✓ **Online: English and Spanish** (Available 24/7)
- ✓ **Mobile: Smart Phones & Tablets** (Available 24/7)
- ✓ **Text** (Message is sent to customer, they can simply press 1 to pay balance displayed with payment method displayed.)
- ✓ **Automated Phone (IVR): English and Spanish** (Available 24/7)
- ✓ **Live PSN Operator Assisted Calls: English and Spanish**
- ✓ **Over the Counter** (Your staff can use credit card swipe/EMV terminals or the PSN Virtual Terminal [any Internet-connected computer] for credit card or check payments.)
- ✓ **Field Payments** (An app allows field workers to view a customer’s balance due, recent payment history, etc. Payment method can be keyed in or via a credit card swipe.)
- ✓ **Kiosks** (You can place kiosks for bill payments at designated indoor or outdoor locations.)
- ✓ **Paper Checks** (Customers can mail checks to your office or a lockbox, where, after scanning, data can be sent through the PSN system for auto-posting to your software.)
- ✓ **Bank-Issued Checks** (Most payments initiated in your customers’ banks’ bill pay systems are turned into paper checks and mailed to you. However, with our Bank Bill Pay eSolution, we “capture” these payments as they are initiated by your customers and turn them into ePayments, routing the payments for deposit and the data into PSN’s system for automatic posting to your software.)
- ✓ **eCash Payment Locations** (For those customers who must pay in cash, PSN sets up payment locations throughout your area. PSN then turns the cash into an ePayment. This removes the risks of handling cash at City facilities and is generally more convenient for residents.)

Each department can select from among the following which methods of payment they want to offer customers. Payment methods can be added or removed at any time with a “flick of the switch.”

- **VISA** • **MasterCard** • **Discover** • **American Express** • **Checking/Savings**
- **Cash** • **Money Orders** • **Paper Checks** • **Bank-issued Checks**

More payment benefits include:

- **Scheduled, Immediate or Recurring Payments** (Customers can make an immediate payment, schedule a payment or, where applicable, easily set up Auto-Pay (recurring), which allows your customer to select either a set payment amount or the amount due each bill. Customers can make changes, such as method or day of payment, by simply going online or calling PSN. An email is sent to the customer a few days prior to the Auto-Payment to make sure they have sufficient funds/credit. PSN customer service staff can also set up Auto-Pays if customers prefer to call in.)
- **eCommunications** (Customers will receive emails of payment confirmation, if their credit card is about to expire, problems with a payment [NSF, wrong bank account, etc.], if Auto-Pay is ending and other notices to ensure they are kept abreast of their payments. Also, PSN allows your staff to get emailed notifications of payments, canceled or rejected payments, NSF notices [in much shorter time than bank notifications] and more.)
- **Online Payment History** (Customers can view a history of their payments as well as any problematic transactions, recent payments and pending payments.)

Online Billing

PSN provides an extremely flexible eBill solution for those departments doing regular billing (e.g., utilities). Here are the highlights of the eBill page in the customer’s payment portal.

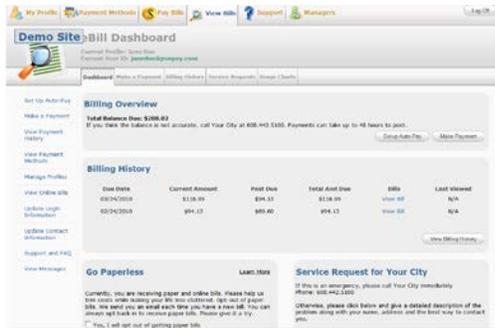
1. Current bill, which looks like the paper bill
2. Viewable archive of past bills (up to 24 months)
3. Current amount due (updated daily)
4. Ability to make a payment or set up Auto-Pay
5. Ability to opt-out of paper bills
6. Ability to print any bill
7. Ability to make a service request or other message to you
8. Colorful graphs to display month-over-month usage

Your staff will find the online bills incredibly helpful. If a customer calls because they didn’t receive their paper bill or wants a copy of an old bill, your staff can refer them to the website to view their bill online or the staff person can “grab” the online bill and either email or print and mail it to the customer. You can attach promotional or informational pieces to your eBills, just like you would place “stuffers” in mailed pieces. The attachments are easy-to-load PDFs. They can open automatically or your customer can be prompted to open them—you choose which method.

Customer Payment Portals

PSN has easy-to-use portals for customers to pay online, via a mobile app, via text* and by automated phone/IVR. The portals are customized with your company name or logo. (see next page) *In development.

ONLINE PORTAL



Payment features

- Make an immediate payment, schedule a payment or set up full-balance or fixed-amount Auto-Pay (only displays when applicable)
- Monitor status of payments; view payment history and scheduled payments
- Pay more than one account and pay multiple departments on a single visit
- View balance due, as available through data sharing
- Print or email receipts
- Automatic duplicate payment detection

Billing features

- View current bill which looks like printed bill
- View 24 months of archived bills and any outstanding balances
- Print any current or archived bill
- Ability to opt out of or back into paper bills

Communication and support features

- Email notifications of successful payment, payment coming due, payment past due, problematic payments, new eBill posted, credit card expiring and more which keep your customer current on the status of payments and bills
- Ability to send a service request to you (optional)
- Support page with FAQs and detailing ways to contact PSN (phone or email)
- Information at login providing payment methods (credit card, eCheck, eSavings) and ways to pay (online, phone) as authorized by the City

Customer profile features

- Customer validation (customer enters name & account number for integrated accounts)
- Set up and change login information
- Add, change and delete an unlimited number of payment methods
- Opt out of or into paper billing (as applicable)
- Establish or change phone number for automatic IVR identification
- Manage Auto-Pay (change date, payment method, cancel, etc.)

MOBILE APP PORTAL



Payment features

- Make an immediate payment or schedule a payment
- See current balance due
- View payment history and scheduled payments

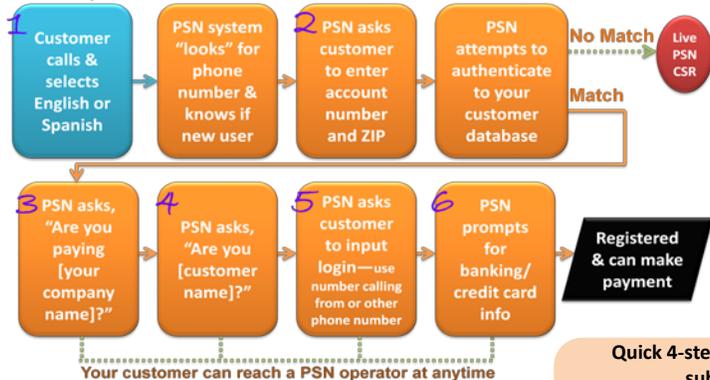
Customer Profile features

- Set up, change or delete payment methods
- Change password
- Payments are recorded in the customer's online payment portal for monitoring status, printing receipts, etc. Changes to payment methods and password are also automatically changed in the online portal.

PHONE PORTAL

Validation process for integrated departments

Validation process...



Payment features

- Make an immediate payment
- Prompt for current balance due
- Opt out to speak with a PSN Call Center rep or your CSRs

Customer Profile features

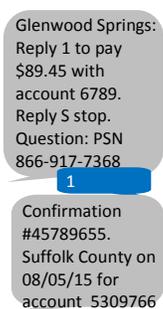
- Establish a phone number for auto-detection (system will recognize and greet caller by name on all future calls)
- Phone number can be changed in their online profile
- Set up payment methods for current payment and future calls (if a customer has paid online or mobile app previously, the IVR will ask if they want to use methods that were set up on those devices)
- Payments are recorded in the customer's online payment portal for monitoring status, printing receipts, etc. Changes to payment methods are also automatically changed in the online portal.

Quick 4-step payment process on subsequent calls

1. Confirm customer name
2. Confirm last 4 digits of payment method
3. Enter payment amount
4. Confirm and submit

Your customers can also directly contact the PSN Call Center to make payments or get assistance with any of our services.

TEXT MESSAGING



Payment features

- Make an immediate payment
- View balance due
- View last four digits of bank or credit card account number

Customer features

- Easy signup to receive text payment messaging
- Easy “text S” to stop receiving text payment messages
- Payment recorded in customer online portal
- Print or email receipts from the online portal

In development

IVR Options

PSN lets you select from three automated phone/IVR solutions. The **ELITE DEDICATED SYSTEM** provides you with a dedicated 800 number and the most customized functionality—customers listen to your script, can prompt for amounts due and can be transferred to your customer service staff or PSN staff. The **STANDARD DEDICATED SYSTEM** has all the features of the Elite system, except it forwards calls only to PSN staff rather than your staff. The **SHARED INDUSTRY SYSTEM** allows you to capitalize on “shared costs” with businesses in your industry. On the first call, the customer will validate themselves and the system will state “City of xxxxx” for verification. For all subsequent calls, the customer is greeted by their name. Customers can opt out to speak to a PSN Call Center representative.

Outbound Auto-Call Messaging

For outbound calls, you can use the **PSN Outbound Auto-Call Messaging Solution**. You simply upload a message and list of phone numbers to call, select the date and time for the calls to begin and PSN takes care of the rest. There is a “Press 1” feature for your customers to make an immediate payment—the call is automatically transferred to the IVR system.

PSN Call Center

PSN maintains an in-house customer support center that your customers and staff can call toll free. PSN decided to manage its own Call Center because of the high level of security, employee screening and training required. Further, we can fully monitor our CSRs professionalism with *your* customers. CSRs are available from 8am to 8pm (Eastern) on weekdays and from 9am to 6pm on weekends and holidays. PSN has English- and Spanish-speaking representatives.

Your PSN Account Management Center

Your staff will have 24/7/365 online access to all real-time payment information in the PSN Account Management Center (AMC). The AMC allows your staff to generate customized reports and notifications, set staff access levels, determine how reports are delivered to specified staff, upload and

download data, perform quality checks, reconcile payments and deposits and more. It is also an amazing tool for your customer service staff. When customers call with questions, your staff can look up a customer’s payment history, see the status of a pending payment from any PSN payment service, see what payment method was used and see why a payment didn’t go through. They can also view customers’ bills online as well as email or print and mail a copy of the bill to a customer. They will love the convenience of the AMC; no longer do they have to look in several places to find a payment being processed. You can take a “test drive” in our demo and see how the AMC will be at the heart of the payment services you are offering. (PSN is soon releasing a mobile management app which will feature the ability to view customer information as well as make payments on smart phones and tablets—great for field staff.)

Navigation in the PSN Account Management Center...

| | | | | |
|---|--|---|---|--|
| <p>ACCOUNT MANAGEMENT</p> <ul style="list-style-type: none"> • Update Payment Page • Upload/Download Data • Multiple-Account Access • Get Marketing Templates • And more... | <p>PAYMENT TRACKER</p> <ul style="list-style-type: none"> • View Real-time Payments • View Deposits • View Rejected/Cancelled • View Payment Histories • View Disputed Payments • And more... | <p>REPORTS</p> <ul style="list-style-type: none"> • View Registered Customers • Perform Daily or Month-End Reconciliation • And more... | <p>PAYMENT TOOLS</p> <ul style="list-style-type: none"> • Make Payments on Behalf of Customers • Set up/Change Auto-Pay • Check Scanning • And more... | <p>OUTBOUND AUTO-CALL</p> <ul style="list-style-type: none"> • Upload Messages • Upload Call Lists • Set Date & Time <p>SUPPORT</p> <ul style="list-style-type: none"> • Ticket Center • FAQs, Guides, Training |
|---|--|---|---|--|

Reports

EXAMPLE of an online report

Print, download

Sort, search, filter by field

The PSN system has several online, downloadable/printable reports available to your staff that can be customized to individual needs. The system also automatically generates reports—you select who gets these reports, whether they are detailed or summaries and whether they are delivered via email instantly, daily, weekly or monthly. Reports include: Customer Payments, Deposits/Withdrawals, Declined/Rejected Payments, Chargebacks/Refunds, Cancelled/Held Transactions, Disputed Transactions, Payment Histories, Daily Reconciliation, Monthly Reconciliation, Registered

Customers, Account Summaries and more. Each report can be sorted, searched and filtered for different criteria (date, customer, address, payment type, etc.).

Integration

The mission of PSN from its establishment in 1999 was to make remittance processing more efficient and error-proof. With that in mind, PSN built its system to be able to integrate with any software that could import and export data. Success can be measured by the fact that we have integrated with over 80, and counting, software platforms. PSN can integrate its system with yours through manual daily batch processing, automated daily batch processing, real-time data interchange through a web service or by an integrated payment module—all can be customized to meet your specific needs. Integration, at the very minimum, allows for the validation of customers, displaying balances due and posting payments to your software. PSN meets with your IT staff and software vendors to do a needs analysis to determine a customized solution for you.

Marketing Your Services

After training, PSN’s marketing department will prepare templates such as the following.



Marketing pieces are available in English and Spanish

More marketing we have created for our accounts...

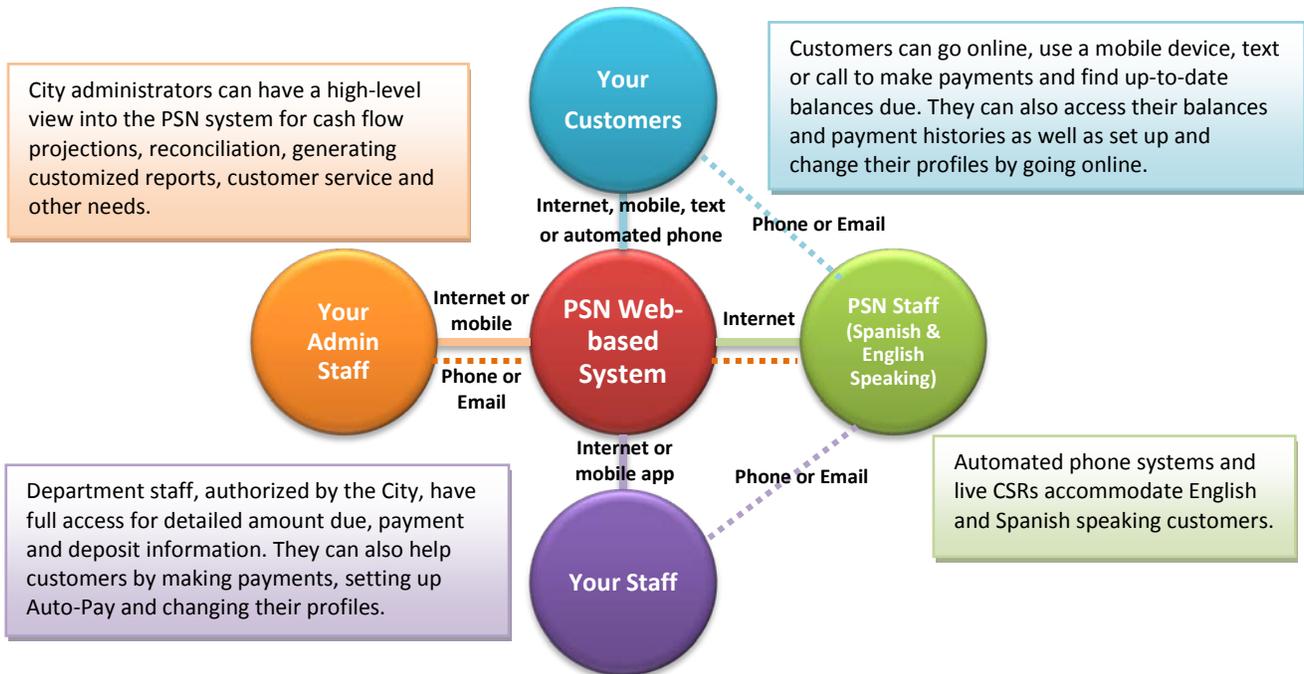
- Posters
- Press Releases
- Messaging on bills
- Postcards
- Email announcements
- Envelope design
- Twitter Copy
- Posters with tear-offs
- Mini Handouts

Communication

Success isn’t possible without great communication. PSN makes communicating easy for both your staff and your customers. PSN’s bevy of eCommunications solutions can help you communicate with your customers. *All eCommunications solutions are at no cost to you except for Outbound Auto-Call.*

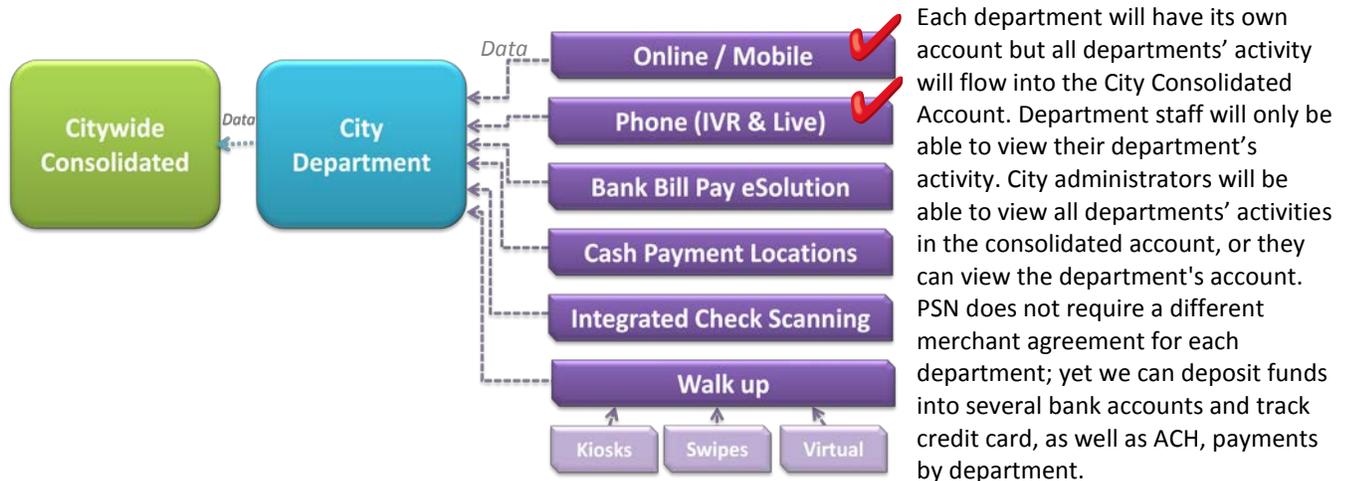
- **Customer Payment Notifications:** Customers will be notified via email of successful payments, Auto-Payment coming due, unsuccessful transactions along with the reasons and how to remedy the problems and any other matters that affect their payments (e.g., credit card is about to expire, Auto-Pay is expiring).
- **Customer Billing Notifications:** Customers will be notified via email when a new bill has been posted. The email provides a link to the View Bills page. Reminder bill due notices are sent out a few days in advance of the due date and again, after the due date if they did not make a payment.
- **Bill Attachments:** You can attach promotional pieces or notices to electronic bills; the same as you do with mailed bills. You simply upload the “stuffer” as a PDF, tag it to a billing cycle and designate if you want it to open automatically or prompt the customer to open.

- **Message Posting:** You can post an individual message, messages to a group or messages to your entire customer base. The message resides in a mailbox on the site and a notice will appear that they have a new message waiting.
- **Outbound Auto-Call Messaging:** Before you incur the costs of mailing past due notices, consider using PSN’s Auto-Call Solution. You simply upload the message and list of customers you want to call, specify the date and time you want the calls to be made and the PSN system takes care of the rest. Customers can even use the “Touch 1” feature to make an immediate payment via their phone. You can also use the Auto-Call service for informational notices.



Services across the Enterprise

For municipalities, PSN can provide services to every department, if desired.



Transaction Fees

PSN's flexibility allows you to choose who pays fees for customer-initiated transactions:

OPTION 1: The City pays all per transaction fees.

OPTION 2: The City pays the less expensive eCheck and eSavings fees; the customer pays the more expensive credit card fees.

OPTION 3: Customers pay all transaction fees.

Merchant Processor

PSN is both a merchant processor and gateway, resulting in savings as well as efficiencies. You will benefit by PSN's ability to consolidate all credit card payments (VISA, MasterCard, Discover, American Express) as well as ACH (check and saving) payments for one deposit and therefore, one reconciliation. No longer do you have to go to several sources to download reports and perform several reconciliations. Further, PSN can wrap the costs of both into one transaction fee so that you are not getting charged by several entities. There is also no additional integration which must be done to accommodate either a merchant processor or gateway. PSN also allows you to have only ONE merchant account; we easily separate the payments and deposits to different accounts by use of our technology. (Many merchant providers force you to get several accounts if you have multiple payment accounts or depository accounts.) PSN can qualify utilities for the "Utility Rate Program" available with VISA, MasterCard and Discover—lower interchange rates if the utility pays the transaction fees.

Needs Analysis and Implementation Schedule

PSN will provide an initial demonstration of our standard services. After which we will conduct a needs analysis to determine which services are best for you and your customers. The needs analysis will encompass:

1. Departments and specific locations where any payments are accepted
2. All items or services for which payments are accepted
3. Anticipated or actual transaction volumes for each payment type
4. Policies, rules and regulations applying to payments
5. All CIS systems utilized to produce bills and receive payments
6. Reporting and notification requirements

After the needs analysis, PSN and your involved staff will determine:

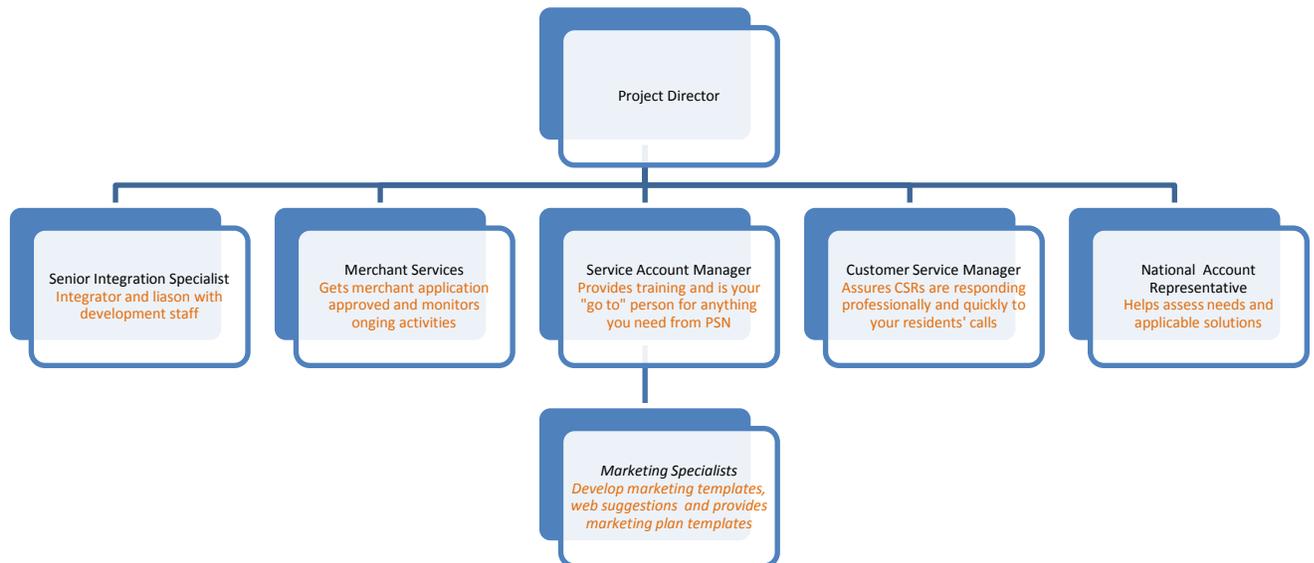
1. What payment methods should be offered (credit cards, eChecks, cash, etc.)
2. What payment channels should be opened (online/mobile app, text, automated phone, PSN Call Center, cash payment locations, etc.)
3. What solutions you want to implement immediately and which ones would you like to consider for future implementation
4. For which departments are eBills appropriate
5. Who will pay the transaction fees
6. What type of integration between your software and the PSN should be done

Once the complimentary analysis is complete and you have made final service decisions, the implementation process begins. The following are concurrent steps.

1. PSN implementation team assigned which includes a Service Account Manager (your go-to contact), Integration Specialist, Merchant Account Specialist, Marketing Specialist and Customer Service Supervisor.
2. You execute the PSN Agreement which includes the merchant credit card agreement.
3. PSN sets up the your online, mobile, text and IVR portals.
4. PSN customizes your PSN web payment portal to “look like” your website, if using our portal.
5. PSN provides your web developers with the link for online payments.
6. PSN’s Service Account Manager trains your staff.
7. PSN works with staff and/or software vendor for integrating software.

Project Team

PSN assigns a highly qualified team—each team member has extensive experience in working with municipalities. What is great about our team structure is that members follow through from implementation to ongoing support which assures familiarity with your needs and desires and building a consistent knowledge base. All team members are located in Madison, Wisconsin but are easily reachable via an online ticketing system, email or phone.



Training

PSN will provide you training at no cost. PSN’s training is customized for the specific solutions you select. There are seven training modules available, each lasting 30 minutes or less. You will decide which staff attend each training based on the roles they play in the payment and billing process. Training modules can include: marketing your services; the customer payment experience; account management; eBills; equipment; reconciliation; and payment monitoring.

Security

PSN meets PCI Level 1 Security Standards. PSN uses AES 256 bit encryption for stored data and all transmitted data is 2048-bit extended validated SSL via TLS 1.2 secured. PCI annually conducts a

thorough analysis of our security measures, including employees, facilities, data storage, data transfer and data destruction. Some examples of security measures include application firewalls, system firewalls and an annual internal and external penetration test. The facilities which house and store backup PSN data also pass PCI standards. Further, PSN automatically locks down any account access if there are three failed login attempts. By exclusively using the PSN system for payment processing, you would not be required to maintain costly PCI requirements.

Online Demonstration

We would be happy to do an online demonstration of our payment and billing system so that you can see first-hand all of the features and benefits you and your residents will realize.



eBills



REDUCE COSTS WHILE SATISFYING CUSTOMERS

Customers today expect the convenience of viewing bills online as proven by a decline of three billion mailed bills in just four years, and the pace is quickening! Plus, there is the benefit of reducing your carbon footprint and supporting “green” efforts. There are lots of other advantages as well, but perhaps most importantly, eBills can be delivered for as little as a ½¢ to about 10¢ each, depending on your volume. That’s significant savings!

KEY FEATURES

- Bills are displayed online as well as in the mobile app
- Customers are encouraged to opt out of receiving paper bills (optional)
- Electronic bills completely replicate paper bills
- You can attach notices and promotions, just like in mailed bills
- The eBill web page will also display current amount due and amounts due for past bills
- Customers can make a payment from the eBills web page
- Email notifications are sent
 - Every time a new bill is ready to view
 - When a bill is coming due and is past due
- Customers can
 - View a two-year history of bills
 - Print or email bills
 - Opt back into receiving paper bills
 - View usage charts
- Your staff can
 - View a two-year archive of customer bills
 - Easily email or print and mail a copy of any archived eBill to any customer whether registered on PSN or not
 - Download customers who have opted out of paper bills (this process can be automated to tag customers who don’t want printed bills)
 - Find out who has viewed their bills and generate reports on open rates

HOW IT WORKS

By simply uploading the billing data file to a secure PSN FTP site, PSN will create the eBills in PDF format, post them for display, archive them and send notices to your customers. You can easily add “bill stuffers” by uploading a PDF to PSN, selecting the bill it will be attached to and select whether the attachment should open automatically or prompt customers to open it.

BENEFITS

- ✓ Any customer who logs into PSN can automatically view their bills—no special registration for eBills is required
- ✓ Convenience: customers only need to go to one portal to view eBills and make payments
- ✓ Reduce paper, printing, postage, equipment upkeep costs as customers opt out of paper bills
- ✓ Reduce calls to your staff as more information is available online and in the app
- ✓ Bill delivery is quicker and can speed cash flow

Contact us for more information on this and other services that can help simplify your business day.



ePayments ■ eBills ■ eCommunications



Banyon Data through our electronic payment partner, Payment Service Network (PSN), offers you the widest suite of electronic payment, billing and communication services. PSN solutions are so easy to implement, manage and use. Yet they are so sophisticated that you can let your customers pay any way they want, while fully adhering to your business policies and applicable regulations. No matter how your customers pay, all payments will be consolidated into the PSN system with automatic posting to your software. Add to that your ability to reduce the cost of printing and mailing bills with eBills and broadening your customer communications to include everything “e” and you have a complete solution that is unbelievably inexpensive—in fact, your ROI is nearly immediate. What’s most excellent is that you can select only the services that are best for your organization and your customers today and easily change them as your needs change.

**Keep customers happy!
Let them pay any way
they want—or can!**

- ✓ Online
- ✓ Smart Phones & Tablets
- ✓ Automated Phone (Spanish/English)
- ✓ PSN Call Center (Spanish/English)
- ✓ Entered by Your Staff
- ✓ Mailed Paper Checks
- ✓ Bank-issued Check Payments
- ✓ Cash Payment Locations
- ✓ Credit Card Swipes

All of these payments can flow into the PSN system and then automatically post to your software.

**Make billing simple
for you and
your customers!**

- ✓ eBill resembles paper bill
- ✓ Online archive (up to 24 months)
- ✓ Current amount due always available
- ✓ Ability to opt out of paper bills
- ✓ Ability to print any bill
- ✓ Ability to make a service request
- ✓ Attach notices just like in paper bills
- ✓ Accessible to your staff
- ✓ Automated notices to customers that their bills are ready to view

With a simple file upload, PSN generates and posts the bills online. A customer file uploaded daily updates the current amount due.

**Assure you get paid
by accepting a wide range
of payment methods!**

- ✓ VISA
- ✓ MasterCard
- ✓ Discover
- ✓ American Express
- ✓ eChecks and eSavings
- ✓ Cash
- ✓ Money Orders
- ✓ Paper Checks
- ✓ Bank-issued Checks (Bank bill pay systems)

Select which payment methods you want to allow your customers to use, and PSN “turns them on.”

**Simplify your
business day...
Let PSN work for you!**

- ✓ Data sharing payments to your software and posts amounts due online
- ✓ All payments flow into one system for one deposit, one reconciliation
- ✓ No PSN hardware or software costs
- ✓ Eliminate data entry errors, bank-issued paper checks, cost of printing/ mailing bills
- ✓ Easily reconcile payments and deposits
- ✓ Have online access to all payment, billing and communications information

These are just a few of the many, many benefits you can realize with implementing PSN ePayment, eBill and eCommunication solutions.

Contact us for more information or a live online demonstration of our solutions.



Payment Service Network, Inc.

Simplifying your customer's life and your business day

Pricing Proposal for City of Mayer, MN

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FAX 608.442.5116

Kevin Xiong

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kxiong@paymentservicenetwork.com



Thank you for allowing me to submit this proposal. Payment Service Network (PSN) provides a vast range of eServices for payment processing, billing and customer communication. After discussing your needs, I have developed the following proposal of services. Please let me know if there is any additional information you require. The staff at PSN looks forward to providing you with personalized service.

This proposal quotes costs for the services that are marked below. If you would like quotes on any additional services, please let me know.

PAYMENT METHODS

| Included | Not Included | |
|----------|--------------|--------------------------------|
| √ | | Credit and Debit Card Payments |
| √ | | Checking and Savings Payments |
| | √ | Cash and Money Orders |

PAYMENT CHANNELS

| Included | Not Included | |
|----------|--------------|---|
| √ | | Online |
| √ | | Customer Mobile App* |
| | √ | Field Payment App* |
| √ | | Virtual Terminal (any Internet-connected device)* |
| √ | | Automated Phone (IVR) and PSN Call Center |
| | √ | Text |
| √ | | Credit Card Terminal |
| √ | | Backoffice Auto-Pay (recurring set up by staff) |
| √ | | Customers' Banks' Bill Payment System |
| | √ | Cash Payment Locations Arranged by PSN |
| | √ | Paper Check Scanning (Check 21) |

**Come standard with Online payment services*

ADDITIONAL SERVICES

| Included | Not Included | |
|----------|--------------|-----------------------------------|
| √ | | Web Customization |
| √ | | Data Sharing (System Integration) |
| √ | | eBills |
| | √ | Customized Mobile App |
| | √ | Customized Automated Phone (IVR) |
| √ | | Outbound Auto-Call Messaging |
| | √ | Lockbox Processing |

Implementation and Service Fees

Following are non-transactional fees which are either one-time, monthly or annual costs. If you need additional information on these costs, please let me know.

| | | |
|---|---|--|
| Service Implementation Fee Includes, as applicable: Implementation Team • Training • Online Portal Setup • Standard Customer & Field Payment App Setups • Text Payment Setup • IVR Setup • PSN Call Center Training Specific to Your Account • Merchant Application Processing • eBill Design • Marketing Support | One-time fee | \$149 |
| Data Sharing/Integration Includes, as applicable: Integration Specialist • Creating Specifications • Developing Interface • Coordination with Your Software Supplier • Testing • Training NOTE: Check with your software provider for their fees, if any | One-time fee | Included |
| Website Customization Fee Includes: Development of Web Portal with Your Logo | One-time fee | \$50 OPTIONAL SERVICE |
| Support, Maintenance Fee Includes, as applicable: Online Portal, Standard Customer Mobile App, Field Payment App, IVR System Upgrades and Maintenance • Call Center Support for Your Customers • Email Notifications to Payers and Staff • Service Account Manager for Your Staff • Interface/Integration Support (Storage and Maintenance of Customer Data) • Reports • Online Account Management Center • System and Account Monitoring (24/7) • And More | Monthly fee per account NOTE: If PSN eBills are used, this fee is waived. | \$0.00 for Online + Mobile App + Virtual Terminal \$14.95 for Phone Payments OPTIONAL SERVICE |
| eBill Fee Includes: Creation of PDF eBills • Posting Online • Archiving for 24 Months • Email Notifications (Includes “Ready to View,” “Coming Due” and “Past Due,” as Applicable) | Monthly fee NOTE: If PSN eBills are used, the Support, Maintenance fee is waived | \$29.95 OPTIONAL SERVICE |
| Credit Card Terminal Maintenance Fee Optional Service | Monthly fee \$2.50 for each additional terminal | \$4.95 |
| PCI Security Compliance Fee Includes: Required PCI Certification • Compliance with Credit Card Security Requirements • Auditing | Annual fee (one fee regardless of number of accounts) | \$89 |

Equipment Cost

| | | |
|--|----------------------------|----------------------------------|
| Credit Card Swipe Terminal Includes: Terminal • Setup • Shipping | One-time cost per terminal | \$250 OPTIONAL SERVICE |
|--|----------------------------|----------------------------------|

Transaction Fees

To cover costs of processing payments through the network of financial institutions, the following fees will apply to each transaction. The fees are based on the type of payment (check, credit card, cash) and/or how the payment is made.

OPTION 1: You Pay All Fees

| <i>Payment Channel</i> | <i>Check/Savings</i> | <i>Credit/Debit Card</i> |
|---|----------------------|---------------------------|
| Online • Mobile • Virtual • Swipe/Scan | 50¢ | 50¢ + credit card fees |
| Automated Phone (IVR) | 75¢ | 75¢ + credit card fees |
| PSN Call Center | \$1.50 | \$1.50 + credit card fees |
| Backoffice Auto-Pay (recurring ACH set up by staff) | 20¢ | NA |

Credit card fees for VISA, MasterCard, Discover:

Interchange Rate + Network Card Assessment Fee + Discount Rate + Authorization Fee

- *Interchange Rate: PSN will arrange special utility interchange rates for your company. You will pay the amount charged by the credit card company; PSN does not mark up the interchange rate to assure you get charged the lowest possible fee for the card being used by your resident. Utility fees are a flat rate between 45¢ - \$1.50; most settle between 65¢ - 75¢.*
- *Network Card Assessment Fee: You will pay the amount charged by the credit card networks; PSN does not mark up this fee. The fee is a percentage based on the total monthly payment amount and is charged monthly. Example: \$1,000 in total monthly payments x 0.14% network fee = \$1.40.*
- *Discount rate (a term used by merchant providers) is an added cost. It is a percent of the transaction. You will pay a discount fee of 0.5%. Example: \$100 payment x 0.5% discount fee = 50¢.*
- *Authorization fee is a flat fee of 10¢ per transaction.*

Credit card fees for American Express (if you choose to accept): 2.60% plus \$0.50 if under \$100

OPTION 2: You Pay Check Fees & Customers Pay Credit Card Fees

Fees Paid by Your Customers

| <i>Payment Channel</i> | <i>Check/Savings</i> | <i>Credit/Debit Card</i> |
|---|----------------------|------------------------------|
| Online • Mobile • Virtual • Swipe/Scan • Automated Phone (IVR) • PSN Call Center | None | 2.75% (+50¢ if under \$100)* |

*Credit cards include your choice of VISA, MasterCard, Discover

Fees Paid by You

| <i>Payment Channel</i> | <i>Check/Savings</i> | <i>Credit/Debit Card</i> |
|---|----------------------|--------------------------|
| Online • Mobile • Virtual • Swipe | 50¢ | None |
| Automated Phone (IVR) | 75¢ | None |
| PSN Call Center | \$1.50 | None |
| Backoffice Auto-Pay (recurring ACH set up by staff) | 20¢ | NA |

OPTION 3: Customers Pay All Fees

| <i>Payment Channel</i> | <i>Check/Savings</i> | <i>Credit/Debit Card</i> |
|---|----------------------|------------------------------|
| Online • Mobile • Virtual • Swipe/Scan • Automated Phone (IVR) • PSN Call Center | \$1.00 | 2.75% (+50¢ if under \$100)* |

*Credit cards include your choice of VISA, MasterCard, Discover

**NOTE: A \$15 fee is charged to you for any disputed credit/debit card.
Your customers will be charged a \$35 NSF fee.**

Other Services

You can also convert time-consuming traditional payments to ePayments through PSN. These payments can automatically post to your software, if integrated. You would pay these fees.

| <i>Conversion Methods</i> | <i>Fee</i> |
|--|------------|
| Bank Bill Payment Paper Checks to ePayments* | 50¢ |

**Your utility company must qualify for these services*

PSN can also provide ancillary services.

| <i>Services</i> | <i>Fee</i> |
|------------------------------|---|
| Outbound Auto-Call Messaging | 15¢ per minute/2 minute minimum/only charged for answered calls |
| Lockbox Services | |



Request for Council Action Memorandum

Item: Republic Services – Recycling Contract

Meeting Date: March 11, 2019

Presented By: Margaret McCallum, City Administrator

Recommendations/Action/Motion Requested:

To discuss the request from Republic Services to amend the contract.

Details:

In 2018, Republic Services provided information to the City Council about the rising costs of recycling.

Republic Services asked the City Council to consider allowing for a \$.53 per household per month increase to help cover the cost of recycling processing fees.

Republic Services stated that they would honor all current contracts.

The City's current contract goes to August 2020.

Attachments:

Garbage and Recycling Contract.

**CONTRACT FOR COLLECTION, TRANSPORTATION AND DISPOSAL
OF RESIDENTIAL GARBAGE FOR THE CITY OF MAYER, MN**

This Contract is made and entered into this 1st day of September 2015, by and between the City of Mayer, Minnesota, a municipal corporation and Elite Waste Disposal, Inc., a Minnesota corporation ("Contractor").

WHEREAS, the City is desirous of entering into a Contract for the collection, transportation and disposal of residential garbage and recycling within the City; and

WHEREAS, the Contractor is desirous of entering into a Contract with the City with respect to such services,

NOW THEREFORE, it is mutually agreed between the parties as follows:

SECTION 1. TERM:

The Contract will commence as of the 1st day of September 2015, and will terminate on August 31, 2020. The parties may agree to extend this Contract by mutual written agreement.

SECTION 2. RESIDENTIAL GARBAGE and RECYCLING COLLECTION:

Every person who owns or occupies a residential dwelling, including a house, apartment house, multiple residential dwelling, manufactured home, or any other place of residence, must have weekly collection of garbage or other refuse.

The Contractor shall be the exclusive provider of residential garbage and recycling collection services in the City and shall collect all residential garbage weekly and recycling every other week. The Contractor will notify residents if their pick-up day and time changes from the current, pick up day schedule.

SECTION 3. RESIDENTIAL GARBAGE COLLECTION RATES:

Contractor will invoice the residents of the City of Mayer quarterly for services rendered pursuant to the rates on Attachment A.

SECTION 4. ADJUSTMENTS OF RATES:

Charges for garbage and recycling collection under this Contract shall be increased as described in Attachment A, beginning on September 1st of each year. In addition, the charges shall be adjusted to reflect any new or increases in federal, state, county or local taxes or fees.

SECTION 5. COLLECTION EQUIPMENT:

The Contractor will supply each resident with a 32, 64 or 96-gallon cart for their garbage, depending on which level of service the customer chooses. The Contractor will also supply each resident with a 32, 64 or 96 gallon cart for single sort recycling.

SECTION 6. COLLECTION OPERATIONS:

The Contractor shall furnish all labor and equipment as shall be necessary and adequate to insure satisfactory collection and transportation of refuse and recycling. The Contractor shall make every effort to maintain established pickups even though conditions such as weather may be adverse. Containers shall be handled with reasonable care to avoid damage, and replaced in an upright position. Any contents spilled shall be cleaned up and disposed of immediately in a workmanlike manner and all work to be performed hereunder shall be done so as to protect the highest extent possible the public health and safety.

SECTION 7. CONTRACTOR INSURANCE AND INDEMNIFICATION:

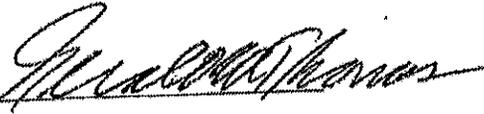
The Contractor shall carry and file policies or certificates of insurance with the City of Mayer for workman's compensation insurance, public liability insurance and property damage insurance in such amounts as required by the City and Contractor shall indemnify and save harmless the City from any and all claims and causes of action which may be asserted against the City on account of any negligent act of omission of the Contractor or their employees and agents in connection with their performance of the work. It is understood and agreed that contractor is an Independent Contractor under the laws of the State of Minnesota.

SECTION 8. FORCE MAJEURE:

Contractor's obligations hereunder shall be suspended in the event of a force majeure (Act of God, such as tornadoes, floods and other similar disasters).

IN WITNESS WHEREOF, the parties have hereunto executed this Contract by their officers on the day and year first above written.

CITY OF Mayer

By: 

Title: Mayor

Date: August 24, 2015

ELITE DISPOSAL
MINNESOTA, INC.

By: 

Title: PRESIDENT

Date: 8/27/15

ATTACHMENT - A

CITY OF MAYER PROPOSED TRASH – RECYCLING – COMPOST & ORGANICS RATES

TRASH

| <u>Container Size</u> | <u>Year 1</u> | <u>Year 2</u> | <u>Year 3</u> | <u>Year 4</u> | <u>Year 5</u> |
|-----------------------|---------------|---------------|---------------|---------------|---------------|
| 32 Gallon Senior | \$6.46 | \$6.46 | \$6.65 | \$6.85 | \$6.99 |
| 32 Gallon | \$7.46 | \$7.46 | \$7.68 | \$7.91 | \$8.07 |
| 64 Gallon | \$8.80 | \$8.80 | \$9.06 | \$9.33 | \$9.52 |
| 96 Gallon | \$10.13 | \$10.13 | \$10.43 | \$10.74 | \$10.95 |

*Prices do not include 9.75% Solid Waste Management Tax.

SINGLE SORT RECYCLING

| <u>Container Size</u> | <u>Year 1</u> | <u>Year 2</u> | <u>Year 3</u> | <u>Year 4</u> | <u>Year 5</u> |
|-----------------------|---------------|---------------|---------------|---------------|---------------|
| 32, 64, 96 Gallon | \$2.69 | \$2.69 | \$2.77 | \$2.85 | \$2.91 |

COMPOST / ORGANICS

Residents of Mayer can participate in both the yard-waste and organics programs. Either option requires Elite service pricing and routing.

FREE SERVICES

Weekly complimentary pickup will be provided at the Community Center and Parks, Firehall, and the Wastewater Treatment facility. Above rates also include the annual curbside spring cleanup, excluding electronics.

ANNUAL REVIEW:

The City and Contractor agree to meet and review the Contract, annually. Additionally, if modifications are deemed necessary by both parties, such modifications shall be made.

Granicus Proposal for Mayer, MN

This quote is for budgetary purposes only. Please do not submit a Purchase Order against this document. Pricing is subject to change based on the scope. Please contact your Granicus representative for an official quote, which will include a period of performance, final pricing, and terms and conditions.

Granicus Contact

Name: Christopher Stovall

Phone: 202.919.4622

Email: christopher.stovall@granicus.com

Proposal Details

Prepared On: 2/25/2019

Valid Through: 4/26/2019

Tier: Up to 5000 Subscribers

Pricing

Payment Terms: Net 30 (Payments for subscriptions are due at the beginning of the period of performance.)

Currency: USD

Domains Included for the Communications Cloud

The subscription includes the following domain(s) and subdomain(s): <https://www.cityofmayer.com/>

One-Time Fees

| Solution | Billing Frequency | Quantity/Unit | One-Time Fee |
|--|-------------------|---------------|-------------------|
| Communications Cloud - Setup and Configuration | Up Front | 1 Each | \$2,400.00 |
| Communications Cloud - Online Training | Up Front | 1 Each | \$500.00 |
| SUBTOTAL: | | | \$2,900.00 |

| Annual Fees for New Subscriptions | | | |
|--|--------------------------|----------------------|-------------------|
| Solution | Billing Frequency | Quantity/Unit | Annual Fee |
| Communications Cloud | Annual | 1 Each | \$6,000.00 |
| SUBTOTAL: | | | \$6,000.00 |

| Remaining Period(s) | | |
|----------------------------|-------------------|-------------------|
| Solution(s) | Year 2 | Year 3 |
| Communications Cloud | \$6,420.00 | \$6,869.40 |
| SUBTOTAL: | \$6,420.00 | \$6,869.40 |

| Product Descriptions | |
|---|---|
| Name | Description |
| Communications Cloud | <p>The Cloud is a Software-as-a-Service (SaaS) solution that enables government organizations to connect with more people. By leveraging the Cloud, the client will be able to utilize a number of different outreach mediums, including email, SMS/text messages, RSS feeds, and social media integration to connect with its target audiences. The Cloud includes:</p> <ul style="list-style-type: none"> • Unlimited email sends with industry-leading delivery and management of all bounces • Support to upload and migrate existing email lists • Access to participate in the GovDelivery Network • Ability to send mass notifications to multiple devices • 24/7 system monitoring, email and phone support during business hours, auto-response to inbound messages from end users, and emergency support • Text-to-subscribe functionality • Up to 2 Web-hosted training sessions annually • Up to 50 administrators • Up to 1 GovDelivery account(s) • Access to a complete archive of all data created by the client for 18 months (rolling) • Up to 3 hours of message template and integration development • Up to 100 subscription topics • Up to 100,000 SMS/text messages per year from a shared short code within the United States* <p>*International numbers are not supported. SMS/text messages not used in the period of performance will not carry over to the following year.</p> |
| Communications Cloud - Setup and Configuration | <p>The Cloud is a Software-as-a-Service (SaaS) solution that enables government organizations to connect with more people. By leveraging the Cloud, the client will be able to utilize a number of different outreach mediums, including email, SMS/text messages, RSS feeds, and social media integration to connect with its target audiences. The Cloud setup and configuration includes:</p> <ul style="list-style-type: none"> • The implementation consultant will be assigned to Recipient during the setup process for up to 90 days • Unlimited access to Web-based recorded trainings and online help for administrations on the following topics: standard Messaging, the GovDelivery Network, Automation, Mobile and Analytics • Up to 2 Web-hosted training sessions that must be used within 180 days of Kickoff • Up to 5 hours of message template and integration development that must be used within 90 days of Kickoff |
| Communications Cloud - Online Training | <p>Provides a balance of Product knowledge and industry best practices to a specific audience. Sessions are delivered by product experts via videoconferencing technology.</p> |



GovDelivery Communications Cloud

Digital communications platform for government

Communications Cloud is a marketing-automation platform that enables government organizations to quickly and easily connect with more constituents. As the only FedRAMP-certified marketing-automation platform, Communications Cloud is the most-secure marketing solution available for public sector organizations.

Craft messages in custom-built branded templates to provide a consistent and familiar experience for audiences across all platforms. Engage citizens with content by sending messages to a specific segment of your audience and save valuable time by crafting a single message and sharing through email, text and social media instantly.

Grow an audience through text-to-subscribe, social media promotion, other government agencies through the GovDelivery Network and by leveraging website traffic with attention-commanding subscription strategies. The simple sign-up process allows constituents to opt into receiving communication on the topics that matter to them, simultaneously allowing your organization to divide constituent subscribers by interests.

Communications Cloud delivers messaging at a higher rate, keeping emails out of spam folders and handling unsubscribes, bounces and inactive emails, allowing communicators to focus on content.

Available reports on open and click-through rates provide insight into message success and allow for continuous improvements to a marketing strategy to make each touch better than the last.

GOVDELIVERY NETWORK

Further build out subscriber lists through cross-promotion opportunities with nearby and related organizations by leveraging the GovDelivery Network, which includes over 1,800 organizations with more than 150 million citizens. With more than 50,000 new people signing up for messages from government through Granicus' solutions every day, organizations using Communications Cloud have increased subscribers by up to 500 percent.



Email, text message and social media communications



Secured with FedRAMP certification



Audience growth opportunities/strategies



Customizable, branded templates



Manage emails - inbox placement, deliverability



Open, click-through, and bounce rate reporting