



Resolution No. 2023-11

Approving Agreement with Paymentus
for Payment Processing Services



Process Management Team

- PMT Mission Statement: The PMT will enhance the ability of the City to resolve complex administrative and service-delivery challenges by equipping staff with specialized training in process improvement, performance measurement and problem solving.
- The Process Management Team (PMT) consists of staff from every department at the City:

Melissa Moore – City Manager’s Office

Beth Kondrick – City Manager’s Office

Mike Grundman – IT

Stacy Stromberg – Community

Development

Olivia Raun – Communications

Mikey Oman – Employee Resources

Karen Fischer – Public Safety

Maddison Zikmund – Fire

Touyia Lee – Public Works

Jessica Nelson-Roehl – Recreation

Cody Rosetti – Springbrook

Pat Maghrak – Finance

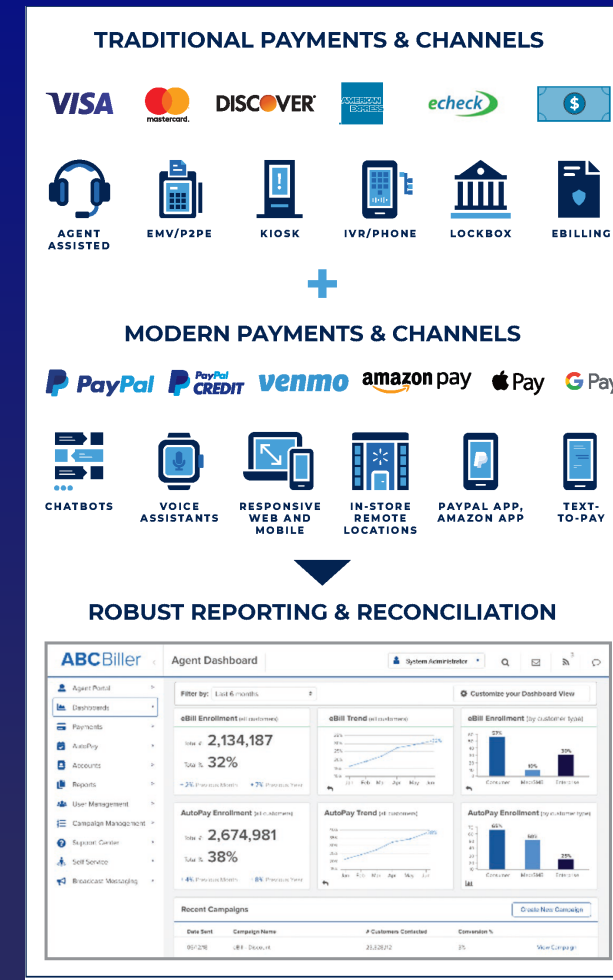
Payment Processing Review

- Survey of internal (the City) and external (the customer) needs
- Evaluation criteria included:
 - Customer Service options
 - Leveraging Available Technology
 - Common systems and practices with existing City programs
 - Cost savings
 - Improved workflow
 - Ensured compliance

After careful review of proposals and technical specifications, Paymentus was selected as the payment processing vendor who best met all the evaluation criteria established by the PMT.

Paymentus

- Established ability to integrate with existing programs for licensing and permitting, and the City's financial banking systems.
- Robust offering of traditional payment options, and more modern options such as Apple Pay or Paypal.
- Online portal for customers to be able to make payment for City services
- Comparable fees competitive vendors.
- Cost-neutral implementation.



Next Steps

- Public Safety implementation for Administrative Citations for parking tickets.
- If a demonstrated return on investment, staff will begin connecting Paymentus services to other City services for recreation, licensing, and permitting.

Questions?

Thank you!

