

AGENDA
FINANCE AND GOVERNANCE STANDING COMMITTEE

To be held at Saanich Municipal Hall, Committee Room 2
Monday March 10, 2025 at 9:00 AM

The District of Saanich lies within the territories of the ləkʷəŋən peoples represented by the Songhees and Esquimalt Nations and the W̱SÁNEĆ peoples represented by the Tsartlip, Pauquachin, Tsawout, Tseycum and Malahat Nations.

We are committed to celebrating the rich diversity of people in our community. We are guided by the principle that embracing diversity enriches the lives of all people. We all share the responsibility for creating an equitable and inclusive community and for addressing discrimination in all forms.

A. ADOPTION OF MINUTES

1. OCTOBER 28, 2024 FINANCE & GOVERNANCE STANDING COMMITTEE MEETING DRAFT MINUTES

B. COMMITTEE BUSINESS ITEMS

1. 2025 STRATEGIC PRIORITIES GRANTS AND COMMUNITY BUILDING GRANTS
2. CREDIT CARD FEE RECOVERY IMPLEMENTATION
3. GOWARD HOUSE SOCIETY 2025 FUNDING REQUEST

C. ADJOURNMENT

Next Meeting: May 02, 2025 at 10:00 AM

In order to ensure a quorum, please contact Tara Judge at 250-475-5555 or tara.judge@saanich.ca if you are unable to attend.

**MINUTES
FINANCE AND GOVERNANCE STANDING COMMITTEE**

Held at Saanich Municipal Hall, Committee Room #2

770 Vernon Avenue

October 28, 2024, at 10:00 a.m.

Present: Councillor Susan Brice (Chair); Councillor Teale Phelps Bondaroff Councillor Karen Harper; Mayor Dean Murdock (10:02 a.m.)

Staff: Brent Reems, Chief Administrative Officer (10:02 a.m.); Paul Arslan, Director of Finance; Suzanne Samborski, Director of Parks, Recreation and Community Services; Jennifer Lockhart, Senior Manger Financial Services, Eva Riccius, Senior Manager Parks; and Colton Whittaker, Committee Clerk

Regrets: Councillor Nathalie Chambers

MINUTES FOR ADOPTION

MOVED by Councillor Phelps Bondaroff and Seconded by Councillor Karen Harper: "That the minutes of the Finance and Governance Standing Committee meeting of August 12, 2024, be adopted as circulated."

CARRIED

FUNDING OPTIONS FOR THE BIODIVERSITY CONSERVATION AND URBAN FOREST STRATEGIES

The Senior Manager of Parks highlighted that they are currently developing a joint work plan for both strategies for the next two years. Each strategy has a long-term vision with numerous actions to implement. For 2025, there is a combined ongoing funding request of \$457,000 and a one-time funding request of \$227,000. In 2026, the anticipated ongoing funding request would be \$512,000, with an additional one-time request of \$152,000. These amounts would result in a 0.39% increase in property taxes for 2025. Staff also examined a scenario where funding is distributed over four years rather than two. Additionally, they explored the potential for a reserve fund to support the biodiversity conservation strategy but concluded it would be more effective for Council to fund this initiative directly. The Parks department continues to consider various funding sources, including grants, in-kind support, and donations.

During the discussion, the committee considered the advantages of spreading the funding over four years instead of two. A grant from the Fraser Basin Council is enabling Parks to explore a private land stewardship program working with the Habitat Acquisition Trust to review pilot programs, including policy and incentive opportunities.

Further collaboration with community planning is underway to examine incentive programs, density bonuses, and protections for the environment and trees. The Urban Forest Strategy does not receive funding from a reserve fund. As the committee considered the two- versus four-year funding question, they emphasized the need for sufficient time to establish and sustain these initiatives effectively. A strong partnership with engineering was emphasized by the Senior Manager of Parks.

MOVED by Councillor Karen Harper and Seconded by Councillor Teale Phelps Bondaroff: “That the Finance and Governance Standing Committee concur with the staff recommendation of a scaled funding approach, to align with financial priorities and staff workplans, and recommend to Council that a reserve fund not be established at this time.”

The following discussion ensued:

The committee discussed whether to separate the motion into two parts but ultimately decided to keep it intact. Members discussed how establishing a reserve fund might imply that this initiative is being treated differently from other strategic initiatives.

The Motion was then Put and CARRIED

***The Director of Parks, Recreation and Community Services and Senior Manager of Parks left the meeting at 10:35 a.m.

2ND TRIMESTER RESULTS REPORT

The Director of Finance presented the second trimester results, noting overall positive outcomes with some challenges compared to the previous year. One challenge involves refunds on property taxation; several properties that underwent the BC Assessment Property Owner (PO) appeal process have won their appeals, affecting property tax revenue. Recreation revenue, however, has shown strong growth with increasing post-COVID participation. Water revenue remains unpredictable, prompting conservative budgeting. Last year's favorable interest rates benefited finances, but the Bank of Canada is expected to continue to reduce rates. The latest 0.5% decrease is not reflected in the report. High-interest savings accounts will be affected by changing interest rates, but bonds, which the District typically holds long-term, continue to perform well.

On the expenditure side, vacancy issues are easing as more departments are now fully staffed. Recreation expenses are slightly elevated compared to previous years, corresponding to the increase in activity and revenue. Regarding capital projects, those over \$1 million are detailed in the report.

Investment returns are performing well at around 5%. Procurement processes are largely competitive, though single-source bidders are common in sewer and water projects. A Footnote indicates that a grant from the Ministry of Emergency Management and Climate Readiness lowered costs for the emergency program. For capital programs, staff will follow up on potential delays for Wilkinson Road. Investment returns are expected to exceed forecasts. The committee would appreciate discussing how surpluses are handled at a future meeting, staff have a policy that they can bring to the committee for discussion.

Water and sewer revenue often varies from initial forecasts, sometimes leading to annual deficits, though revenue typically catches up. Aging stormwater infrastructure, including concrete pipes, is replaced as needed. The Water Master Plan strategy aims to replace significant infrastructure and includes short-term borrowing approved by council to meet 10-year plan objectives. On the investment side, all bonds are secured through the Municipal Finance Authority (MFA), with consultants managing bond purchases. Guaranteed Investment Certificates (GICs) are generally held for one to two years, with careful timing to maintain accessibility to funds.

MOVED by Councillor Teale Phelps Bondaroff and Seconded by Councillor Karen Harper: “That the Finance and Governance committee receive the report from the Director of Finance for information and that the report be referred to Council for its consideration.”

CARRIED

COMMUNITY ASSOCIATION OPERATING GRANTS FUNDING REQUEST INCREASE

Grants have not increased since 2012, and a proposed 33% increase was discussed. However, only one association has requested this amount, raising questions about the need for such a substantial adjustment. While the 33% figure aims to account for inflation since 2012, the committee considered this excessive, especially given that some associations have large memberships while others do not. Instead, a 10% increase was deemed reasonable, as it factors in the insurance component already covered.

The discussion raised broader questions about the role and criteria for funding community associations. Committee members agreed on the importance of ensuring that associations are representative of the communities they serve. This topic could be explored further in a future meeting.

MOVED by Councillor Karen Harper and Seconded by Councillor Teale Phelps Bondaroff: “That the Finance and Governance Standing Committee recommend that Council increase the allocation for the Community Association Operating Grant by 10% and that the grant be reviewed every two years for cost of living increases”

The following discussion ensued:

The committee agreed that the grant increase was fair and emphasized the importance of implementing a review every two years to account for cost of living adjustments.

The Motion was then Put and CARRIED

PUBLIC INPUT OPPORTUNITIES

The committee expressed interest in hearing from staff about opportunities for public input at a special meeting in early 2025. Members agreed that town halls are valuable and will continue with an emphasis on structural improvements. A more organized approach to the informal portion was suggested to ensure all attendees have the chance to speak with individual councillors. The committee recommended additional tracking measures, such as creating a dedicated webpage on Saanich’s website to summarize the topics discussed.

Factoring in staff time for these responsibilities, in addition to regular duties, is important to consider.

SCHEDULE OF 2025 MEETINGS

It was noted that new committee chairs and members will be appointed in late November 2024.

MOVED by Councillor Teale Phelps Bondaroff and Seconded by Councillor Karen Harper: “That the Finance and Governance Committee approve the schedule of 2025 meetings.”

ADJOURNMENT

On a motion from Councillor Karen Harper the meeting adjourned at 11:38 a.m.

Councillor Susan Brice, Chair

I hereby certify these minutes are accurate.

Colton Whittaker, Committee Clerk



The Corporation of the District of Saanich

Report

To: Finance and Governance Committee
From: Paul Arslan, Director of Finance
Date: February 28, 2025
Subject: 2025 Strategic Priorities Grants and Community Building Grants

RECOMMENDATION

That the Committee consider both the 2025 Strategic Priorities Grants and Community Building Grants.

PURPOSE

Strategic Priorities Grants and Community Building Grants are provided to non-profit organizations, registered societies and charities seeking financial assistance. Strategic Priorities grants are intended to enhance the ability of these organizations to advance Saanich's Strategic Plan actions and objectives. Community Building Grants allow for the execution of projects or events that enhance public spaces or contribute to community vibrancy.

For 2025, there are 25 funding requests for Strategic Priorities Grants totaling \$350,200, along with five requests for Community Building Grants totaling \$23,500. The total of all requests amounts to \$373,700, which exceeds the current budget allocation of \$207,360. This budget was recently increased by \$5,280 to account for the previous year's consumer price index, a change approved by Council during the November 18th, 2024, meeting.

The Shelbourne Community Kitchen Society submitted two grant applications. The first, under the Strategic Plan Grant category, requests funding for operating expenses. The second application, submitted under the Community Building Grants category, seeks funding for a grocery gift card program. After further review, staff determined that the second request is better aligned with the Strategic Plan Grant category. As a result, this application appears under the Strategic Plan Grant listing.

Attached are the 2025 Strategic Priorities Grant and Community Building Grant applications which include each organization's most recent set of financial statements and project budget information. As well, for applicants receiving grants in the prior year a summary report on the achievement of program goals has been included.

Prepared by: Jennifer Lockhart, Senior Manager, Financial Services

Approved by: Paul Arslan, Director of Finance

Report

To: Finance and Governance Committee
From: Paul Arslan, Director of Finance
Date: March 03, 2025
Subject: **Credit Card Fee Recovery Implementation**

RECOMMENDATION

1. That the Finance and Governance Committee direct staff to proceed with processes to add a 2.4% convenience fee to all payments made by credit card and make it effective January 1, 2026.
2. Allow for all fees to be paid by credit card.
3. Discontinue the acceptance of Amex credit card as a source of payment as the convenience fee can not be legally applied to its transactions.

PURPOSE

The purpose of this report is to obtain approval for the addition of a 2.4% credit card convenience fee to all credit card payments currently received and allow for credit card payments to be received for fees that are currently excluded from such payments.

BACKGROUND

Credit cards are a widely used and preferred method of payment for many customers; however, until recently the District has not historically accepted credit card payments for several services due to the high credit card fees imposed by the credit card providers.

As part of a class action lawsuit settlement, Visa and Mastercard have been allowing merchants since October 2022 to decide whether they want to pass on the cost of accepting credit cards to their customers by charging an additional fee at the point of sale if a customer wishes to pay by credit card. The maximum fee that can be charged by under the Visa and Mastercard settlement is 2.4% even though some credit card interchange fees are sometimes higher than this amount. Amex credit card transactions are excluded from the lawsuit and therefore a convenience fee cannot be charged when this card type of card is used.

On October 28th, 2024, a report from the Director of Engineering went before Council recommending a new Bylaw (Appendix A) introducing a credit card service fee for online e-commerce and in-person payments which Council subsequently approved and passed. The driving force behind this bylaw came from the District's desire for permit application modernization

which would allow online applications and payments. Prior to this bylaw the District did not accept credit card payment for permit fees over \$2,000.

On January 6th, 2025, an amendment was made to the bylaw (amendment bylaw 10132 Appendix B) allowing for credit card payments and a convenience fee to be taken for various deposits payments which Council also approved. The wording in the new bylaw now references the word 'payments' instead of fees and charges allowing for deposit such as DCC and tree surety deposits to be paid for by credit card where in the past that was not the case.

Cost Offset and New User Payment Option

Council's Revenue and Tax Policy states the following:

The Municipality will continue to pursue revenue diversification to minimize the overall percentage of revenue raised from property taxes wherever possible. The objective is to continue maintaining a reasonable tax burden by maximizing other revenue sources, lowering the cost of municipal services and shifting the burden to user fees and charges where feasible.

In addition, Council's Strategic Plan initiative 6.2.1, calls for the review of various payment methods available to residents/businesses.

Recovering fees for all credit card payments currently allowed, such as utility bills, business and dog licenses, and allowing residents to use credit cards to pay for fees that are currently not accepted, such as property taxes, would meet Council's policy and strategic initiative objectives. Staff can expand the 2.4% convenience fee to the exempt items listed in Credit Card Payment Service Fee Bylaw (Appendix A).

These fees would include:

- Parks, Recreation and Community Service program registrations, rentals, permits and services
- Business licence applications and renewals
- Bylaw violation tickets, penalties, and fines
- Water, sewer and solid waste utilities
- Police criminal record checks
- Document copying fees
- Fees related to fire department services
- Permit fees for fireworks
- Fees related to information requests
- Dog licence fees and kennel fees

Survey Results

Staff conducted a survey with other municipalities to determine whether they were charging a credit card convenience fee. Detailed survey results can be found on page 13 in the attached business case (Appendix C).

The survey findings show nine larger municipalities on the mainland are collecting a credit card convenience fee. This fee ranges between 1.75% and 2.20% and is applied mainly to property

taxes and utility payments, with recreation payments being excluded. These municipalities are comparable in size to the District.

Municipalities within the CRD were also surveyed and none are charging a credit card convenience fee. In many cases, the cost of the software module required to implement the fee far exceeds the amount of credit card fees to be received with the return on investment taking several years to be realized, if even at all.

ANALYSIS

Staff prepared a business case (Appendix C) which considers the benefits of charging a credit card convenience fees on transactions currently exempt under the bylaw but where payments are made by credit card.

The chart below illustrates the credit card fees paid by the District during 2022 and 2023 and the additional revenue which would have been realized if a 2.4% convenience fee was charged during those years.

2022		
Transaction Type	Credit Card Fee Paid by Saanich	CC Convenience Fee 2.4%
Transactions (Exclude Rec Online)	331,186	(323,108)
Active Net (Rec Online)	183,462	(134,036)
Less: subscription fee increase *		51,000
Total	\$ 514,648	\$ (406,144)

2023		
Transaction Type	Credit Card Fee Paid by Saanich	CC Convenience Fee 2.4%
Transactions (Exclude Rec Online)	379,392	(373,173)
Active Net (Rec Online)	232,090	(163,125)
Less: subscription fee increase *		51,000
Total	\$ 611,482	\$ (485,297)

* Increase in annual Active Net subscription fee if the District recovers 2.4% of credit card fees

During 2022 and 2023 the District paid an estimated \$514,648 and \$611,482 respectively in Visa and Mastercard credit card fees. Had the District implemented a 2.4% credit card convenience fee it would have offset that cost by \$406,144 and \$485,297 during 2022 and 2023. This cost recovery would have reduced amounts that rates and tax payers needed to pay in utility billing and property taxes to offset the credit card fee cost.

Charging this convenience fee would ensure the burden of the credit card expense is carried by the person paying with a credit card instead of the overall rate payers. It should be noted that customers can pay their bills through bank transfers, cheques or even debit cards. Staff are continuing to explore additional payment options such as e-transfers and other online banking payments to ensure further options are available to customers.

PRCS departmental concern

To reduce its reliance on tax subsidizations, Parks, Recreation and Community Services collects user fees for most of its programs and services. Some of the department's programs and services generate a higher level of revenue help subsidize many of the free and low cost programs the District offers its residents. The District benefits from the many health and wellness benefits residents receive from their interaction with the spaces, programs and services PRCS provides, from reduced healthcare costs, to enhancing the appeal of surrounding neighbourhoods, to providing positive alternatives for at-risk youth and reducing crime.

Saanich residents enjoy participating in District offerings. However, an additional fee may turn people away from Saanich programs resulting in decreased participation and lost revenue. No other regional municipality applies a credit card recovery fee to its parks and recreation fees and charges, and residents and participants may choose to go to other municipalities rather than pay an additional fee. Given that Saanich already has the highest pass rates (based on our multiple centres and offerings), there is potential reputational risk if Saanich PRCS is the only municipality charging an extra fee for "swimming lessons and fitness" for example, particularly given the regional nature of social media discussion forums.

Many families are registering multiple family members into multiple programs throughout the year. This additional fee could create a real or perceived financial barrier making the programs untenable.

Online registration is the most popular form of registration and the only format that can sustainability support the high volume of registrations the department processes. The department has made a concerted effort to move residents to the online platform for the simple reason it could not keep up with in-person and phone registrations without significant increase in staff (and space to house them). Adding a fee to a payment that is the only option also creates the potential for negative public reaction.

As the District strives to balance revenue generation with access for all, the Department recommends not adding an additional credit card fee to its PRCS programs and services. If the Finance and Governance Committee is interested in exploring this option, the Department recommends the committee request staff to come back with a report specially addressing the implications of and options for applying these fees to PRCS programs and services.

Timelines

Should the District choose to implement convenience fees on all services payable by credit card, including recreation fees, there will be a need for an Active Net contract update as well as communication to District customers.

The District currently pays \$129,000 a year in annual subscription fees to Active Net for the ability to process Active Net (Rec Online) transactions. The decision to recover credit card fees will require a new contract with subscription fees which will increase this fee by \$51,000 annually (cost may change depending on implementation date) to cover Active Net's application of the convenience fee.

Should the District implement the convenience fee, it is expected that utility funds will save \$185,752 and the general fund will save \$300,546. Excluding recreation fees from the convenience fee will only net a saving of \$16,156 in the general fund.

Staff recommend that the service fee be effective January 1, 2026. This would allow for the configuration of the convenience fee on all platforms, updating contract with Active Net, amending the current Credit Card Payment Service Fee Bylaw, and providing early notice to current customers of the charge and any alternate methods for payment that are available for them.

OPTIONS

1. Approve staff recommendations.
2. Maintain the status quo.
3. Provide alternate direction.

FINANCIAL IMPLICATIONS

Should the Committee approve the convenience fee on all current utilities, recreation and other fees, the District would recover between \$406,144 and \$485,297 annually. However, if recreation fees were not included, then the District would only recover between \$181,332 and \$200,908 annually.

STRATEGIC PLAN IMPLICATIONS

The information presented in this report directly relates to objectives and Strategic Plan initiatives in Council's 2023 – 2027 Strategic Plan, as follows:

Objective 6.2 – We base financial decisions on predictability, consistency, prudence and long-term sustainability.

Initiative 6.2.1 - Review of various payment methods available to residents/businesses.

CONCLUSION

Staff have prepared the attached business case for charging a convenience fee on all items payable by credit card as well as consideration for Active Net online transactions. Additional revenue generated by charging a credit card convenience fee will reduce the burden on utility billings and property taxes.

Prepared by: Jennifer Lockhart, Senior Manager of Financial Services

Reviewed by: Paul Arslan, Director of Financial Services

Attachments:

Appendix A – Engineering Report & Bylaw 10095
Appendix B – Engineering Report & Bylaw 10132
Appendix C – Business Case



The Corporation of the District of Saanich

Report

To: Mayor and Council
From: Harley Machielse, Program Director, Permit and Application Modernization
Date: October 03, 2024
Subject: Credit Card Service Fee Bylaw

RECOMMENDATIONS

That Council give three readings to the Credit Card Service Fee Bylaw No. 2024 - 100995.

PURPOSE

The purpose of this report is to recommend to Council a new Credit Card Service Fee Bylaw to introduce a credit card service fee for online ecommerce and in person payments.

BACKGROUND

Credit cards are a widely used and preferred payment method for many customers. However, the District has historically not accepted credit card payments for several services, including permits, due to the transaction fees charged by credit card merchants.

This limitation has caused frustration among customers when they are unable to use credit cards for District services. In line with the District's modernization efforts to meet the evolving needs of its citizens, Saanich is working towards enhancing online services, including offering digital payment options. The implementation of online permit services will streamline processes, reduce wait times, and provide customers with the option to pay using credit cards. One of the remaining challenges in moving to a fully digital process is enabling credit card payments.

While allowing more payments via credit cards would improve customer convenience, it would also significantly increase costs to the District due to credit card merchant fees. Without a service fee, these additional costs would ultimately need to be covered by taxpayers, potentially leading to property tax increases.

District customers have expressed a strong preference for the convenience of paying for permits by credit card, with benefits such as extending payment periods and earning loyalty points. To enhance customer service and improve internal processes, staff have been exploring options to accept credit card payments while minimizing the financial impact on the District.

The District has acquired a software module that can recover a credit card service fee. The fee is passed on directly to the payee should they elect to use a credit card. This means municipal tax dollars will not be used to pay merchant fees and credit card users will not be subsidized.

ANALYSIS

As part of a class action lawsuit settlement, Visa and MasterCard have agreed to allow merchants to pass on the cost of accepting credit cards to customers. Legislation permits organizations to charge an additional fee of up to 2.7% at the point of sale. Since American Express was not a signatory to the Federal agreement, it is not a credit card that can be accepted with a credit card service fee.

Under Section 194(1)(a) of the Community Charter, Council may, by bylaw, impose a fee for municipal services, which includes a credit card service fee. This allows the District to offer enhanced services, such as additional payment options, without imposing extra costs on taxpayers.

Several lower mainland and comparable municipalities have already implemented credit card service fees ranging from 1.75% to 2.40%. Based on an analysis of credit card merchant fees, the staff have recommended implementing a 2.4% credit card service fee.

This change will provide greater flexibility for developers, builders, and other stakeholders to submit applications and pay associated fees online, offering time savings and reducing the administrative burden on staff who would otherwise process payments in person.

While the update to the Fee Bylaw will allow the implementation of a credit card service fee for all District services, the primary focus will be on the permitting process. Existing services that already support credit card payments will be reviewed on a case-by-case basis, with any proposed changes brought forward to Council's Finance Committee for consideration.

COUNCIL OPTIONS

1. That Council approve the recommendation as outlined in the staff report.
2. That Council provide alternate direction to Staff.

FINANCIAL IMPLICATIONS

Staff to review the fee annually to ensure the recovery matches actual costs incurred as closely as possible.

STRATEGIC PLAN IMPLICATIONS

This initiative aligns closely with Council Strategic Plan goals of Organizational Excellence:

- We base financial decisions on predictability, consistency, prudence, and long-term sustainability.
- We ensure continuous improvement to support robust and modern internal processes.

CONCLUSION

Implementing a credit card service fee will allow the District to meet customer demands for more convenient payment options without burdening taxpayers with additional costs. By enabling credit card payments for permit services and other municipal transactions, the District can streamline processes, reduce wait times, and enhance overall customer service. The recommended 2.4% fee ensures that the cost of credit card transactions is borne by those who choose to use this payment method, aligning with the District's goals of modernization and fiscal responsibility.

Approved by: Harley Machielse, Program Director, Permit and Application Modernization

Attachments: Credit Card Service Fee Bylaw No. 2024 - 100995

ADMINISTRATOR'S COMMENTS:

I endorse the recommendation from the Program Director, Permit and Application Modernization.

Brent Reems, Chief Administrative Officer

THE CORPORATION OF THE DISTRICT OF SAANICH

BYLAW NO. 10095

A BYLAW TO IMPOSE A SERVICE FEE FOR PAYMENT BY CREDIT CARD

The Municipal Council of the Corporation of the District of Saanich in open meeting assembled enacts as follows:

1. Except as outlined in section 2, when the District of Saanich accepts credit card payments for fees and charges, whether in-person or online, a service charge of 2.4% of the total transaction amount, net of all discounts and rebates, will be added to the payment amount and charged to the payor.
2. The service charge imposed under section 1 does not apply to the following exempt fees or charges:
 - a. Parks, Recreation and Community Service program registrations, rentals, permits and services, excluding replacement tree fees, processed via the District of Saanich's parks and recreation system, under the Parks and Recreation Fees and Charges Bylaw, 2021 No. 9746, as may be amended or replaced from time to time.
 - b. Business licence applications and renewals under the Business Licence Bylaw, 2002, No. 8213, as may be amended or replaced from time to time;
 - c. Bylaw violation tickets, penalties, and fines under the Ticket Bylaw, 2010, No. 9029, as may be amended or replaced from time to time, and the Bylaw Notice Enforcement Bylaw, 2018 No. 9525, as may be amended or replaced from time to time;
 - d. Water utility rates under the Water Utility Bylaw, 2000, No. 8124, as may be amended or replaced from time to time;
 - e. Sewer usage charges under the Sanitary Sewer Bylaw, 2006, No. 8792, as may be amended or replaced from time to time;
 - f. Criminal record check services at the Saanich Police Department;
 - g. Document copying fees under the Document Copying Fee Bylaw, 2008, No. 9923, as may be amended or replaced from time to time;
 - h. Fees related to fire department services under the Fire Prevention and Life Safety Bylaw, 2021, No. 9712, as may be amended or replaced from time to time, and the Fire Services Operational Bylaw, 2021, No. 9713, as may be amended or replaced from time to time;
 - i. Permit fees for fireworks under the Fireworks Regulation Bylaw, 2007, No. 8865, as may be amended or replaced from time to time;
 - j. Fees related to freedom of information requests, under the Freedom of Information and Protection of Privacy Bylaw, 2015, No. 9369;
 - k. Garbage collection and disposal fees under the Garbage Collection and Disposal Bylaw, 20134, No. 9233, as may be amended or replaced from time to time; and
 - l. Dog licence fees and kennel fees under the Animals Bylaw, 2004, No. 8556, as may be amended or replaced from time to time.

3. The service charges assessed and charged under this Bylaw are non-refundable.
4. This bylaw will come into force on December 1st, 2024.
5. This bylaw may be cited for all purposes as “**CREDIT CARD PAYMENT SERVICE FEE BYLAW, 2024, NO. 10095**”

Read a first time this 28th day of October, 2024.

Read a second time this 28th day of October, 2024.

Read a third time this 28th day of October, 2024.

Adopted by Council, signed by the Mayor and Corporate Officer and sealed with the Seal of the Corporation on the 18th day of November, 2024.

“Angila Bains”

Corporate Officer

“Dean Murdock”

Mayor



The Corporation of the District of Saanich

Report

To: Mayor and Council

From: Harley Machielse, Program Director, Permit & Modernization Program

Date: December 20, 2024

Subject: Credit Card Payment Service Fee Bylaw Amendment

RECOMMENDATIONS

That Council give three readings to the Credit Card Payment Service Fee Bylaw, 2024, Amendment Bylaw, 2025, No. 10132.

PURPOSE

To amend the Credit Card Payment Service Fee Bylaw to include credit card payments for permit deposits.

DISCUSSION

On November 18, 2024, Council approved the Credit Card Payment Service Fee Bylaw to support credit card payments for development permits. Implementing credit card payments is an important part of digitizing the permit applications process and supporting online payments. As part of this permitting process, the District accepts security deposit payments for assets such as trees and infrastructure servicing. The intent of the Credit Card Payment Service Fee Bylaw was to support security deposit payments in addition to permit fees. However, upon further review of the Bylaw, staff noted a discrepancy in the wording that could restrict the payment of security deposits. The proposed bylaw provides a housekeeping amendment to ensure credit card service fees can be applied to security deposits.

COUNCIL OPTIONS

1. That Council approve the recommendation as outlined in the staff report.
2. That Council provide alternate direction to Staff.

STRATEGIC PLAN IMPLICATIONS

This initiative aligns closely with Council Strategic Plan goals of Organizational Excellence:

- We base financial decisions on predictability, consistency, prudence, and long-term sustainability.
- We ensure continuous improvement to support robust and modern internal processes.

CONCLUSION

The proposed amendment to the Credit Card Payment Service Fee Bylaw ensures credit card payments can be made for security deposits, aligning with the digital transformation objectives of the District. Increasing the flexibility of digital payment options will contribute to delivering an effective permitting process for the District and its residents.

Reviewed by: Jennifer Lockhart, Acting Director of Finance

Approved by: Harley Machielse, Program Director, Permit & Modernization Program

Attachments: Credit Card Payment Service Fee Bylaw, 2024, Amendment Bylaw, 2025, No. 10132

ADMINISTRATOR'S COMMENTS:

I endorse the recommendation from the Program Director, Permit & Modernization Program.

Brent Reems, Chief Administrative Officer

THE CORPORATION OF THE DISTRICT OF SAANICH

BYLAW NO. 10132

**TO AMEND BYLAW NO. 10095
BEING THE "CREDIT CARD PAYMENT SERVICE FEE BYLAW, 2024 No. 10095"**

The Municipal Council of The Corporation of the District of Saanich enacts as follows:

- 1) Bylaw No. 10095, being the "Credit Card Payment Service Fee Bylaw" is hereby amended as follows:
 - a. By deleting section 1 in its entirety, and replacing with the following:

“Except as outlined in section 2, when the District of Saanich accepts credit card payments, whether in-person or online, a service charge of 2.4% of the total transaction amount, net of all discounts and rebates, will be added to the payment amount and charged to the payor”.
- 2) This Bylaw may be cited for all purposes as the "**CREDIT CARD PAYMENT SERVICE FEE BYLAW, 2024, AMENDMENT BYLAW, 2025, NO. 10132**".

Read a first time this 6th day of January, 2025.

Read a second time this 6th day of January, 2025.

Read a third time this 6th day of January, 2025.

Adopted by Council, signed by the Mayor and Corporate Officer and sealed with the Seal of the Corporation on the 20th day of January, 2025.

“Angila Bains”

Corporate Officer

“Dean Murdock”

Mayor

Fee Recovery Identification Business Case

Finance Department

Created By: Tanya Chan





Contents

1. PURPOSE OF THIS DOCUMENT	3
2. BUSINESS CASE IDENTIFICATION	3
3. BUSINESS CASE IDENTIFICATION	4
3.1 BUSINESS CASE OVERVIEW.....	4
4. RATIONALE	4
4.1 PROBLEM/OPPORTUNITY	4
4.2 RESULTS/BENEFITS	4
5. ANALYSIS	5
5.1 CURRENT STATE	5
5.2 REQUIREMENTS.....	6
5.3 SOLUTION OPTIONS.....	6
6. IMPLEMENTATION STRATEGY	7
6.1 HIGH LEVEL SCHEDULE	7
6.2 HIGH LEVEL RESOURCING	7
6.3 HIGH LEVEL COSTS	7
7. CONDITIONS	7
7.1 RISKS.....	7
7.2 ISSUES	7
7.3 LINKAGES	7
8. BUSINESS CASE APPROVAL	8
8.1 PROJECT MANAGEMENT OFFICE.....	8
8.2 SPONSOR(S).....	8
8.3 ORGANIZATIONAL LEADERSHIP.....	8
9. DOCUMENT VERSION HISTORY	8
10. APPENDICES	9
APPENDIX A – SERVICES IDENTIFIED FOR CONSIDERATION.....	9
APPENDIX B – BYLAW AMENDMENT	10
APPENDIX C – DISTRICT OF SAANICH MONERIS FEES	11
APPENDIX D – VANCOUVER AREA RESPONSES.....	13



1. Purpose of this Document

The Business Case is an argument that is intended to convince a decision maker to approve some kind of action. A business case document should examine the benefits and risks involved with both taking the action and, conversely, not taking the action. The conclusion should be a compelling argument for the creation of a project.

2. Business Case Identification

Document Prepared By	
Tanya Chan	Senior Business Analyst, IT

Sponsor(s)	
Paul Arslan	Director of Finance, Finance
Jennifer Lockhart	Senior Manager Financial Services, Finance

IT Division/PMO Team Members	
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Document Distribution List	
Paul Arslan	Director of Finance, Finance
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Emma Story	Business Portfolio Lead, IT



3. Business Case Identification

3.1 Business Case Overview

The District currently accepts online and in person payments with select credit cards through two third party Systems (Moneris and ActiveNet/RecOnline). When credit cards are used to make payments there are service fees imposed that currently the district absorbs posing a financial loss. If Saanich continues to take on these fees to meet the expectations of its citizens in providing digital application and payment solutions, these fees could be significant.

As an example in 2023, \$4.5M in permit and application fees were collected; at the current rate of 2.4% Saanich could be paying up to approximately \$108K in CC fees if all transactions were paid by credit card.

To assist in recouping some of this financial loss, as of Dec 1st, 2024, Credit Card Payment Service Fee bylaw, 2024, NO. 10095 was introduced to impose a surcharge for payments made by credit card of 2.4% for Development, Application and Permitting processes. On January 6th the bylaw was amended to include credit card payments for permit deposits. The amended bylaw is now known as the Credit Card Payment Service Fee Bylaw, 2024, Amendment Bylaw, 2025, No. 10132.

This business case proposes an additional amendment to this bylaw to expand the current offerings (see Appendix A) in which citizens can use a credit card as well as implementing the 2.4% surcharge to recover the fees. This aligns with District goals and fiscal practices, promising strategic, financial, and societal benefits by reallocating funds for community projects.

This financially viable project promises a positive return through cost recovery.

4. Rationale

4.1 Problem/Opportunity

Saanich aims to recover credit card fees to enhance financial sustainability and support community services. A credit card surcharge fee recovery will improve resource allocation, aligning with District goals for societal benefits. Strategic communication and adaptable technology will mitigate risks during this implementation.

Proactive engagement will expedite necessary amendments to the current bylaw. This initiative underscores Saanich's commitment to financial stewardship and community advancement in the public sector.

4.2 Results/Benefits

The project aims to recover credit card fees, enhancing fiscal sustainability and financial integrity. Key deliverables include developing a fee recovery process, updating financial policies with best practices and updating the current bylaw #10132 (see Appendix B) that enforces the change. The project excludes non-credit card fees, maintaining focus on core financial goals.

5. Analysis

5.1 Current State

Currently the district accepts online and in person payments with select credit cards through two third party Systems (Moneris and ActiveNet/RecOnline). When credit cards are used to make payments there are service fees imposed that currently the district absorbs posing a financial loss.

The federal rules surrounding applying surcharges for credit card payments are set by the Financial Consumer Agency of Canada and does not allow merchants to apply surcharges that are higher than the actual cost to accept the credit card. The cost of fees can range from 0.92% for a Mastercard that doesn't offer rewards to 2.08% for a Visa premium card in person and 1.45% for a Visa without rewards to 2.54% for Mastercard premium cards when paying online (<https://www.bdc.ca/en/articles-tools/money-finance/manage-finances/your-primer-on-credit-card-fees-transactions>). Due to the large range of fees, it can be difficult to determine a charge to pass on which is not "higher than the actual cost to accept the credit card" and as such an average is best to be used. A few examples of municipalities credit card charges:

- Abbotsford – 1.75%
- Burnaby – 1.75%
- Campbell River – 2.00%
- Delta – 1.75%
- Kamloops – 1.75%
- Kelowna – 2.30%
- Langley City – 2.2%
- New Westminster – 1.75%
- Port Moody – 1.95%
- Richmond – 2.00%
- Rossland – 2.00%
- Sidney – 2.9%
- View Royal – 2.17%
- White Rock – 2.00%
- Whistler – 2.20%

A few examples of utilities credit card charges:

- Fortis – 1.75%
- BC Hydro – 1.75%

Effective December 1, 2024, the District of Saanich started accepting credit card payments for municipal transactions related to Development, Application and Permitting processes. This change, reflected in the Fee Bylaw #10095, aims to streamline the payment process, providing residents and businesses with greater flexibility and convenience. To accommodate this new payment method, a 2.4% surcharge will be applied to credit card transactions. This fee ensures that those opting for credit card payments cover the associated costs imposed by credit card companies, thereby keeping the financial impact neutral for taxpayers. On January 6th, bylaw #10095 was amended with the Credit Card Payment Service Fee Bylaw, 2024, Amendment Bylaw, 2025, No. 10132 to include credit card payments for permit deposits.

The Finance department at Saanich reached out to other municipalities on the island as well as Greater Vancouver to see if they were imposing a surcharge for credit card usage, the findings (see Appendix D) were largely implemented in Greater Vancouver and not as much on the island, but this seems logical given

the size of the municipalities in Vancouver vs Vancouver Island. Given Saanich is the largest of the Vancouver Island municipalities it makes financial sense to go in a similar direction as Vancouver. Credit card charges for 2022/2023 were examined as well (see Appendix C) showing a total of \$515k for 2022 and \$611k for 2023 in credit card fees currently being absorbed by Saanich.

5.2 Requirements

1. Bylaw #10132 (Appendix B) will need to be amended and presented to Council.
2. Communication will need to be relayed to citizens on the new surcharge and use of credit cards as well as staff will need to be notified of the change and process.
3. ActiveNet/RecOnline will need to have an amendment to its current contract approved to allow for the surcharge to be applied, this process will take approx. one month to implement.
4. The folders in Tempest will need to be configured to add the surcharge to the exemptions currently listed in Appendix A.

5.3 Solution Options

Option 1: Continue to absorb CC fees (do nothing)

Continue to absorb the costs of credit card fees, except for municipal transactions related to Development, Application and Permitting processes. This option may not be feasible as more services move to an online platform; the expectation for citizens to accommodate payments using other means except for current and limited fees payable by credit card is a reputational risk for District of Saanich, inconveniences the public and increases staff interaction time for each transaction.

Option 2: Add all services payable by credit card to the module in Tempest and modify ActiveNet/RecOnline

This option allows the District to recoup the credit card fee by adding the 2.4% surcharge to all application (folder) types accepted through Moneris payment system and RecOnline if a credit card is used for payment (payments made in person or via phone for recreation services go through Moneris). Users would be informed that there are no-fee methods of paying including in-person by cheque, cash or debit and online bank payments.

Option 3: Add some services to the credit card module in Tempest and leave RecOnline as is

This option allows the district to recoup the credit card fee by adding the 2.4% as an additional charge to all application (folder) types accepted through Moneris payment system (see appendix A) if a credit card is used for payment. Users would be informed that there are no-fee methods of paying including in-person by cheque, cash or debit and online bank payments. Recreation fees and certain park permits would continue to have credit card fees waived, allowing the district to maintain accessibility to citizens.

6. Implementation Strategy

6.1 High Level Schedule

This business case and report will be presented at the March 10th Finance and Governance Committee meeting in 2025. Upon approval and acceptance to move forward Finance would look at implementing the changes before the end of 2025.

6.2 High Level Resourcing

- ActiveNet resource approx. 1 month to implement changes to current software.
- Tempest resource for approx. 2 weeks to activate folders and train staff.

6.3 High Level Costs

- ActiveNet will require a subscription cost increase from \$129K to \$180K per year (\$51K).
- Moneris cost is nil as the credit card module was already implemented for Development, Application and Permitting processes so there is no additional cost.
- Minimal staff requirement to implement this change.

7. Conditions

7.1 Risks

Risk #	Risk Summary	Potential Impact	Mitigation Strategy
1.0	Community resistance to new charge	LOW	comprehensive training and clear communication plans
2.0	System integration issues	LOW	comprehensive testing, training and clear communication plans

7.2 Issues

Issue #	Issue Summary	Impact	Resolution Progress
DD001	Tempest Deposit Payments/Refunds	Medium	In Progress

7.3 Linkages

Linkage #	Linkage/Dependency Summary	Management Plan
1.0		



8. Business Case Approval

8.1 Project Management Office

Name	Signature	Date
Greg Hasey		

8.2 Sponsor(s)

Name	Signature	Date
Paul Arslan	"Paul Arslan"	February 2025
Jennifer Lockhart	"Jennifer Lockhart"	February 2025

8.3 Organizational Leadership

Name	Signature	Date

9. Document Version History

Version	Description of Change	Author	Date
1.0	First Draft	Tanya Chan	Nov 26, 2024
2.0	Added more content and revised	Tanya Chan	Dec 18, 2024
3.0	Added more content and revised from Jennifer Lockhart's feedback	Tanya Chan	Jan 17, 2025
4.0	Added more content and revised from Paul Arslan's feedback	Tanya Chan	Jan 23, 2025

10. Appendices

Appendix A – Services Identified for Consideration

Services identified for consideration as part of the Fee Recovery Identification project:

- a) Parks, Recreation and Community Service program registrations, rentals, permits and services, excluding replacement tree fees, processed via the District of Saanich's parks and recreation system, under the Parks and Recreation Fees and Charges Bylaw, 2021 No. 9746, as may be amended or replaced from time to time.
- b) Business licence applications and renewals under the Business Licence Bylaw, 2002, No. 8213, as may be amended or replaced from time to time;
- c) Bylaw violation tickets, penalties, and fines under the Ticket Bylaw, 2010, No. 9029, as may be amended or replaced from time to time, and the Bylaw Notice Enforcement Bylaw, 2018 No. 9525, as may be amended or replaced from time to time;
- d) Water utility rates under the Water Utility Bylaw, 2000, No. 8124, as may be amended or replaced from time to time;
- e) Sewer usage charges under the Sanitary Sewer Bylaw, 2006, No. 8792, as may be amended or replaced from time to time;
- f) Criminal record check services at the Saanich Police Department;
- g) Document copying fees under the Document Copying Fee Bylaw, 2008, No. 9923, as may be amended or replaced from time to time;
- h) Fees related to fire department services under the Fire Prevention and Life Safety Bylaw, 2021, No. 9712, as may be amended or replaced from time to time, and the Fire Services Operational Bylaw, 2021, No. 9713, as may be amended or replaced from time to time;
- i) Permit fees for fireworks under the Fireworks Regulation Bylaw, 2007, No. 8865, as may be amended or replaced from time to time;
- j) Fees related to freedom of information requests, under the Freedom of Information and Protection of Privacy Bylaw, 2015, No. 9369;
- k) Garbage collection and disposal fees under the Garbage Collection and Disposal Bylaw, 20134, No. 9233, as may be amended or replaced from time to time.
- l) Dog licence fees and kennel fees under the Animals Bylaw, 2004, No. 8556, as may be amended or replaced from time to time.



Appendix B – Bylaw Amendment

THE CORPORATION OF THE DISTRICT OF SAANICH

BYLAW NO. 10132

TO AMEND BYLAW NO. 10095

BEING THE "CREDIT CARD PAYMENT SERVICE FEE BYLAW, 2024 No. 10095"

The Municipal Council of The Corporation of the District of Saanich enacts as follows:

- 1) Bylaw No. 10095, being the "Credit Card Payment Service Fee Bylaw" is hereby amended as follows:
 - a. By deleting section 1 in its entirety, and replacing with the following:

"Except as outlined in section 2, when the District of Saanich accepts credit card payments, whether in-person or online, a service charge of 2.4% of the total transaction amount, net of all discounts and rebates, will be added to the payment amount and charged to the payor".
- 2) This Bylaw may be cited for all purposes as the "**CREDIT CARD PAYMENT SERVICE FEE BYLAW, 2024, AMENDMENT BYLAW, 2025, NO. 10132**".

Read a first time this 6th day of January, 2025.

Read a second time this 6th day of January, 2025.

Read a third time this 6th day of January, 2025.

Adopted by Council, signed by the Mayor and Corporate Officer and sealed with the Seal of the Corporation on the 20th day of January, 2025.

"Angila Bains"

Corporate Officer

"Dean Murdock"

Mayor



Appendix C – District of Saanich Moneris Fees

District of Saanich Moneris Fees for Debit and Credit Cards For the year ending December 31, 2022

	AMEX (Stmt)	CC Fee Total	Tranx Total	Sales Total	Fee to Sales %	Fee Per Tran	Sale Per Tranx	Acct Fee Total
Interac	\$ -	\$ -	-	\$ -	0.00%	\$ -	\$ -	-
MC	\$ -	\$ 122,837.51	34,804.00	\$ 4,746,691.32	2.59%	\$ 3.53	\$ 136.38	
Union Pay	\$ -	\$ 68.33	3.00	\$ 7.00	976.14%	\$ 22.78	\$ 2.33	
Visa	\$ -	\$ 208,280.15	60,876.00	\$ 8,741,823.61	2.38%	\$ 3.42	\$ 143.60	
	\$ -	\$ 331,185.99	95,683.00	\$ 13,488,521.93	2.46%	\$ 3.46	\$ 140.97	31,312.91

Estimated Recovery **\$ 323,108.28** **2.40%**

District of Saanich ActiveNet Fees for Credit Cards For the year ending December 31, 2022

Month	CC Payment	Total		Estimated Recovery	
		CC Fee	%	2.40%	
Jan	\$ 151,119.34	\$ 6,760.52	4.47%	\$ 3,626.86	
Feb	\$ 466,299.55	\$ 15,217.29	3.26%	\$ 11,191.19	
Mar	\$ 275,464.72	\$ 9,328.27	3.39%	\$ 6,611.15	
Apr	\$ 1,516,034.25	\$ 44,876.93	2.96%	\$ 36,384.82	
May	\$ 212,859.19	\$ 7,282.92	3.42%	\$ 5,108.62	
June	\$ 146,173.55	\$ 6,858.19	4.69%	\$ 3,508.17	
July	\$ 80,397.85	\$ 4,844.98	6.03%	\$ 1,929.55	
Aug	\$ 837,486.07	\$ 27,073.43	3.23%	\$ 20,099.67	
Sept	\$ 219,047.74	\$ 7,667.11	3.50%	\$ 5,257.15	
Oct	\$ 163,764.44	\$ 6,577.92	4.02%	\$ 3,930.35	
Nov	\$ 177,348.52	\$ 5,495.69	3.10%	\$ 4,256.36	
Dec	\$ 1,338,832.02	\$ 41,479.03	3.10%	\$ 32,131.97	
Total	\$ 5,584,827.25	\$ 183,462.29	3.29%	\$ 134,035.85	

Total Credit Card Fees Paid by Saanich	\$ 514,648.28
Total Credit Card Recovery Possible at 2.4%	\$ 457,144.13
Less: Annual Increase in Subscription Fees	(51,000.00)
Total Revenue	\$ 406,144.13



**District of Saanich
Moneris Fees for Debit and Credit Cards
For the year ending December 31, 2023**

	AMEX (Stmt)	CC Fee Total	Tranx Total	Sales Total	Fee to Sales %	Fee Per Tranx	Sale Per Tranx	Acct Fee Total
Disc	\$ -	\$ 0.20	\$ 1.00	\$ 8.25	2.42%	\$ 0.20	\$ 8.25	
Interac	\$ -	\$ -	\$ -	\$ -	0.00%	\$ -	\$ -	
MC	\$ -	\$ 140,946.69	43,072.00	\$ 5,509,068.05	2.56%	\$ 3.27	\$ 127.90	
Union Pay	\$ -	\$ 9.47	\$ 7.00	\$ 203.20	4.66%	\$ 1.35	\$ 29.03	
Visa	\$ -	\$ 238,435.72	75,833.00	\$ 10,008,212.47	2.38%	\$ 3.14	\$ 131.98	
	\$ -	\$ 379,392.08	118,913.00	\$ 15,517,491.97	2.44%	\$ 3.19	\$ 130.49	29,306.30

Estimated Recovery **\$ 373,172.54** **2.40%**

**District of Saanich
ActiveNet Fees for Credit Cards
For the year ending December 31, 2023**

Month	CC Payment	CC Fee	%	Estimated Recovery	
					2.40%
Jan	\$ 229,695.32	\$ 8,666.50	3.77%	\$	5,512.69
Feb	\$ 224,128.41	\$ 8,169.86	3.65%	\$	5,379.08
Mar	\$ 458,958.80	\$ 15,837.64	3.45%	\$	11,015.01
Apr	\$ 1,560,400.74	\$ 48,717.75	3.12%	\$	37,449.62
May	\$ 254,503.57	\$ 9,009.54	3.54%	\$	6,108.09
June	\$ 241,245.90	\$ 9,981.52	4.14%	\$	5,789.90
July	\$ 150,960.81	\$ 8,235.44	5.46%	\$	3,623.06
Aug	\$ 1,143,610.45	\$ 38,434.32	3.36%	\$	27,446.65
Sept	\$ 210,962.34	\$ 9,332.00	4.42%	\$	5,063.10
Oct	\$ 280,651.54	\$ 10,193.55	3.63%	\$	6,735.64
Nov	\$ 251,698.47	\$ 8,387.68	3.33%	\$	6,040.76
Dec	\$ 1,790,043.34	\$ 57,124.14	3.19%	\$	42,961.04
Total	\$ 6,796,859.70	\$ 232,089.94	3.41%	\$	163,124.63

Total Credit Card Fees Paid by Saanich **\$ 611,482.02**

Total Credit Card Recovery Possible at 2.4% **\$ 536,297.17**

Less: Annual Increase in Subscription Fees **(51,000.00)**

Total Revenue **\$ 485,297.17**

Appendix D – Vancouver Area Responses

Survey Question	Abbotsford	Burnaby	Delta	Langley City	New West	Port Moody	Richmond	Whistler	White Rock	
Contact Names/ email	Olga opratsevlsh@abbotsford.ca	Eva eva.jura@burnaby.ca (emailed October 8) revenue.services@burnaby.ca; customerservice@burnaby.ca (emailed October 8)	Nancy Hudson nhudson@delta.ca (emailed October 3)	Paul Gilbert pgilbert@langleycity.ca (emailed October 3)	newestcity@newwestcity.ca; revenue@newwestcity.ca (emailed October 3 and 11)	604-637-4660 shehzad.8oml szomom@newwestcity.ca Indeep Johal johal@newwestcity.ca	lganske@portmoody.ca (emailed October 3) tax@portmoody.ca (emailed October 11) taxes_utilities@portmoody.ca Katerina	Angela azanardo@richmond.ca (emailed October 3)	Ashley apolmer@whistler.ca (emailed October 8) finanoe@whistler.ca (emailed October 11)	Bonnie Hardeo bonnie@whiterockcity.ca Cheryl Tan ctan@whiterockcity.ca (emailed October 8)
Link to Bylaw allowing for CC fee surcharge	https://laws.abbotsford.ca/divx/document/doc.asp?laws/2006p1532	https://bylaws.burnaby.ca/media/Consolidated/13640CC.pdf https://bylaws.burnaby.ca/media/Consolidated/14485CC.pdf	Miscellaneous Fees and Charges	We didn't have a bylaw for add anything to our fees and charges bylaw because we felt this falls under the "plus applicable taxes and transaction fees" that apply to our fees.	https://www.newwestcity.ca/database/files/Bylaw/Consolidated_Bylaw_6186_1994_Fees.pdf	Saved In File	Microsoft Word - CITY COUNCIL - #658281-v1-Division 11 - Credit Card Payment Service Fee - (Bylaw 9536 - 2016) (Consolidation - 12_15_2016).docx (richmond.ca)	f1esstream.ashx (esortmeeting.com)	Bylaw 2480 - 2024 Fees and Charges-Bylaw (whiterockcity.ca)	
Link to Report leading up to above bylaw	Missing from website	https://pub.burnaby.ca/eshortmeetings.com/f1esstream.ashx?DocumentId=34211 https://pub.burnaby.ca/eshortmeetings.com/f1esstream.ashx?DocumentId=36203 https://pub.burnaby.ca/eshortmeetings.com/f1esstream.ashx?DocumentId=42672	Report Leading up to Bylaw	We didn't have a bylaw for add anything to our fees and charges bylaw because we felt this falls under the "plus applicable taxes and transaction fees" that apply to our fees.	https://pub.newwestcity.ca/eshortmeetings.com/f1esstream.ashx?DocumentId=19571_Page_30	Report was discussed in closed council, cannot share a copy	7_CreditCard_Bylaw953642995.pdf (richmond.ca)	Whistler Report	White Rock - 2024 Fees and Charges Bylaw 2023 No. 2480 Report.pdf	
Confirm the current credit card service fee % you are using and if it is reviewed annually		1.75% 1.75% - annual review	1.75%	We are currently at 2.2%. We have been at this rate since the beginning, but we do review it usually each year. We look at the total revenues and charges not just the base rates.	1.75% Paying Property Taxes Property owners can pay their property taxes online using their credit card (subject to a 1.75% convenience fee). Simply enter your folio number and the amount you wish to pay. Please note that payments cannot be accepted until tax notices are generated (approximately mid-May).	1.95% - only charged on property tax payments (make amendments to the attached bylaw as needed)	We started at 1.75% and in 2020 it was increased to 2%. It is reviewed by our Treasury Department to determine if the fee needs to be increased. The fee has not increased since 2020.	Service fee is currently 2.2%, we are in the process of reviewing whether this is truly covering our full cost of fees from the merchant service provider.	2% . we don't do a formal annual review. It's more ad hoc.	
Confirm whether the fee is being applied against all revenue sources or just some (ie utilities, dog licensing etc.)	Just property taxes and utilities	See Schedule A - Column 2 in the attached bylaw for excluded items or a fee over \$50,000. Column 2 includes security, damage deposits, bonding deposits, in-person UT and property tax pmts, property rental payments, and Planning Community Benefit Bonus	utilities and taxes	We changed this year to allow credit card payments for everything, including deposits. The fee is not applied to MTIs, Business Licences, or Dog Licences. We exclude those because we have always allowed credit card payments for them and we don't want to add a barrier to people paying those items.	<a by="" card.<="" choice="" credit="" href="https://legov.newwestcity.ca/WebApps/new/com/SelectPayableItem.aspx;Items include business licences, dog licences, bylaw offence, parking tickets, Police or Fire Invoices, property taxes, utilities, permits or other invoices, building or plumbing permits.</td> <td>only applied to property tax payments</td> <td>See item 2 in the attached Bylaw to see which services are not being charged the 2% credit card fee. Includes property tax, on-line utility payments.</td> <td>Per Bylaw – doesn't apply to recreation program, transit product, library products and services, dog licenses, RCMP/Bylaw tickets and fine, pay parking, RCMP Fees and services, Transfer station charges paid at site; other transaction not listed are eligible for the charge- ie property taxes and utilities.</td> <td>Its only applied to certain revenue sources – see schedule K mentioned above that lists what revenue sources it is applied to. Schedule K mentions property tax notices, utility bills, building or development related fees and charges (excluding garbage stickers and recycling boxes).</td> </tr> <tr> <td>Confirm whether you are using Active Net for recreation and if you are applying the fee on any recreation revenues</td> <td>We use Xplore (former Perfect Mind), no convenience fees</td> <td>We use Active Net for recreation but there is no convenience fee, but they are embedded on the fee structure.</td> <td>unsure</td> <td>We are using Active Net but we do not charge a separate fee. Those fees are built into the regular fees because everyone has to payment. This the other " it's="" items,="" pay="" td="" tempest"="" the="" to="" user's=""> <td>XPLOR, previously known as Perfect Mind</td> <td>N/A</td> <td>We do not charge the fee on Recreation program registrations or services.</td> <td>Not applying fee on any recreation fee currently (and we use a different software).</td> <td>We use Xplore software (formerly Perfect Mind) for recreation and we do not apply the credit card fee to recreation revenue.</td> 	XPLOR, previously known as Perfect Mind	N/A	We do not charge the fee on Recreation program registrations or services.	Not applying fee on any recreation fee currently (and we use a different software).	We use Xplore software (formerly Perfect Mind) for recreation and we do not apply the credit card fee to recreation revenue.
If you are allowing property owners to pay their tax notices with credit cards – are you seeing any reductions in the number of properties for tax sale	No direct correlation	We allow credit card payments online only. We have not seen reductions, but we see a lot of people that we contacted that had delinquent balances paying by credit card to avoid the tax sale.	we take credit cards for taxes, not seeing a reduction in the number of tax sales, but it helps in the last few days before tax sale	We generally don't have a Tax Sale. We have had a number of people pay by credit card to avoid the tax sale so I think it has been helpful.	NW allows residents to pay property taxes using credit card (subject to 1.75% convenience fee). No tax sale in 2024.	Have not had a tax sale in 11 years - so they have not seen an impact with implementing this fee	We don't see a direct correlation, however, yes, some owners are paying their delinquent taxes with a credit card. The majority continue to pay with certified cheque.	It's yet another payment option, which is helpful for tax sale properties, especially those properties owned by foreign owners that can't send payment via a Canadian financial institution.	Yes we do allow this – per schedule K. I only recently joined the CoWR in June. My predecessor, Janene Briley-Green, who is still here as the special projects manager doesn't think the credit card payment helped reduce delinquents that go to tax sale.	



Victoria Area Responses

Survey Question	Central Saanich	City of Victoria	Colwood	Esquimalt	Highlands	Langford	Metchosin	North Saanich	Sidney	Sooke	View Royal
Do you currently accept credit cards as a payment type and if so for what transactions/revenue sources?	All transactions except for property taxes, and any Development related permits > \$10,000.	We accept credit cards for everything, although as you might recall, for property taxes it is through a third party (Plastiq) and the user pays them an additional fee. In 2023 we received about 30 property tax payments through this service and for 2024 it was 110 so far. Not significant given that we have almost 34,000 folios.	Credit cards may only be used for payments under \$2,500. They may not be used for the following types of payments: property taxes, partial payments for services costing more than \$2,500 (e.g. partial payment of a building permit), servicing agreements, DCC's, refundable deposits.	No credit cards at the hall - other than property tax payments through Paymentus who charges the credit card fee and we are not involved	No	The City of Langford only accepts credit card payments for property taxes through a third party processor (Paymentus). Paymentus charges a fee to the user so there is no charge or fee to the City.	No	No	Yes, mostly for utilities, dog licence, business license, other misc items.	We don't take credit cards at the front counter. We only take credit cards for Business Licence and Tax Certificate online.	Yes. Visa and MasterCard. See attached policy for list of credit card eligible services
What interact devices are you currently using (Moneris, Chase or other)?	Moneris	We use both Moneris and Chase (depending on service area).	Moneris	Moneris	Moneris	We use Paymentus as a 3rd party processor and therefore the resident pays the processing fee directly	Moneris	Moneris	TD	Moneris/ Global Merchants	Moneris
What is the average credit card fee percentage you are currently paying?	It's not really clear, merchant discount rate is 0.2%	I don't have an average credit card fee percentage - they both charge so many layers of fees depending on the card used so it's pretty complicated and the "average" varies.	This is currently unknown. Staff are investigating.	N/A	N/A	N/A	N/A	N/A	Around 2.9%	We haven't calculated the fee percentage. Staff estimated that it is above 3%, and possibly at 5-6%.	Visa - 2.17% MC - 2.02%
Which transactions/revenue sources is the fee being applied to?	N/A	N/A	Recovery of credit card fees will likely be reviewed in Q2 2025.	Property tax	N/A	N/A	N/A	N/A	N/A	N/A	N/A
What is the credit card fee percentage you are charging customers?	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Are you reviewing the fees paid and percentage charged to customers annually?	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Can share a copy or link to the report and bylaw related to establishing the new fee?	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A