

**AN ORDINANCE OF THE CITY OF AURORA MISSOURI ESTABLISHING A SERVICE FEE FOR ALL CREDIT CARD PAYMENTS PROCESSED BY PHONE FOR PAYMENT OF SERVICES TO THE CITY OF AURORA**

*WHEREAS*, the City of Aurora, Missouri (the “City”), is a city of the third class and political subdivision of the State of Missouri, duly created, organized and existing under and by virtue of the constitution and laws of the State of Missouri; and

*WHEREAS*, the City of Aurora MO has experienced a dramatic increase in the number of city utility customers paying by credit card payments over the phone rather than by checks, cash or in person at the counter; and

*WHEREAS*, a large amount of staff time is being spent handling these transactions via phone calls, often leaving customers standing at the counter and the phone unattended due to the time involved in accepting this form of payment by phone; and

*WHEREAS*, the City of Aurora has established several ways to streamline the bill paying process for our Citizens that reduces staff time needed to process payments; and

*WHEREAS*, the City of Aurora provides several ways for citizens to make payments such as: in person by check, cash or credit card, mailing payments, auto-payment via bank draft, drive through drop box provided outside the building and by web portal for utility bills thru the City of Aurora website; and

*WHEREAS*, it is also recognized that City of Aurora expends funds to maintain many of the payment options that are available to our citizens such as the portal link thru the City of Aurora website to make it more convenient to the citizens to be able to pay their utility bill at their convenience.

**NOW THEREFORE, BE IT ORDAINED BY THE CITY COUNCIL OF AND FOR THE CITY OF AURORA, MISSOURI, AS FOLLOWS:**

**SECTION ONE:** Chapter 100, GENERAL PROVISIONS, ARTICLE V, MISCELLANEOUS PROVISIONS of the Aurora City Code shall be amended to add SECTION 100.300, PHONE TRANSACTION SERVICE FEES

**SECTION TWO:** Chapter 100, GENERAL PROVISIONS, ARTICLE V, MISCELLANEOUS PROVISIONS, SECTION 100.300, PHONE TRANSACTION SERVICE FEES shall read:

“The City of Aurora shall charge a transaction fee of \$4.00 for all credit card payments or other payments processed utilizing City Staff over the phone.”

**SECTION THREE:** That all ordinances or parts of ordinances in conflict with this ordinance are hereby repealed.

**SECTION FOUR:** That this ordinance shall be in full force and effect upon passage.

***PASSED AND APPROVED BY THE CITY COUNCIL OF THE CITY OF AURORA THIS  
10<sup>th</sup> DAY OF NOVEMBER, 2020.***

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Mayor Doyle Ferguson

**ATTEST:**

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Kimberly Breedlove, City Clerk