



MEMORANDUM

To: Mayor and City Council

From: Kim Tiehen, Director of Strategic Financial Engagement

Date: August 25, 2026

Reference: Consider approval of a Resolution amending Resolution No. 010996.3, amending the Master Fee Schedule for the Republic Solid Waste fees and Tyler Payment Processing fees; and authorizing the Mayor to sign.

2040: Sustainable Government

Introduction:

The purpose of this agenda item is to seek approval to amend the master fee schedule for the annual rate increase for Republic Solid Waste as set forth by the approved contract, alongside Tyler Payments credit card fee of 3.75%.

Background:

Solid Waste

The Solid Waste contract was approved by the Council on July 3, 2025 for a new term beginning October 1, 2026. The rates set forth in that contract will increase residential customer rates from \$20.51 to \$24.40, and senior rates from \$18.46 to \$21.96. A \$6 per month fee will be charged for residential customers that elect to utilize an additional cart. Commercial rates will increase based on the service requested, dumpster capacity, and pickup frequency. This increase is effective October 1, 2026 at contract inception.

Tyler Payments

Tyler Technologies will no longer support the City's current credit card processing vendor. As a result, Utility Billing reviewed available options and began transitioning to AMS/CORE, the City current credit card processing vendor that agreed to maintain the current 2.95% credit card processing fee.

Unfortunately, after nearly a year of testing and working with AMS/CORE, staff have encountered a number of functionality, performance, and reliability issues. Because of this, staff is not moving

forward with CORE/AMS. Instead, staff is recommending Tyler Payments, which will increase the credit card fee from **2.95% to 3.75%** but has several key benefits/enhancements:

- Maintains a streamlined and automated process.
- Provides additional payment options for residents.
- Requires minimal change for customers. No customer account creation will be required. Customers will need to re-link their accounts and set up payment options, but the overall experience will remain similar to what they use today.

Benefit to the Community:

Solid Waste:

Solid waste removal service is a basic service the City is expected to provide the community. The Community Development Department assessed the service provided by Republic, the City's current vendor, and determined Republic is providing solid waste removal services in a manner consistent with requirements outlined in the contract.

Tyler Payments

A fully integrated portal with additional payment solutions allows more flexibility in how residents pay, auto-pay options, and additional methods of notification.

Legal Review:

The City Attorney reviewed the item.

Fiscal Impact:

Solid Waste:

The City collects the fees on behalf of Republic and then remits the fees to Republic each month. Consistent with prior years, the fee includes a 15% franchise fee which is retained by the City.

Tyler Payments:

No fiscal impact resulting from this change.

Recommendation:

The Strategic Financial Engagement and Community Development Departments recommend approval of this item.