

Technology Fee

Option/solution as provided to other agencies evaluating how to cover credit card transaction fees and many other similar costs related to doing business electronically, is the option of implementing a Tech Fee across the board on your fees.

This solution is determined at the fee level and not at the payment method level, so all customers are paying this small percentage-based fee (you decide the rate) across the board regardless of payment method. This fee, by design, is in place to assist agencies in recouping overhead costs related to using electronic systems and their related technology such as apps, services like GIS or financial software connectivity, electronic plan review (Bluebeam, etc), online credit card payments (credit card transaction fees), larger monitors for electronic plan review, higher performing PCs to run necessary software simultaneously, ipads/tablets for inspectors or code officers to use in the field, and an increase to internet services and bandwidth on local WiFi, a PC kiosk at your counter for walk-up customer use, and more. NONE are required but they are all ultimately part of the cost of doing business.

Building is not singled out in this way - all tools and electronic services are available globally across all modules (Building, Planning, and Public Works). For example, an agency considered just charging tech fee on building fees but this was perceived as punitive to building customers even though Planning, Public Works, and Code were all also using the same system and electronic tools in their daily operations.

Obviously, the other end of this on the spectrum is looking at increasing fees to cover actual business costs versus a separate add-on administrative fee.