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TO: Board of County Commissioners

FROM: Elissa Nagy, Finance Director

THROUGH: Jeffrey R. Smith, Clerk of Circuit Court and Comptroller

DATE: June 3, 2019

SUBJECT: TD Bank Credit Card Merchant Services

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On October 18, 2016, the Board awarded the banking services for the Board of County Commissioners to TD Bank. Since then, the County has been transitioning all of the County's banking accounts and services to TD Bank. Included in the banking services proposal was the option for the County to utilize TD Bank's merchant services.

Finance staff recently requested a comparison from TD Bank for credit card fees against the County's current provider, Global Payments. The following County departments currently utilize Global Payments: Recreation, Shooting Range, Parks, and Building. Other County departments have restrictions for credit card providers based on their software or point of sale systems.

For fiscal year 2018, credit card fees for the departments utilizing Global Payments totaled \$100,114. Based on TD Bank's analysis, overall annual savings are estimated at a minimum of \$3,000 across those departments. In addition, having the merchant services with TD Bank will provide additional customer service as the County has its own designated service team for all banking related services. Currently, with Global Payments, we are restricted to utilizing their customer service line for service-related issues.

Those departments currently utilizing Global Payments will upgrade their machines to those with additional security features and enhanced capabilities. The one-time cost of those machines range from \$300-600 per machine depending on what features departments need, and the cost will be the responsibility of the department. We have provided the new credit card machine specifications to the Computer Services department, and they have confirmed that the machines meet the required PCI compliance rules.

**Recommendation:**

Staff recommends the Board to approve the attached documents and authorize the Chairman to execute them.