



MANAGER'S MEMORANDUM

Prepared for: **Naperville City Council**

By: City Manager's office

9/12/2024

A. MANAGER'S MEMORANDUM

Source:

1. Jason Arres,
Police Chief

Subject:

On-street Overnight Parking Requests

Action:

FYI

2. Kimberly Schmidt,
Deputy Director
Finance Department

Non-Utility Billing Telephone
Payments End September 30, 2024

FYI

**CITY OF NAPERVILLE
MEMORANDUM**

DATE: September 12, 2024

TO: Doug Krieger, City Manager

FROM: Jason Arres, Chief of Police

SUBJECT: On-street Overnight Parking Requests

PURPOSE:

The purpose of this memorandum is to provide information about the Naperville Police Department adding an online means for residents to request permission to temporarily park a vehicle on a city street overnight.

BACKGROUND:

Naperville's Municipal Code (11-2A-8) prohibits the parking of any vehicle on city streets between 2 and 5 a.m. The Naperville Police Department enforces this ordinance proactively as resources allow and in response to complaints.

Currently, a vehicle may only be parked on a city street overnight if:

- The driveway the vehicle is registered to is visibly in the process of being replaced, repaired, or seal coated.
- Temporary permission has been granted by the police department. This option is currently available by calling (630) 420-6666.
- The vehicle clearly displays a hangtag issued by a homeowner's association (HOA) participating in the City's Overnight Parking Program and is parked in an area designated in the Municipal Code as exempt from the overnight parking ordinance.

DISCUSSION:

The Naperville Police Department has added an online portal to the City's website to allow residents to submit temporary overnight parking requests online. This option is being offered in addition to calling the police department at (630) 420-6666 to request overnight parking permission.

Links to the [new online portal](#) are available throughout the City of Naperville website, most notably in the grey "Request" links section located at the bottom of every webpage. Additional information and a link to the online portal is also available on the police department's parking enforcement webpage:

www.naperville.il.us/ParkingEnforcement.

RECOMMENDATION:

Please share this information with the Mayor and City Council through the September 12, 2024, Manager's Memorandum.

**CITY OF NAPERVILLE
MEMORANDUM**

DATE: September 12, 2024

TO: Doug Krieger, City Manager

THROUGH: Raymond Munch, Finance Director

FROM: Kimberly Schmidt, Deputy Finance Director

SUBJECT: Non-Utility Billing Telephone Payments End September 30, 2024

PURPOSE:

The purpose of this memorandum is to notify the City Council the Finance Department will no longer accept non-utility bill payments over the phone starting on Tuesday, October 1, 2024.

BACKGROUND:

The credit card industry has created requirements to reduce risk to organizations that accept, transmit, process and/or store credit and debit card data. Being compliant with the standards reduces an organization's risk of credit and debit card data loss and customers' risk of identity theft. Additionally, it helps protect an organization if a data breach occurs and cardholder data is compromised. Failure to comply with PCI (Payment Card Industry) compliance standards may result in fines and/or the inability to conduct e-commerce.

In 2022, the City hired CampusGuard to act as the City's PCI qualified security assessor and conduct an assessment of the City's PCI environment. Upon receipt of the assessment results, City staff set the goal of eliminating any unprotected confidential credit card data on the City's network. Finance and IT staff have since focused on resolving issues identified in the assessment as posing the highest risk to the City. This includes switching to credit card terminals with point-to-point encryption and providing customers with the option to pay online using third-party SaaS software.

In 2024, CampusGuard conducted a reassessment and identified one remaining PCI compliance issue: City employees taking non-utility payments over the phone. It is important to note that phone payments for utility billing are not impacted, as the City contracts with a PCI compliant third party for utility billing.

DISCUSSION:

The City's telephones use VoIP (voice over internet protocol), which is difficult and costly to secure to meet PCI compliance requirements.

Therefore, to address the remaining compliance issue, the City will stop taking phone payments for non-utility billing, and Finance Department staff will focus on moving any payments that currently do not have an online option to a third-party payment portal.

The table below lists the most common bills issued by the City and their associated payment options. An online payment option exists for the majority of the bills, and only a small percentage of bills with online payment options are currently paid over the phone. Finance staff anticipate having an online payment option in place for all remaining bills by the end of 2025.

The last day customers will be permitted to make non-utility payments over the phone is Monday, September 30, 2024. Starting on October 1, customers who call to pay using a credit card will be directed to the other payment options.

City Bill Type	Payment Options
<ul style="list-style-type: none"> • Utility Billing 	<ol style="list-style-type: none"> 1. U.S. Mail 2. In Person 3. Call 877-831-6386 4. Online e-Bill portal
<ul style="list-style-type: none"> • Building Permits • Inspections • Community Permits • Truck Route Permits • Liquor/Tobacco Licenses • Garbage/Recycling Cart Purchases • Real Estate Transfer Tax Stamps 	<ol style="list-style-type: none"> 1. U.S. Mail 2. In Person 3. Online Permitting, Plans and Licensing portal
<ul style="list-style-type: none"> • Fire Alarm Monitoring • Bulk Water Use Fees • Sidewalk Replacement Cost Share Program • Parkway Tree Replacement Cost Share Program • City Property Damage Claims • Police/Fire/Traffic Control Services • Animal Control Fees 	<ol style="list-style-type: none"> 1. U.S. Mail 2. In Person 3. Online Citizen Self Service portal
<ul style="list-style-type: none"> • Fire False Alarm Billing • Police False Alarm Billing • Statement of Open Accounts (SOA) 	<ol style="list-style-type: none"> 1. U.S. Mail 2. In Person
<p>For all other payments and/or assistance with payment options, customers may contact the City’s Customer Service Team at 630-420-6059 Monday through Friday (7 a.m. to 7 p.m.) and Saturday (8 a.m. to 12 p.m.)</p>	

RECOMMENDATION:

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Please share this information with the Mayor and City Council through the September 12, 2024 Manager's Memorandum.