



Office of the City Manager

March 31, 2023

To: Honorable Mayor and Members of the City Council
From: *DWR* Dee Williams-Ridley, City Manager
Re: Temporary pause on Credit card payments via City phones starting
on April 1, 2023

Starting April 1, 2023, the City will not accept credit card payments via City telephones for up to 90 days. People can still pay using the online payment options found on berkeleyca.gov, via the phones of 3rd party vendors, or at any of the physical locations where the city accepts payments.

This temporary pause is a proactive move to ensure that all networks for taking payments are secure and uncompromised for cybersecurity.

There's no evidence that any City of Berkeley phone payment system has ever been compromised. Nonetheless, security standards are rapidly increasing. Our credit card security assessor has advised us that we are now required to transition to higher phone security standards for credit card payments.

Staff in every department have been making web updates for a variety of services offered on the website. Staff who take phone payments verbally have been provided a script on how to help our customers. They are guiding callers to all their options, such as specific online payments on berkeleyca.gov.

cc: Senior Leadership Team