

**REPORT/RECOMMENDATION TO THE BOARD OF SUPERVISORS  
OF SAN BERNARDINO COUNTY  
AND RECORD OF ACTION**

May 5, 2026

**FROM**

**SHANNON D. DICUS, Sheriff/Coroner/Public Administrator**

**SUBJECT**

Agency Service Agreement with PayGOV.US, LLC

**RECOMMENDATION(S)**

Approve Agency Service **Agreement No. 26-344** with PayGOV.US, LLC to provide credit and debit card payment processing services for payments to the Sheriff/Coroner/Public Administrator, at no cost to the Sheriff/Coroner/Public Administrator, for the period of May 5, 2026 through May 4, 2029, with the option to extend for an additional one-year period.

(Presenter: Carolina Mendoza, Chief Deputy Director, 387-0640)

**COUNTY AND CHIEF EXECUTIVE OFFICER GOALS & OBJECTIVES**

**Improve County Government Operations.**

**Operate in a Fiscally-Responsible and Business-Like Manner.**

**FINANCIAL IMPACT**

Approval of this item will not result in the use of additional Discretionary General Funding (Net County Cost). PayGOV.US, LLC (PayGOV) will provide operator-assisted and internet payment processing services, including equipment to process credit and debit card payments, at no cost to the Sheriff/Coroner/Public Administrator's (Department) Court Services Division, Civil Enforcement Unit (CEU). PayGOV will assess a convenience fee equal to 4.19% of the transaction amount to the individual requesting the service, with a minimum flat convenience fee of \$1.00 to any transaction under \$24.00. Transaction fees apply to all point-of-service, online, mobile, and over-the-phone (in-office) transactions.

**BACKGROUND INFORMATION**

CEU's staff processes, serves, and enforces orders of the Superior Court, including from its civil, family law, and probate divisions. In addition, CEU serves as the designated Levying Officer for San Bernardino County. Under Government Code sections 26666.5, 26727, 26736, 26738, and 26746, CEU assesses fees to perform mandated civil processes in accordance with the Government Code and Code of Civil Procedure. Those services include, but are not limited to, wage garnishments, evictions, personal and real property levies, restraining orders, civil bench warrants, and Department's sales. The Department is requesting approval of the Agency Service Agreement to complete credit and debit card transaction payments through PayGOV's payment gateway.

On January 14, 2025 (Item No. 60), the Board of Supervisors (Board) approved a Master Agreement No. 25-06, with Teleosoft, Inc. (Teleosoft) to implement a new Civil Case Management System for CEU to manage its civil law transactions, including accounting

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processes. On February 23, 2026, the Department was notified that the Teleosoft E-Filing Portal requires a Merchant Services Agreement with PayGOV to support the integration requirements to enable a payment gateway to be used by the general public.

As a third-party provider integrated into Teleosoft's Portal, PayGOV requires a separate Agency Service Agreement to provide Merchant Services to CEU.

Allowing the public to pay for services from CEU via electronic payments using their credit and debit cards provides the public with convenient payments options, as these payment options will be available 24 hours per day, seven days per week for next business day funding. Using such payment options is also a more efficient and fiscally responsible manner for CEU to collect the set fees for its services.

**PROCUREMENT**

Not applicable.

**REVIEW BY OTHERS**

This item has been reviewed by County Counsel (Grace B. Parsons, Deputy County Counsel, 387-5455) on March 30, 2026; Purchasing (Jason Cloninger, Lead Buyer, 387-0321) on March 30, 2026; and County Finance and Administration (Erika Rodarte, Administrative Analyst, 387-4919) on April 1, 2026.

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Record of Action of the Board of Supervisors  
San Bernardino County

**APPROVED (CONSENT CALENDAR)**

Moved: Curt Hagman Seconded: Joe Baca, Jr.  
Ayes: Col. Paul Cook (Ret.), Jesse Armendarez, Dawn Rowe, Curt Hagman, Joe Baca, Jr.

Lynna Monell, CLERK OF THE BOARD

BY   
DATED: May 5, 2026



cc: Sheriff - Mendoza w/agree  
Contractor - c/o Sheriff w/agree  
File - w/agree  
MBA 05/15/2026