

FROM

NAME & TITLE
AGENCY NAME & ADDRESS
SUBJECT

David E. Scott, Director
Department of Public Works
600 Abel Wolman Municipal Building

CITY COUNCIL BILL 08-0032R

CITY of
BALTIMORE
MEMO



DATE: June 3, 2008

TO

The Honorable President and Members
of the Baltimore City Council
c/o Karen Randle
Room 400 - City Hall

I am herein reporting on City Council Resolution 08-0032R introduced by Council President Rawlings Blake and Council Members Holton, Clarke, D'Adamo, Curran, Henry, Branch, Conaway, Spector, Middleton, Welch, Reisinger, Young, and Cole.

The purpose of the Resolution is to investigate the financial and operational efficacy of installing neighborhood self-service transaction kiosks to provide electronic financial processing and consumer bill payment service; and request the Director of Finance to direct the Bureau of Purchases to determine the projected costs of installing kiosks and to instruct the Bureau of Collections to examine the possible effects of self-service payment processing on reducing costs, increasing efficiencies, and generating new revenue streams.

According to the Resolution, self-service kiosks are being used by many U.S. cities as a convenient way to pay municipal expenses. By way of example, a citizen wishing to pay a water and sewer bill in Baltimore may mail in their bill payment, appear in person at certain locations, or may pay through an on-line transaction with either a check or credit card. For those persons wishing to pay in cash, the options are limited to counter transactions. Placing kiosks in various locations around the City may encourage timely payment of municipal charges, thus increasing the likelihood of the City receiving payments and reducing the frequency of penalty charges accruing to customer accounts. In evaluating the use of kiosks in Baltimore, simplicity of use, the widest range of payment options (including cash), and the number of convenient and safe locations, are some of the important factors that should be considered.

The Department of Public Works looks forward to learning more about the potential convenience of service that may be provided citizens in paying municipal bills, the potential for encouraging prompt and regular payments, and the cost effectiveness of using kiosks systems for payment collection.

Comments


DAVID E. SCOTT
DIRECTOR



DES/MMC:pat