

FROM

NAME & TITLE	Alfred H. Foxx, Director
AGENCY NAME & ADDRESS	Department of Transportation 417 E. Fayette Street, Room 527
SUBJECT	City Council Bill 08-0032R

CITY of  
BALTIMORE  
**MEMO**



DATE: April 24, 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 Bill No. 08-0032R

**Informational Hearing – Neighborhood Self-Service Transaction Kiosks**

**For the purpose of investigating the financial and operational efficacy of installing neighborhood self-service transaction kiosks to provide electronic financial processing and consumer bill payment service; and requesting the Director of Finance to direct the Bureau of Purchases to determine the projected costs of installing the 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.**

Any technology that can offer improved customer service to Baltimore's citizens is worthy of investigation. The use of Kiosks for the payment of municipal fees could directly benefit the Department of Transportation (DOT) in the collection of parking fines. Ultimately, we would defer to the Department of Finance as to the cost versus benefit of such an undertaking.

Respectfully,

ALFRED H. FOXX  
DIRECTOR

AHF/WD:zs

- cc: Ms. Angela C. Gibson
- Mr. Anthony P. Wallnofer, Jr.
- Mr. Bill Driscoll
- Mr. Jamie Kendrick

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*Refer to Finance*

