



## BALTIMORE HOUSING

SHEILA DIXON  
Mayor

PAUL T. GRAZIANO  
Executive Director, HABC  
Commissioner, HCD

# MEMORANDUM

To: The Honorable President and Members of the Baltimore City Council  
c/o Karen Randle, Executive Secretary

From: Paul T. Graziano, Commissioner

Date: April 21, 2008

Re: City Council Bill 08-0032R Informational Hearing - Neighborhood  
Self-Service Transaction Kiosks

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The Department of Housing and Community Development (DHCD) has reviewed City Council Bill 08-0032R, which was introduced 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.

The potential installation of Neighborhood Self-Service Kiosks are consistent with the City's ongoing efforts to provide citizens with both greater and more efficient access to municipal services. For example, the city has provided the option of bill payment via internet and phone for several years. Unfortunately, many citizens still lack regular access to the internet and both online or telephone services normally only accept electronic forms of payment such as credit or check cards. These technical limitations bar numerous senior or economically disadvantaged citizens from using remote payment services. The advantage of strategically placed kiosks in public places such as grocery stores, post offices, and libraries is that they are more widely accessible to the public.

Based on the experience of kiosk services provided City of Chicago, these machines are extremely user friendly and do not require an advanced familiarity with technology. To initiate the kiosk transaction, customers first swipe their bill, which brings the appropriate information on the screen. Users can also look up their bills by their license plate number. Furthermore, the kiosks accept multiple forms of payment including credit card, cash or check.

In conclusion, the kiosks would likely yield cost savings for Baltimore City because they would potentially process payments twenty four hours a day during each calendar day of the year. This would relieve the City of the reliance on paid cashiers who are limited to an eight-hour workday during the five-day work week. The Department of Housing and Community Development supports the adoption of City Council Bill 08-0032R.

PTG:pmd

cc: Ms. Angela Gibson  
Mr. Demaune Millard

