



# **Automatic Payment Kiosk**

Request for System Upgrade

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# Background

- ❖ The City of Plano Customer and Utility Services Department (CUS) is responsible for the billing and collection of 80,000 utility accounts on a monthly basis.
  - ❖ CUS is funded solely through the service rates established for each of our billed services.
  - ❖ On March 31, 2008, CUS contracted to procure an in-wall-out-facing automatic payment kiosk. The contract price of \$63,000 breaks down as follows:
    - ❖ \$19,500 - Hardware
    - ❖ \$35,250 - Software Development
    - ❖ \$8,250 – Testing
  - ❖ \$1,700 is paid annually on an additional maintenance contract.
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# Background

- ❖ The kiosk is designed to provide 24/7 payment access which enhances our business goal of 100% collections for water and utility services rendered to customers.
- ❖ By deploying an automatic payment kiosk we have enhanced multi-lingual customer service to our citizens.
- ❖ CUS was able to reduce staff by 1.5 FTE, supplanting the implementation cost of the kiosk.
- ❖ Since inception, there have been numerous minor updates relating to memory, video camera, hard drive capacity, software updates, software deletions, defragmentation of hard discs, and external touch-screen calibrations.



# Current Automatic Payment Kiosk Issues

The first year of operation was acceptable; however, in 2009 CUS employees began to log performance issues.

<b>Performance Issue</b>	<b>Number of Incidents Dec 2009 – Sept 2011</b>
Incorrect Posting/Processing of Credit Card or Check Payments	15
Cash Overage/Shortage	11
Hardware Issues	20

# In Search of a Better Solution

- ❖ The CUS Department began research on other kiosk systems in March 2011 with the goals of increasing customer service, increasing number of transactions, and maximizing value for dollars to be used.
  - ❖ We are seeking to improve reliability and to allow for future deployment of additional payment kiosks.
  - ❖ Two exploratory meetings were setup with two major companies: Diebold and NCR
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# Upgrade Proposal

- ❖ The purpose of this project is to provide our citizens bill payment options, 24 hours a day, 7 days a week via an easy to use, fast, effective and reliable kiosk system.
  - ❖ Two other departments are interested in initiating services through the kiosk.
    - ❖ Building Inspections would like the ability to issue simple permits.
    - ❖ Property Standards would like the ability to collect fees and fine.
  - ❖ CUS is requesting a total sum of \$150,000 to move forward with the automatic payment kiosk upgrade project.
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# Additional Information

Other municipalities have approached CUS to discuss future plans for a kiosk system based on our initial implementation.

The cities of Carrollton, Irving, Waco, and Longview have expressed interest in working with the City of Plano in an evaluative process with these major kiosk manufacturers.



# Return on Investment

- ❖ Kiosk ROI study
    - ❖ 2006 drive up window
      - ❖ 1.5 FTE
      - ❖ Cost \$1.86 per transaction
      - ❖ 26,000 transactions annually
    - ❖ 2010 Kiosk
      - ❖ Cost \$1.12 per transaction
      - ❖ 11,555 transactions annually
    - ❖ Proposed 2012 kiosk upgrade \*
      - ❖ Cost \$1.16 per transaction
      - ❖ 22,000 transactions annually
- \*10 year ROI study
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# Discussion and Direction

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