

Customer & Utility Services (CUS) Department Payment Services Proposal

September 24, 2012



Service Goals

Customer Service First:

1. Multiple Payment Options
2. Easy and Convenient
3. Multiple locations

Continuous Performance Improvement (CPI):

1. Joint Use Facility (JUF) (2004)
2. Automatic Payment Kiosk (2008)
3. **Fidelity Express** (2012)

Why Fidelity Express?

Kiosk Deployment Challenges:

1. Reliability of kiosk system.
2. Overall cost of deploying multiple kiosks.
3. Annual maintenance costs for multiple kiosks.
4. Systems vendors challenges.

Fidelity Express Service Experience:

1. Atmos, Reliant Energy, TXU, Direct Energy...
2. AT&T, DirecTV, Dish, Sprint, T-Mobile, Verizon...
3. Arlington, Carrollton, Denton, Garland...

Fidelity Express Proposal

Costs:

1. **Zero (\$0)** recurring cost to the City of Plano.
2. Minimal Convenience Fee (\$1.50) to Customers.
3. In-house data integration work hours.

Benefits:

1. **\$300,000** savings on kiosk project – Funds carried forward from FY2010-11.
2. **\$1,751** annual savings on kiosk maintenance.
3. **\$8,040** annual savings to consolidate & close CUS-JUF office – Fidelity Express within ¼ mile of JUF.
4. **\$54,000** annual savings from returning JUF staff moved to fill vacant Call Center position – eliminating a position.
5. Add **seven (7)** Fidelity Express payment locations.

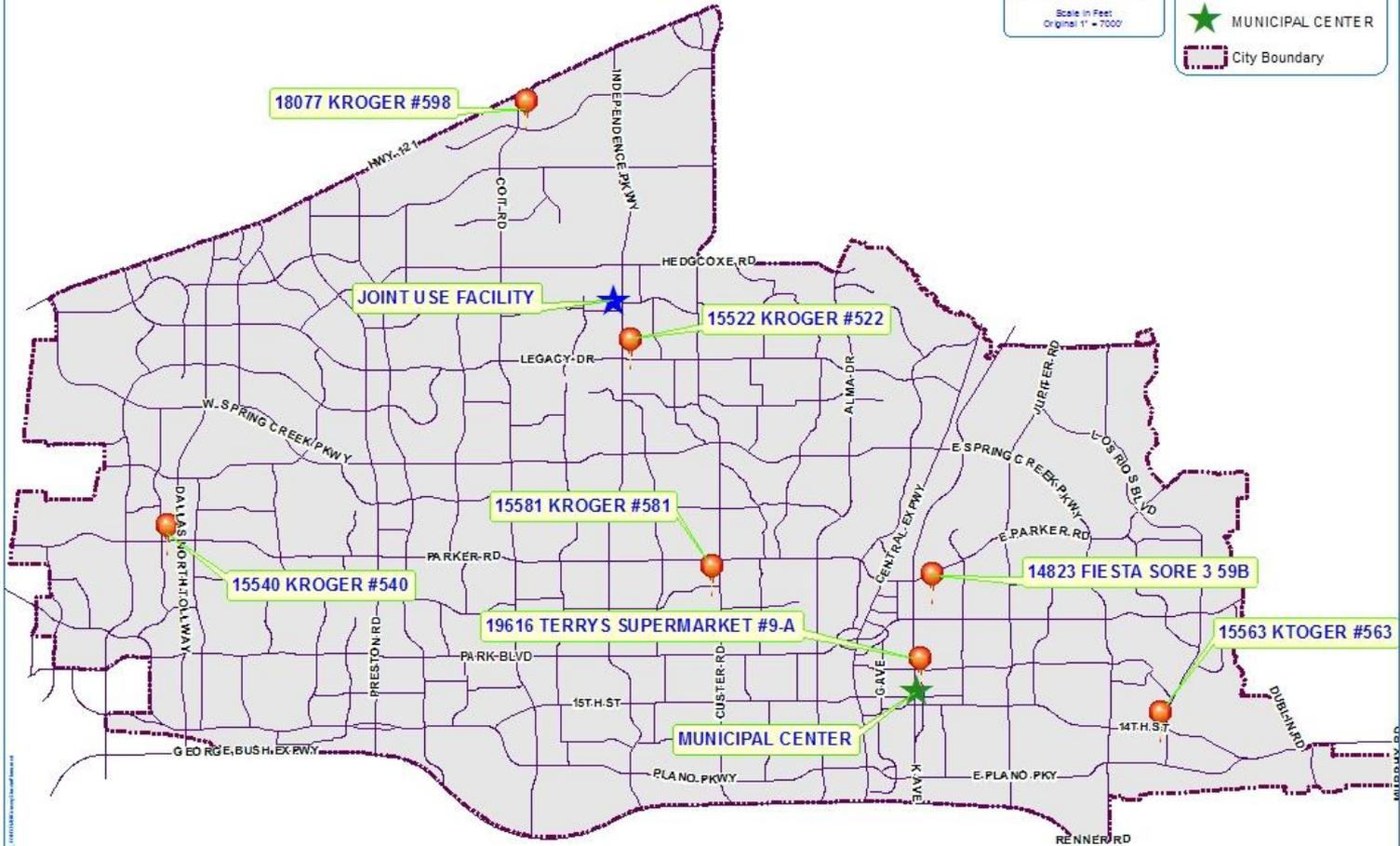
Proposed Payment Locations

City of Plano Payment Locations

Source: City of Plano GIS Division
Revised: August 23, 2012

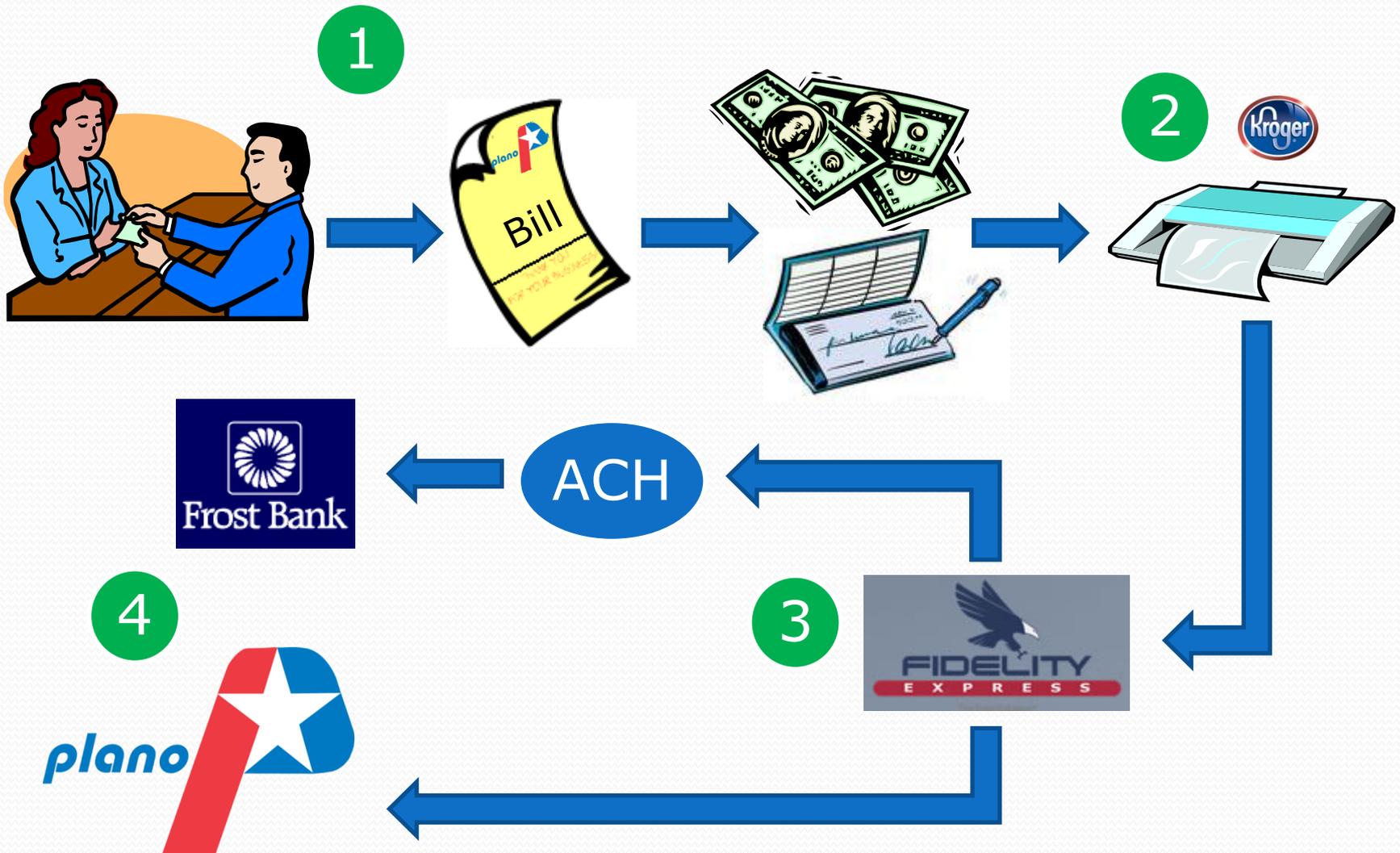
Scale in Feet
Original 1" = 7000'

-  Grocery Store
-  JOINT USE FACILITY
-  MUNICIPAL CENTER
-  City Boundary



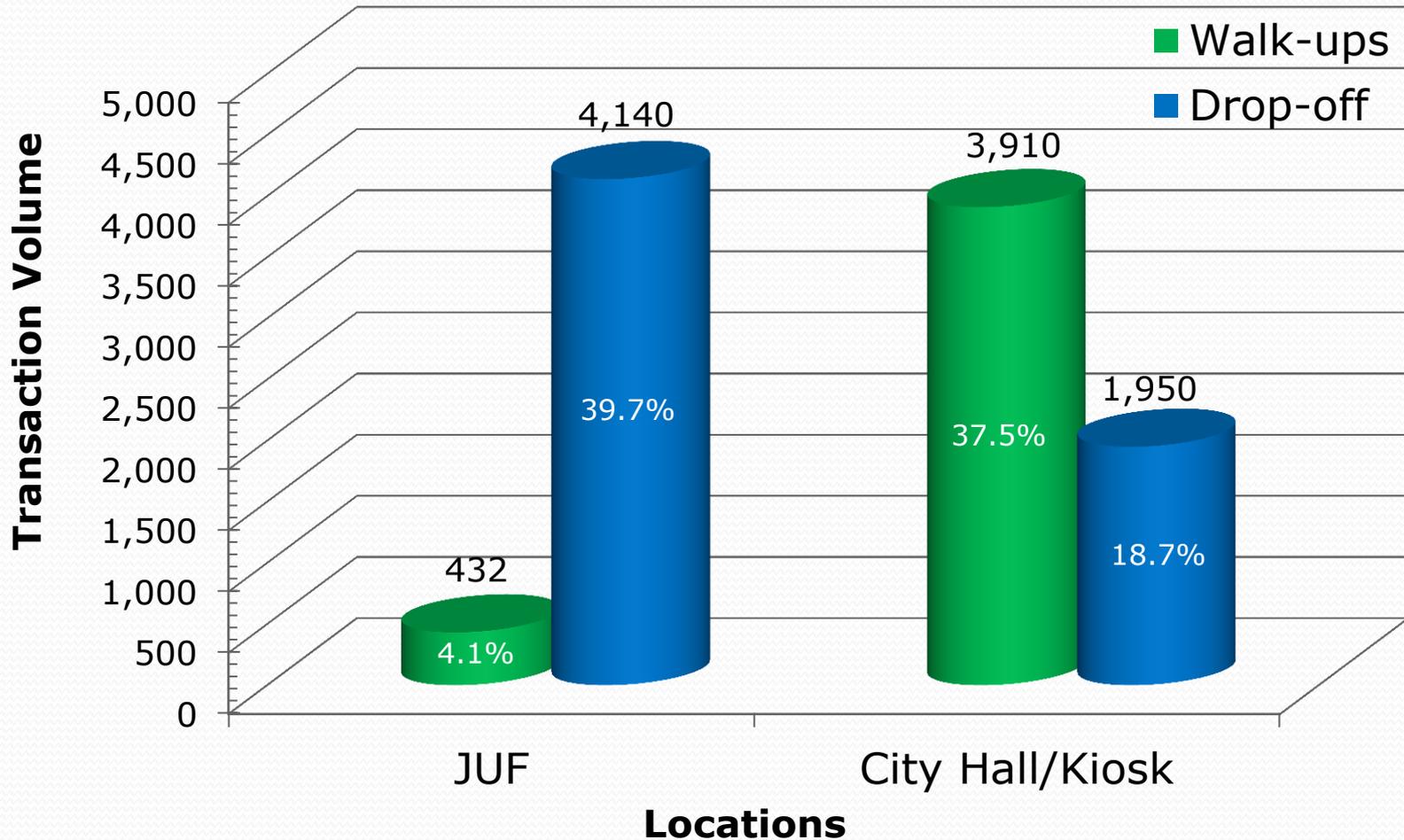
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How does it work?



Operational Statistics

Average Monthly Transactions



Propose Timeline

Agreement and Process Reviews:

1. Purchasing Review – Completed.
2. Legal Review – Completed.
3. Risk Management Review - Completed.
4. Technology Services Review – Completed.

Proposed Timeline:

1. Final Agreement with Fidelity Express – Pending Council Approval.
2. Go Live – 11/1/2012.
3. JUF and Kiosk changes – 1/1/2013.

The Future

Within 6 months time frame...

Western Union:

1. **Zero cost** to City of Plano/\$1.50 to customers.
2. Additional **19** payment locations:
 - Tom Thumb
 - Market Street

Money Gram:

1. **Zero cost** to City of Plano/\$1.50 to customers.
2. Additional **23** payment locations:
 - CVS
 - Walmart
 - 7-Eleven

Add other departments

Decision

- A. Move forward with Fidelity Express proposal.
- B. Remove existing kiosk and reconfigure to a drop box.
- C. Consolidate – close CUS-JUF office.
- D. Expand payment locations with other vendors within 6 months.

Customer & Utility Services (CUS) Department Upcoming Ordinance Changes

September 24, 2012



Proposed Ordinance Changes

- A. Pro-rata billing process.
- B. eBill/bank draft deposit waiver incentive.
- C. Reduced sewer charges for multi-family residents. Ex: townhomes (1/2 of SFR).
- D. Supplemental deposit process.