

A decorative graphic on the left side of the slide consists of several spheres of varying shades (white, light gray, dark gray, and black) mounted on thin, dark sticks. The sticks are arranged in a way that they appear to be connected or part of a larger structure. The background is a light, neutral color.

# Utility Pay Stations

Briefing to the City Council  
Neighborhood Quality of Life Committee  
August 29, 2006

# Purpose

- To provide an overview of the utility pay stations' functions and operations, as well as the community needs they serve

# Background

- Utility Pay Stations (UPS) sites
  - Martin Luther King, Jr. Community Center (MLKCC)
  - West Dallas Multipurpose Center (WDMC)
- In operation since 1987



Martin Luther King Community Center



West Dallas Multipurpose Center

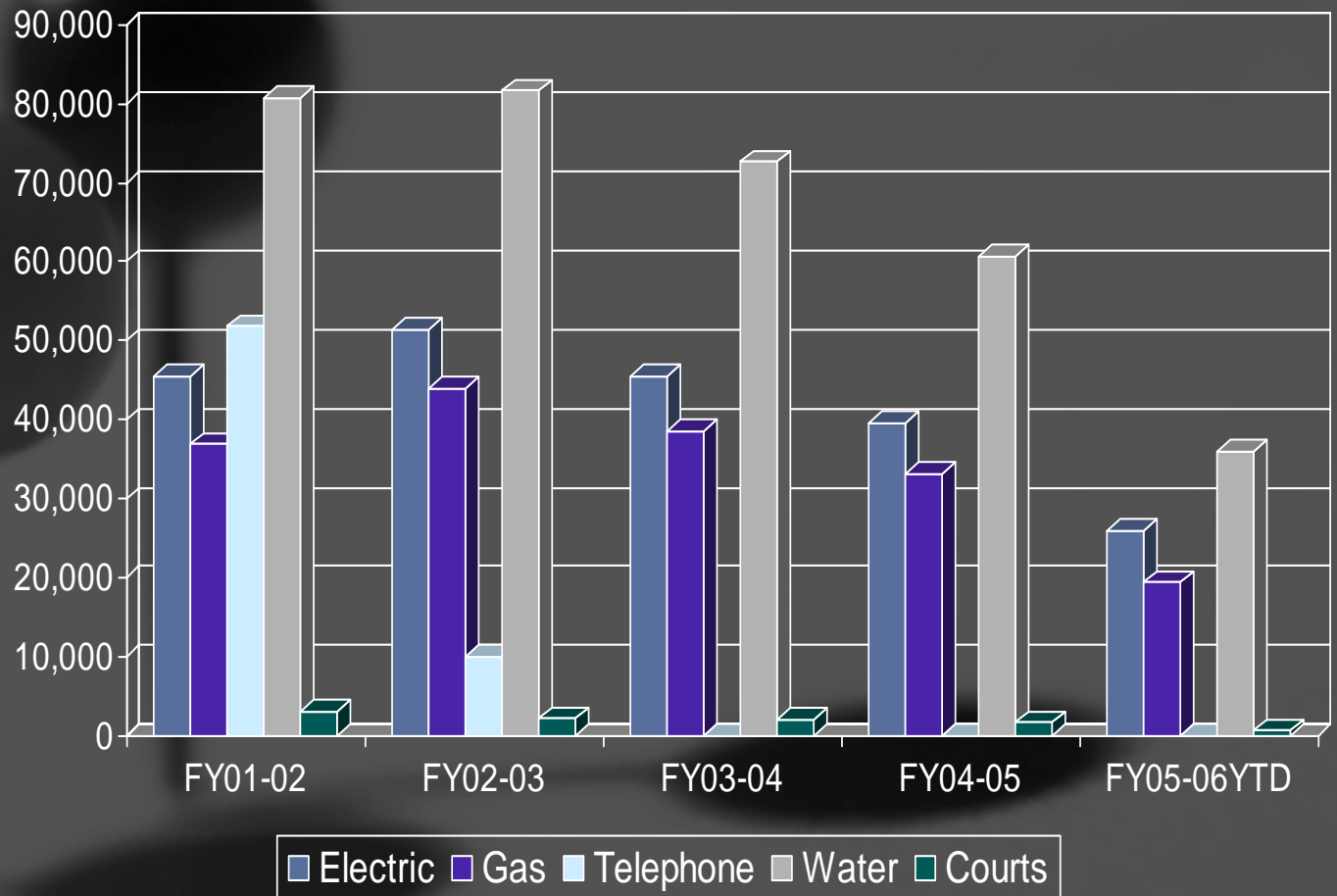
# Operations

- Core Services
  - Utility payment processing for TXU, Atmos, Dallas Water Utilities
    - MLK also offers processing for Dallas Courts
    - Telephone utility payments discontinued Dec. 2002
- Transaction Fees
  - No fees to customers until July 2001
  - \$1 per transaction for TXU/Atmos payments
    - Registered seniors (60+) and clients with disabilities are exempted
    - \$0.45 paid to third-party transaction service; City retains \$0.55
    - About \$12,000 collected annually in FY05-06 for social service programs
      - City collected about \$189,000 annually before fees enacted in July 2001

# Operations

- Hours of Operation
  - MLKCC
    - 8 a.m. to 6 p.m., Mondays through Fridays
  - WDMC
    - 8 a.m. to 6:30 p.m., Mondays and Thursdays
    - 8 a.m. to 4 p.m., Tuesdays, Wednesdays, Fridays
- Staffing Levels
  - MLKCC: 3.9 FTEs funded – currently 2 permanent, 3 temporary positions filled
  - WDMC: 1.9 FTEs funded – currently 2 permanent, 1 temporary positions filled

# Transaction Counts



# Customer Trends

- Reductions in transactions attributed to:
  - Implementation of fees in 2002
  - Loss of telephone payment processing in 2002
  - Reduced hours of service and staffing
  - Alternative payment options

# Community Needs

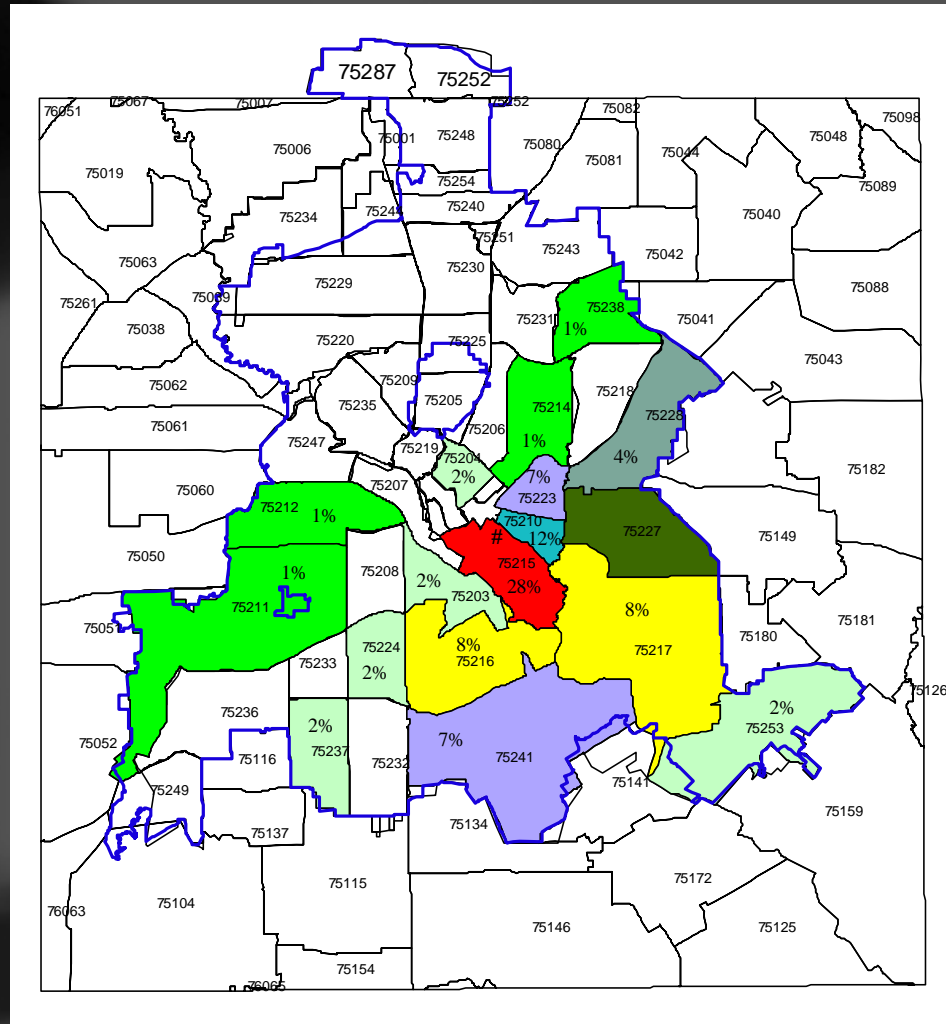
- Customer Service Survey, April 2006

<b>Utility bills paid at this facility</b>	<b>MLK</b>	<b>WDMC</b>	<b>Total</b>	<b>%</b>
All three (electric, water, gas)	73	48	121	60.5%
Electric and Water	8	19	27	13.5%
Water	5	15	20	10.0%

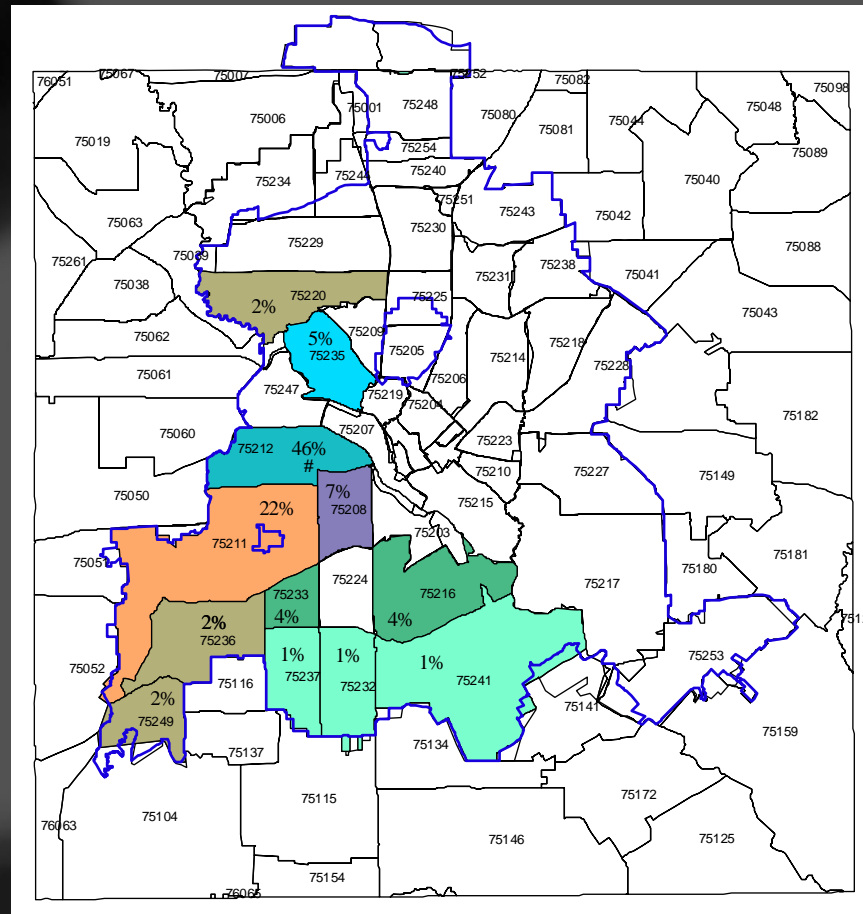
<b>Reasons for paying bills at this facility</b>	<b>MLK</b>	<b>WDMC</b>	<b>Total</b>	<b>%</b>
Closer to home/convenient location	49	43	92	46.0%
Easier and faster	20	24	44	22.0%

<b>Level of satisfaction with the UPS</b>	<b>MLK</b>	<b>WDMC</b>	<b>Total</b>	<b>%</b>
Extremely satisfied	54	56	110	55.0%
Very satisfied	44	33	77	38.5%

# MLKCC Customer Base



# WDMC Customer Base



# Community Needs

- Customer Service Survey, April 2006

<b>Recommendations to improve services</b>	<b>MLK</b>	<b>WDMC</b>	<b>Total</b>	<b>%</b>
Everything is good/excellent service	11	22	33	16.5%
Keep it the way it is/stay here	3	14	17	8.5%
Have more employees	4	4	8	4.0%
Have more tellers	3	6	9	4.5%
Stay open a little later	2	1	3	1.5%
Provide assistance with paying phone bills	10	2	12	6.0%
Provide faster service for older customers	1	1	2	1.0%
Other	0	4	4	2.0%
No response	66	46	112	56.0%

# Community Needs

- Customer survey, May 2006
  - What other services would you like offered at the pay stations?
    - 80% Money orders/check cashing
    - 63% Postage stamps
    - 63% Automated teller machine
    - 62% Faxing/copying services
    - 60% Traffic ticket payments
    - 58% Notary services
    - 40% Wire transfer services
    - 37% Long distance calling card sales
    - 34% Child support payments

# RFP Process

- Request for Proposals (RFP) issued August 4, 2006
  - Deadline August 25, 2006
- Contractor Role
  - Provide payment processing operations, including staff, equipment, ancillary services
    - Seniors/disabled persons would not pay fees for utility bill payments
  - Provide a City-approved set of other services for fees, e.g. sales of money orders, check cashing, non-utility bill payments
  - Pay the City a specified portion of revenues
- City would provide facilities, utilities and security services

# Next Steps

- Proposal evaluation in progress
- Brief Quality of Life committee with recommendation on September 11, 2006
- Council consideration of award of contract September 27, 2006