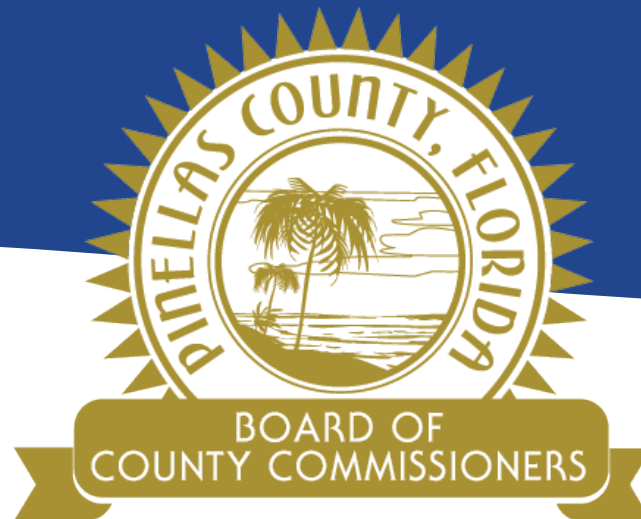


Contactless and Cashless Payment Transitions

- **Aubrey Phillips**
 - Strategic Performance Manager, Office of Management & Budget
- **Hillary Weber**
 - Acting Director of Utilities

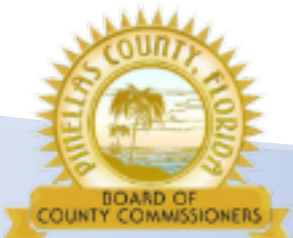


Our Vision:
To Be the Standard for
Public Service in America

Cashless Payment Transitions



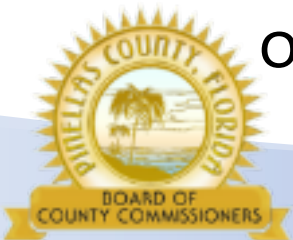
- Applying different approaches based on services and customers (in part in response to COVID-19)
 - Solid Waste
 - Parks and Conservation Resources
 - Emergency Management
 - Utilities



Cashless Payment Transitions



- Cost avoidance associated with time spent on cash handling
- Faster service and improved customer experience
- Reduced risk of theft and fraud
- More timely and accurate financial recordings
- More than \$783,000 in savings and cost avoidance annually
- Evaluate customer impacts and provide alternatives for the unbanked
- Continued evaluation of future transitions (some clientele and operations are highly dependent on cash)



Additional Utilities Payment Options

- Multiple cash payment locations
- Real-time payment posting
- Flat transaction fee
- More convenience for customers
- Implementation timeline

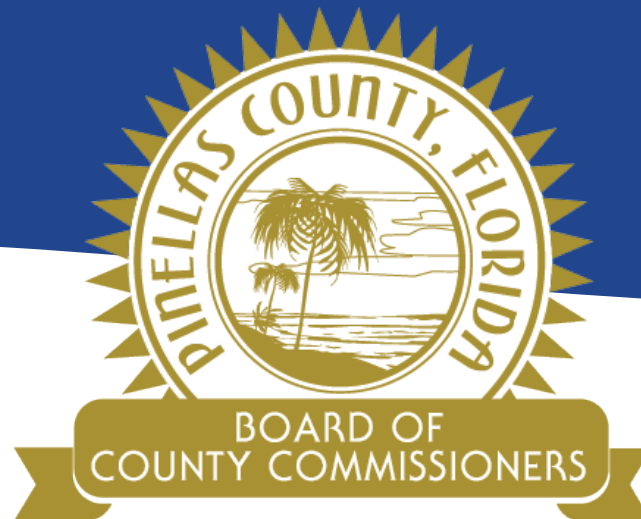
WalmartWalgreensCVS pharmacy7-ElevenTARGETPayPal PayPal CREDIT venmo amazon pay Apple Pay G Pay

Utilities Payment Center Closure

- Reduction of in-person visits since COVID
- 31% reduction in walk-in traffic
- Contactless payments
- Cost savings and operational efficiencies
- Customer notification plan



Questions?



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