



**FINANCE**  
CITY OF DURHAM

## SmartSafe Implementation: Lessons from Our Journey

John Rees | Debt Administrator

# City of Durham Payments

Department	Check Reader	Web Payment	Credit Card Machine	Cash
Inspections		✓		
Planning	✓	✓		
Engagement		✓		
General Billing	✓	✓	✓	✓
General Services	✓		✓	
Parks & Rec	✓	✓	✓	✓
Police	✓			✓
ES&S		✓		
Solid Waste	✓		✓	
Transportation	✓	✓	✓	✓
Water Mgmt	✓	✓	✓	✓

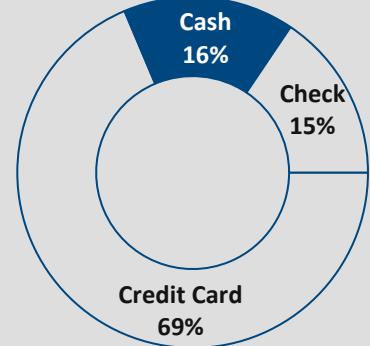
# Durham Parks & Recreation

## Recreation & Wellness Centers

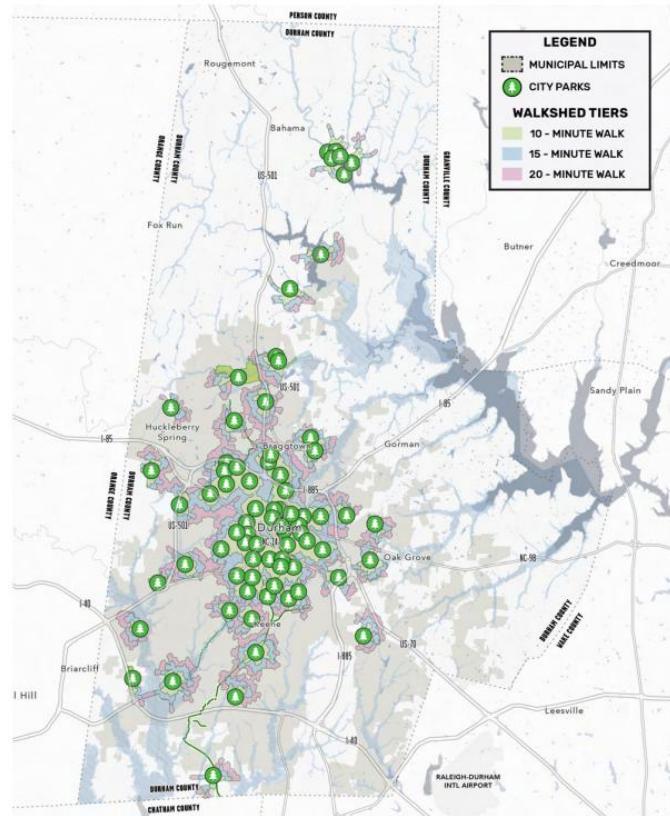
Community Family Life & Recreation Center  
Teen Center at Lyon Park  
Edison Johnson Recreation Center  
I. R. Holmes, Sr. Recreation Center at Campus Hills  
Holton Career & Resource Center  
W.D. Hill Recreation Center  
Walltown Park Recreation Center  
Weaver Street Recreation Center

## Pools

2 indoor pools  
3 outdoor Pools



**13 Parks & Recreation locations** currently accept cash payments



# Decision-Making Process



- **Pain Points:** *Inconsistent Cash Handling; Reconciliation Delays*
- **Options Considered:** *SmartSafe vs. CIT*
- **Criteria:** *Cost; Security; Ease Of Use*
- **Constraints:** *Coin Limits; Staffing; Policy*

# Contract & Implementation Challenges

Challenge

Legal and Compliance



Outcome

Aligned with procurement standards; clarified termination & liability

Challenge

Vendor Pricing Ambiguity



Outcome

Negotiated a CPI + 2% formula for predictable annual adjustments

Challenge

Cross-Dept Coordination



Outcome

Defined workflows and approvals (Treasury, Legal, Vendor)

# Operational Benefits



# Recommendations



**Engage Early** → *Agree On Pain Points And Metrics*



**Co-design SOPs** → *Fit Workflows To Site Realities*



**Legal** → *Include City Attorneys from Day 1*



**Train & sustain** → *Owners, Refreshers, And Audit Cadence*



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