



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	✓	✓	✓	✓



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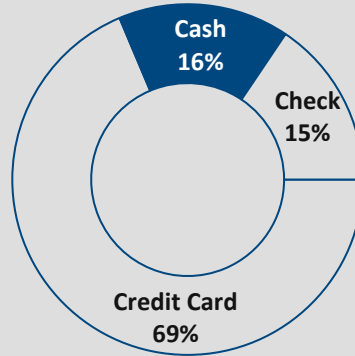
Durham Parks & Recreation

Recreation & Wellness Centers

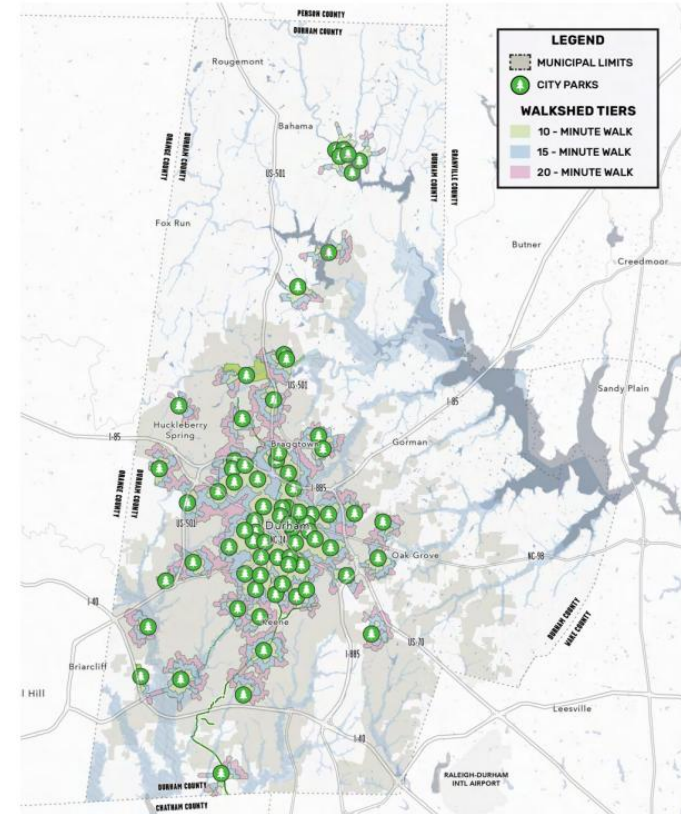
Community Family Life & Recreation Center
Teen Center at Lyon Park
Edison Johnson Recreation Center
I. R. Holmes, Sr. Recreation Center at Campus Hills
Holton Career & Resource Center
W.D. Hill Recreation Center
Walltown Park Recreation Center
Weaver Street Recreation Center

Pools

2 indoor pools
3 outdoor Pools



13 Parks & Recreation locations currently accept cash payments



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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*



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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)



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Operational Benefits



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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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