

TO: Thomas M. Markus, City Manager
FROM: Melinda Henderson
CC: Bryan Kidney, Finance Director
Casey Toomay, Assistant City Manager
Mayor Soden
Vice-Mayor Boley
Commissioner Herbert
Commissioner Larsen
Commissioner Amyx
Commissioner-Elect Ananda (sent under separate email)
DATE: December 19, 2017
RE: Utility Billing Drop Boxes (Regular agenda, item #4)

Thank you for the opportunity to comment on this item. My concerns are addressed below.

I would like to see the city attempt to get some good data on who the 600-ish are who use this service each month, and why. Some of those reasons could include:

They live paycheck to paycheck and have no checking account so they get their paycheck cashed at the grocery store and then purchase a money order to pay their bill. They can drop it in the drop box right there.

Maybe they don't have a car so they take the bus to the grocery store. Suggesting they take another bus trip to 6 E 6th to put it in the secure drop box is just making their life a little more difficult.

Maybe the cost of a stamp means the difference between an extra jar of baby food, or even some ramen noodles. **AND WE PAY SALES TAXES ON FOOD.** Which, of course, just takes even more money out of their pocket which maybe could have been there to purchase a stamp.

Suggesting they pay their bill online is great. If they have an internet connection. Please don't suggest they make a special trip to the library to access the internet because that, again, is adding more stress to their day.

I could go on, but I think you get my drift. I worry that all the possible ramifications to the least of our citizens wasn't factored in to this decision and I would like for it to be.

Yes. People like this do live in Lawrence. They're just invisible to most people. Which is why I'm advocating for taking some time to determine who really is using this option and what it would mean if it were taken away.

Thank you for your time and consideration.

Respectfully yours,
Melinda Henderson