

EXECUTIVE ORDER No. 106

ENTERPRISE BILLING, PAYMENT AND COLLECTION

OCTOBER 2, 2007

WHEREAS, the City is committed to an enterprise approach to government that leverages central technologies across organizational lines to improve the quality and efficiency of the services it provides to its citizens; and

WHEREAS, the size of the City's population, and the City's commitment to sound fiscal management practices require a unified and modern system of payment options for municipal fees, permits and fines, as well as an efficient, state-of-the art system of municipal bill processing and collection; and

WHEREAS, implementation of a unified billing, payment and collection policy requires cooperation and coordination among City agencies and administrative tribunals;

NOW, THEREFORE, by the power vested in me as Mayor of the City of New York, it is hereby ordered that:

Section 1. The Mayor's Office of Operations ("Office of Operations") is hereby responsible for developing and implementing an enterprise billing, payment and collections strategy.

§ 2. All City agencies shall establish and implement a system for accepting credit and debit card payments for fees, fines, sale of products and any other suitable transactions no later than December 31, 2008. The Office of Operations shall provide the technical assistance needed for the development and implementation of credit and debit card payment capability.

§ 3. The Office of Operations shall create and implement a strategy for the collection of delinquent debts that enhances the existing debt collection methods of City agencies by eliminating redundancies and outdated processes and practices. This collection strategy shall utilize existing and new technologies in order to develop, where appropriate, a unified customer bill that reflects multiple, suitable payments due to the City regardless of agency or payment type.

§ 4. All City agencies and administrative tribunals, without limitation, are directed to cooperate with the Office of Operations in order to carry out the objectives of this Order.

§ 5. The Order shall take effect immediately.

Michael R. Bloomberg
Mayor