



# CITY OF NEW HAVEN

## OFFICE OF CONTROLLER

200 Orange Street, New Haven, CT 06510  
Phone 203-946-8360, Fax 203-946-7244



Justin Elicker  
Mayor

Dr. Kristy Sampieri  
Controller

Date: 01-24-2025

Honorable Tyisha Walker-Myers, President  
Board of Alders of the City of New Haven  
165 Church Street  
New Haven, CT 06510

Dear President Walker-Myers:

I am pleased to submit for your consideration the attached resolution authorizing on behalf of the City of New Haven and the Controller's Office a unified, modernized, payment system. I am pleased to submit this proposal for your review and approval. The proposal outlines the implementation of a unified citywide payment system designed to modernize the City's financial infrastructure, improve accessibility for all residents, and generate substantial cost savings for both the City and its citizens.

### Proposal Overview

The proposed system will consolidate and streamline all payment processes across City agencies, enabling residents to make payments through a wide variety of modern and accessible methods. The payment options will include:

- **Digital Wallets:** Google Pay, Apple Pay, Venmo, PayPal, and Amazon Pay.
- **Credit and Debit Cards:** Visa, Mastercard, and Discover.
- **Bank Transfers:** ACH (Automated Clearing House) and e-check.
- **Cryptocurrency:** Bitcoin, Ethereum, and Dogecoin via PayPal.
- **Physical Payment Kiosks:** Partnerships with retail chains such as Walmart, CVS, and Family Dollar to provide easy access for unbanked and underbanked populations.

This initiative will not only simplify payment options for residents but will also enhance operational efficiency across all City departments by standardizing cash reconciliation and enabling real-time monetary streams.

### Key Benefits

1. **Cost Savings:**
  - For the City: Consolidating payment systems and improving reconciliation processes will save an estimated \$105,000 to \$280,000 annually.
  - For Citizens: By reducing conveyance charges, residents will collectively save \$70,000 to \$75,000 annually.
2. **Improved Accessibility and Inclusivity:**
  - Residents will have a variety of payment options to suit their financial preferences and capabilities.
  - The inclusion of physical payment kiosks ensures that unbanked and underbanked populations can participate in the system.
3. **Operational Efficiency:**
  - The unified system will standardize payment reconciliation, reduce administrative burdens, and improve cash flow visibility and transparency.
  - Real-time intra-day monetary streams will enhance financial management and forecasting for the City.
4. **Enhanced Resident Experience:**
  - The proposed system prioritizes convenience, making it easier for residents to pay taxes, fees, and other City obligations using their preferred methods from any location in the world.



Printed on Recycled Paper

**Projected Outcomes**

The implementation of this unified payment system will:

- Improve financial accessibility for residents, ensuring all populations can easily interact with City services.
  - Generate measurable savings for both the City and its residents.
  - Streamline operational workflows, enhancing efficiency and reducing errors in cash reconciliation.
  - Position New Haven as a leader in financial innovation and inclusivity at the municipal level.
- 

**Request for Approval**

To proceed with this transformative initiative, I respectfully request the approval and support of the Board of Alders. Your endorsement is essential to ensure the successful deployment of this system, which will benefit our community and advance the City's commitment to modernization and equity.

Thank you for your time and consideration. I am happy to provide additional details or answer any questions you may have at your convenience.

I urge your favorable review and action on this matter.

Very truly yours,

*Kristy Sampieri*

Dr. Kristy Sampieri  
Controller