



CITY OF NEW HAVEN

OFFICE OF CONTROLLER

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Mayor

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Controller

October 17, 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:

Pursuant to Section 2-376 of the City's Code of General Ordinances, I respectfully submit for your review and consideration the attached Order authorizing the Mayor and/or Controller to enter into a **five-year agreement with ADP Inc.** to implement a citywide payroll and electronic timekeeping system.

The **ADP Workforce Manager Now** system is a comprehensive, cloud-based platform designed to integrate payroll, time and attendance, and workforce management functions into one centralized solution. This modernization initiative represents a critical investment in efficiency, compliance, and accountability for the City's payroll operations.

Current Challenges with Manual Payroll Processing

At present, the City's payroll processing relies heavily on **manual data entry, paper-based timecards, and fragmented departmental submissions**, which have presented significant operational and financial challenges. Among the most critical issues identified are:

- **Increased Risk of Human Error:** Manual keying of payroll data, hours worked, and adjustments often results in calculation errors, duplicate entries, or omissions, requiring time-consuming corrections.
- **Inconsistent Recordkeeping:** Without a centralized system, data is stored across multiple spreadsheets and departmental files, complicating audits and reconciliation efforts.
- **Limited Transparency and Reporting:** The current process lacks the ability to produce real-time payroll reports, audit trails, or analytics that help management make informed operational decisions.



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- **Compliance and Audit Risks:** Manual entry increases the risk of noncompliance with federal and state labor regulations, including overtime calculations, wage and hour laws, and record retention requirements.

These challenges not only strain internal resources but also expose the City to potential financial discrepancies, delayed payments, union grievances, lawsuits, and audit findings.

Benefits of the ADP Workforce Now System

The implementation of ADP Workforce Now will directly address these challenges by modernizing and automating payroll operations. Key benefits include:

- **Automated and Accurate Payroll Processing:** Eliminates manual calculations and reduces processing errors.
- **Integrated Time and Attendance Management:** Enables real-time electronic timekeeping and automated approvals.
- **Centralized and Secure Data Management:** Provides consistent recordkeeping, audit trails, and secure cloud storage with encryption.
- **Improved Compliance and Oversight:** Ensures adherence to all federal, state, and local wage and hour laws, tax filings, and reporting standards.
- **Employee Self-Service Portal:** Allows employees to access pay statements, W-2s, and leave balances independently, reducing administrative workload.
- **Enhanced Efficiency and Cost Savings:** Streamlines processes across departments and minimizes paper usage, manual verification, and redundant data entry.

The adoption of ADP Workforce Now will position the City of New Haven to operate with greater efficiency, accuracy, and accountability while reducing risk and administrative burden. The system is widely used by public sector entities across the country and has a proven record of improving payroll operations and compliance oversight.

I respectfully request the Board's favorable consideration of this order to authorize the City to enter into the five-year agreement with ADP Inc.

Thank you for your continued support and commitment to advancing the City's financial operations and workforce management systems. Please do not hesitate to contact my office should you require additional information or supporting documentation regarding this initiative.

We appreciate your attention to this matter and respectfully request your support of the proposed order.

Sincerely,

Dr. Kristy Sampieri

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