

NYC Department of Finance Streamlines Bill Payments and Enhances Accessibility with Kiosks.



New York City spans 300 square miles and has a population of nearly 9 million people. The Department of Finance has a number of debt types they collect, including property taxes, parking tickets, and water bills.

CHALLENGES

- The New York City (NYC) Department of Finance only offered residents to make in-person payments at the five NYC Finance business centers during set hours.
- Residents were required to wait in long lines to make payments in-person for essential services.

APPROACH

- Implement four self-service kiosks that accept payments by cash, card, and check.
- Expand the system later with five additional kiosks and support for two more debt types.
- Alleviate the city from PCI scope with the kiosks' cloud-based technology.
- Integrate Revenue Management, Euna Payments' back-office reporting and reconciliation tool, to enable staff in the Department of Finance to track, report, and reconcile transactions across all debt and tender types.

OUTCOME

The implementation of the kiosks enables the most financially vulnerable residents to easily make bill payments on their own time by eliminating third-party service fees and reducing wait times at business centers.

- 1,900 average monthly parking ticket transactions.
- 57% of transactions are made by cash or check.
- < 60 second average transaction time.
- Nine kiosks across five different locations.
- Three different debts available on a single kiosk



The City of New York's goal is to bring continuous improvement and convenience to our residents, and offering additional payment options fulfills our vision of consistent progress toward providing better access to our customers. We are excited by the expansion of this project and the opportunities it has afforded us to make great strides in making the lives of the City's residents easier.



Preston Niblack

Department of Finance

Click here to learn more about how Euna Payments' purpose-built platform can increase access, security, and simplicity for both your customers and your staff.