

EXECUTIVE ORDER NO. 4 - 95

OFFICE OF ADMINISTRATIVE REVIEW

WHEREAS, there are many incidents of billing disputes and appeals that have resulted in delayed and lost revenue to the City of Philadelphia, while at the same time increasing the level of customer frustration and outrage; and

WHEREAS, nonjudicial dispute resolution occurs in various ways in almost all City departments and related agencies; and

WHEREAS, there is a need for a Citywide, uniform, progressive, and universally adhered to adjudication process and rules that increase the quality of adjudication, while reducing the incidence and cost of disputes; and

WHEREAS, the Office of the Director of Finance, building on its successful model in adjudicating parking ticket disputes, has expanded its Bureau of Administrative Adjudication ("BAA") to review other areas of municipal government/citizen interaction, such as disputes concerning code violations, water bills, and emergency medical services bills; and

WHEREAS, the Director of Finance has consolidated the administrative control of both the Tax Review Board ("TRB") and the BAA under the Deputy Director of Finance for Adjudication;

NOW, THEREFORE, by the power vested in me by the Philadelphia Home Rule Charter, it is hereby ordered that:

SECTION 1. OFFICE OF ADMINISTRATIVE REVIEW

A. An Office of Administrative Review ("OAR") will be established in the Office of the Director of Finance.

B. OAR will be headed by a Deputy Director of Finance for Administrative Review who will have overall responsibility for developing and implementing the City's dispute resolution processes.

C. The Director of Finance is empowered to allocate staff, supporting services, and equipment required for the effective operation of the OAR.

SECTION 2. ADJUDICATION ADVISORY COMMITTEE

An Adjudication Advisory Committee consisting of the Director of Finance, the Managing Director, the City Solicitor, and four members from existing departments or agencies, as designated by the Mayor, is hereby established to assure that the City's dispute resolution processes reflect the concerns of all areas of government and the public, so as to promote a fair and consistent process throughout the government.

SECTION 3. RESPONSIBILITIES

A. OAR will initially be responsible for the supervision of the BAA and the TRB. Further, OAR will be responsible for establishing a system to monitor and supervise all informal dispute resolution processes in City departments and related agencies.

B. All departments, boards, and commissions are required to provide complete and timely information as requested by the OAR Director regarding all disputes and other customer service complaints.

C. All departments, boards, and commissions shall take such actions consistent with the Philadelphia Home Rule Charter and applicable law as are necessary to effectuate the provisions of this Executive Order

SECTION 4. EFFECTIVE DATE

This Executive Order shall take effect immediately.

September 1, 1995

Date

Edward G. Rendell

Edward G. Rendell, Mayor