

TR-12. PLEASE PROVIDE THE SOURCE OF THE REQUIREMENT FOR ELECTRONIC TAP APPLICATIONS:

RESPONSE: The requirement for electronic applications is in Section 21-2401 of The Philadelphia Code, which provides as follows:

§ 21-2401. Implementation of Electronic Option Requirement.

(1) By no later than June 30, 2014, the Managing Director, or his or her designee, shall ensure that an electronic option (such as the City's website, an electronic kiosk, or similar means) is available to enable every citizen, business, and City employee to conduct any City-related interaction or transaction without paper, including, but not limited to, the completion of all City forms, license and permit applications, service requests, and payment of bills, taxes, fees, and fines. When implementing an electronic option for all City-related interactions or transactions, the Managing Director, or his or her designee, shall ensure that a unique identifier is created for every citizen or business and that such identifier is associated with all City-related interactions or transactions the citizen or business conducts.

In addition, as noted during the Technical Hearings, the TAP ordinance contains certain reporting requirements that require tracking of applications, and the way WRB obtains those tracking metrics is through electronic applications. The reporting requirements are in Section 19-1605(7) of The Philadelphia Code, which provides as follows:

(7) Reporting.

(a) By March 31 of each year, the Department shall submit a written report to the Mayor, with a copy to the President and Chief Clerk of Council, regarding activities undertaken pursuant to this Section during the previous calendar year.

(b) Each such report shall include the following information for the twelve-month period covered:

(.1) how many applicants were enrolled in IWRAP and a breakdown of such enrollments by income level, and the gross amount of arrears calculated;

(.2) how many applicants were not enrolled in IWRAP and a breakdown of the reasons for the same (e.g., lack of residency, failure of customer to follow up, and so on);

(.3) the total number of non-IWRAP payment agreements and a breakdown of such payment agreements by type, term, and amount covered, which amount shall be further broken down into principal, interest, penalties, and other fees or costs; and

(.4) the total number of IWRAP customers who defaulted during the applicable period and the reason(s) (e.g., non-payment, failure to recertify eligibility) for the default.