



Medford City Council
Medford, Massachusetts

MEETING DATE

July 14, 2026

SPONSORED BY

Anna Callahan, City Councilor

AGENDA ITEM

26-129 - Resolution to Investigate Auto-Pay Option for Residents Paying City Bills

FULL TEXT AND DESCRIPTION

WHEREAS, the City of Medford seeks to provide high-quality, accessible, and convenient services to its residents; and,

WHEREAS, many residents increasingly prefer electronic payment methods and automated payment options for recurring obligations; and,

WHEREAS, automatic payment ("auto-pay") programs can help residents avoid missed payments, late fees, and administrative burdens associated with managing paper bills and payment due dates; and,

WHEREAS, auto-pay options may also provide administrative efficiencies, improve payment compliance, increase the predictability of revenue collections, and potentially provide financial benefits to the City through earlier or more consistent receipt of payments; and,

WHEREAS, many municipalities in Massachusetts offer residents the ability to enroll in recurring automatic payments for taxes, utility bills, and other municipal charges; now, therefore:

BE IT RESOLVED by the Medford City Council requests that the Mayor, Finance Director, Treasurer/Collector, and other appropriate staff evaluate and report on the feasibility of offering an automatic payment ("auto-pay") option for City bills, including but not limited to real estate taxes, personal property taxes, and water and sewer bills; and

BE IT FURTHER RESOLVED that such report include:

- Whether the City's current payment systems, vendors, and financial infrastructure support recurring automatic payments directly from residents' bank accounts and/or credit cards;
- Any legal, administrative, technological, contractual, or financial barriers to implementing such a program;
- Estimated implementation costs and ongoing operational costs; and

- Whether the City could realize additional investment or interest income from residents voluntarily making payments prior to statutory due dates, and, if so, an estimate of such revenue.

RECOMMENDATION

FISCAL IMPACT

ATTACHMENTS

None