



4600 Campus Drive, Suite 200
Newport Beach, CA 92660
949 752 6937 (x) 310 - Phone
MFleming@DataTicket.com

FULL SERVICE FEE PROPOSAL FOR THE CITY OF MERCED

<u>Description</u>	<u>Proposed Fee</u>
A monthly minimum charge	-0-
Fee for processing and collecting	\$ 0.95 per Citation
Fee for collecting each out-of-state citation	25% of Collections
DMV Holds and Releases	-0-
Reports	-0-
Conversion Fee	-0-
Review, Hearing and Court Appearances (Scheduling)	\$0.75 per Occurrence
Additional Correspondence/Appeal Letters	\$1.11 per
Refunds, NSF's and Charge-backs handled by Company	\$5.00 per Occurrence
Delinquent Collections	30% of Collections
Postage at the prevailing rate, currently	\$ 0.46 per Piece
Payment Processing and Depositing	\$0.20 per Payment
FTB Social Security Number	\$3.00 per Request (Reduced from \$5.00)
Collections made at FTB	15% of Collections
Escrow Account (Agency will pay all bank charges)	\$50 per Month (New Charge)
Credit Reporting Collections (FDCPA Reporting)	30% of Collections

Convenience Fee to Violator: for Company Credit Card Usage (Web Site, phone & credit/debit card payments). No fee charged to City.



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<u>Description</u>	<u>Cost</u>
Manual Parking Citation Processing:	\$0.95
Electronic Parking Citation Processing:	\$0.95
<i>Services for the above-mentioned items include:</i>	
• Citation entry into Data Ticket's Citation Management System • Registered owner information for all citations issued on California license plates • In-house, bi-lingual Customer Service staff • Call recording of all inbound and outbound customer service calls • Interactive Voice Response System available 24/7 • California DMV Holds and Release performed daily	
Correspondence: 1st class postage at prevailing rate: currently:	\$0.46
<i>Services for the above-mentioned item include:</i>	
• Semi-custom Courtesy and Delinquent Notices sent to the registered owners • Return envelopes included in courtesy and delinquent notices for responsible party to submit payment or appeal • Semi-custom letters and additional correspondence	
Payment Acceptance, Processing and Deposit:	\$0.20
<i>Services for the above-mentioned items include:</i>	
• Processing of checks, cash, money orders and credit/debit cards • Payments received and batched • Payments double-blind taped • All payments and supporting documentation scanned and saved to network • Payments keyed and updated to system • Deposit Slips filled out • Bonded and Insured Courier takes deposits to the Bank daily	
Out-of-State Collections:	25% of revenue collected
• This fee will cover all expenses associated with obtaining out-of-state registered owner information and will be due when a citation is paid • This fee is not combined with any other collections charge. For example if a citation is rolled to a delinquent status, only 30% of revenue collected will be charged	



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Delinquent Collections:	30% of revenue collected
• This fee will be assessed when a citation is ninety (90) days past the citation issue date, assuming a first notice has been sent to the registered owner and the citation is not on hold for any reason • If the citation is placed on a DMV hold and payment is made at DMV, Data Ticket will not be paid this fee, rather the City will obtain the full amount collected • In addition to the Courtesy Notice, three additional notices will be sent to the registered owner • Notices will be sent via 1st Class Mail	
Online Access:	No Charge
<i>Services for the above-mentioned item include:</i>	
Access via the Internet for the City's citizens and visitors to perform the following functions:	
• View citation specific information • Pay via VISA, MasterCard, Discover and American Express credit or debit cards • Print a receipt for payment processed • Request an Administrative Review online • Ability to attach supporting documentation to an Administrative Review • Request a Hearing online • Ability to attach supporting documentation to a Hearing • Get general information regarding the citation and adjudication processes	
Access via the Internet for the City's personnel to perform the following functions:	
• View citation specific information • Process payments via cash, money order, or credit / debit cards • Process refunds issued by the City • Process insufficient funds notification • Reduce, dismiss, void and place citations on system holds • Manage the adjudication process, including the ability to enter judgments on citations • Generate, view and print and save month-end and real-time reports • Generate, view and print notices and appeal decisions • Add unlimited citation specific notes • Review citation specific notes entered by Data Ticket's customer service staff	



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Adjudication:	
1st Level Reviews Hold & Referral	\$0.75 per Citation
• Place each citation on a Review Hold • Forward to Agency for review and decision	
Appeal Decision Letters	\$1.11 per Letter
• Data Ticket will send a custom judgment letter to the Appellant via 1st Class Mail • All letters will be available on the web for City personnel to view and/or re-print at anytime	
2nd Level Hearing Hold & Judgment	\$0.75 per Citation
• Data Ticket will place each citation on a Hearing Hold • Forward to Agency for scheduling, hearing and decision	
Additional Correspondence	\$1.11 per Letter
Franchise Tax Board Processing	
SSN Look-up	\$3.00 per SSN
• This fee will be assessed to lookup a social security number associated with a particular registered owner and address. This charge is charged per unique SSN, not per citation	
FTB Collections	15% of revenue collected
• This fee is charged if a citation is paid at the Franchise Tax Board. This charge is not combined with any other charge. For example if a citation is rolled to delinquent status and paid at FTB, only the 15% of revenue collected will be charged.	
Credit Reporting Collections	
Legal Action Not Required	30% of revenue collected
• This fee is charged if a citation is paid at the Third Party Collections. This charge is not combined with any other charge. For example if a citation is rolled to delinquent status and paid at Third Party Collections, only the 30% of revenue collected will be charged	
Joint Banking Account Services	\$50.00 per month
Services for the above-mentioned item include:	
• Daily deposits of funds to the City's escrow account • Online, real-time reconciliation reports that tie directly to the bank statement • Processing of all credit card charge-backs and Insufficient Funds • Month-end reconciliation of all funds collected	



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- Disbursement of County / State Surcharges at month-end
- Payment of Data Ticket's invoice
- Disbursement of the net remittance to the City
- Scanning of all payments directly to joint bank account daily

Description

Cost

Refunds, Charge-backs and NSF's

\$5.00 per instance

- Verification & issuance of all refunds to citizen who are due a refund via 1st Class Mail
- Verification of all NSF's & charge-backs on credit cards
- Reverse applied payments and re-open citation
- Add all fees and penalties
- Send up to three additional collection notices with all additional penalties applied
- Provide additional customer service for these issues
- Handle additional collections payments

FEES CHARGED TO THE PATRON

- A convenience fee will be assessed to the citizen in the event they choose to pay online, via the IVR or phone with a customer service representative. There is NO fee is charged to the City.
- An administrative fee will be assessed to citizens who wish to participate in a payment plan. This fee will cover the cost of the payment plan initiation, and the cost of a confirmation letter that is sent to the citizen confirming the details of the payment plan. The City will have the ability to determine whether Payment Plans are accepted and if so, what the parameters for payment will be. There is NO fee to the City.