

TABLE A - FISCAL YEAR 2016-17 UPDATED TRANSACTION DATA

| CARD NOT PRESENT: PRINCIPAL ONLY, ALL PMT TYPES | | | | | | | | |
|---|-------------------|-----------------|---------|-------------|------------|------------------|-------------------|------------------------|
| CCSF DEPARTMENT | Transaction Count | Dollar Amount | Average | % of | % of | Obligation | Absorbs Fees | Payer Pays Service Fee |
| | | | Ticket | Trans Count | Dollar Amt | Type | | |
| Animal Care and Control | 3,858 | \$173,414 | \$45 | 1.3% | 0.0% | Fees | X | |
| Arts Commission | 197 | \$40,072 | \$203 | 0.1% | 0.0% | Fees | X | |
| Board of Appeals | 221 | \$13,083 | \$59 | 0.1% | 0.0% | Fees | | X |
| Building Inspection | 12,720 | \$7,131,089 | \$561 | 4.4% | 0.5% | Fees | | X |
| Emergency Management | 145 | \$18,758 | \$129 | 0.0% | 0.0% | Fees | | X |
| Entertainment Commission | 141 | \$115,252 | \$817 | 0.0% | 0.0% | Fees | | X |
| Ethics Commission | 73 | \$65,733 | \$900 | 0.0% | 0.0% | Fines and Fees | | X |
| Film Commission | 363 | \$484,354 | \$1,336 | 0.1% | 0.0% | Fees | | X |
| Fire Department | 269 | \$96,509 | \$359 | 0.1% | 0.0% | Fees | | X |
| General Donations | 113 | \$21,985 | \$195 | 0.0% | 0.0% | Donations | X | |
| Government Television | 12 | \$190 | \$16 | 0.0% | 0.0% | Fees | | X |
| Health Services System | 11,089 | \$2,198,917 | \$198 | 3.8% | 0.2% | Medical Premiums | X | |
| Public Health | 10 | \$2,053 | \$205 | 0.0% | 0.0% | Fees | | X |
| *Public Utility Commission (PUC) | 19,688 | \$17,789,512 | \$904 | 6.8% | 1.3% | Utility Pmts | | X |
| Public Works | 7,032 | \$4,056,909 | \$577 | 2.4% | 0.3% | Fees | | X |
| *Recreation and Parks (REC) | 171 | \$11,508 | \$67 | 0.1% | 0.0% | Fees | X | |
| **Short Term Rentals | 3 | \$750 | \$250 | 0.0% | 0.0% | Fees | | X |
| Superior Court | 16,342 | \$10,309,443 | \$631 | 5.6% | 0.8% | Fees | | X |
| Treasurer & Tax Collector | 219,045 | \$1,307,961,258 | \$5,971 | 75.1% | 96.9% | Taxes & Fees | Z | |
| | 291,492 | \$1,350,490,789 | \$4,633 | 100% | 100% | | "Z" = Echeck only | |

*Both PUC & REC no longer using FIS services and were not considered for bidder services when this RFP was issued

** New Dept Began in June

TABLE A - FISCAL YEAR 2016-17 UPDATED TRANSACTION DATA

TREASURER & TAX COLLECTOR APPLICATION TOTALS

| | <u>Transaction Count</u> | <u>Dollar Amount</u> | <u>Average Ticket</u> | <u>Obligation Type</u> |
|--------------------|--------------------------|----------------------|-----------------------|------------------------|
| Business License | 2,118 | \$2,365,926 | \$1,117 | Fees |
| Business Tax | 122,793 | \$683,158,302 | \$5,563 | Taxes |
| Delinquent Revenue | 4,100 | \$1,307,438 | \$319 | Medical Debt |
| Property Tax | 90,034 | \$621,129,592 | \$6,899 | Taxes |
| | 219,045 | 1,307,961,258 | \$5,971 | |

SUMMARY: ALL PAYMENT TYPES

| | <u>Trans</u> | <u>Dollar</u> | <u>Average</u> | <u>Trans %</u> | <u>Dollar Amt %</u> | <u>Per Month Avg</u> | |
|------------|----------------|----------------------|----------------|----------------|---------------------|----------------------|-------------------|
| | <u>Count</u> | <u>Amt</u> | <u>Ticket</u> | | | <u>Trans Count</u> | <u>Dollar Amt</u> |
| Amex | 16,999 | \$30,487,331 | \$1,794 | 5.8% | 2.3% | 1,417 | \$2,540,611 |
| Debit | 3,537 | \$3,237,582 | \$915 | 1.2% | 0.2% | 295 | \$269,798 |
| Discover | 1,501 | \$799,446 | \$533 | 0.5% | 0.1% | 125 | \$66,620 |
| Echecks | 119,793 | \$1,194,967,975 | \$9,975 | 41.1% | 88.5% | 9,983 | \$99,580,665 |
| Mastercard | 26,824 | \$25,128,584 | \$937 | 9.2% | 1.9% | 2,235 | \$2,094,049 |
| Visa | 122,840 | \$95,869,871 | \$780 | 42.1% | 7.1% | 10,237 | \$7,989,156 |
| | 291,492 | 1,350,490,789 | \$4,633 | 100% | 100% | | |

| | <u>Trans</u> | <u>Dollar</u> | <u>Average</u> | <u>Trans %</u> | <u>Dollar Amt %</u> | <u>Per Month Avg</u> | |
|-------------|----------------|----------------------|----------------|----------------|---------------------|----------------------|-------------------|
| | <u>Count</u> | <u>Amt</u> | <u>Ticket</u> | | | <u>Trans Count</u> | <u>Dollar Amt</u> |
| Credit Card | 168,162 | \$152,285,232 | \$906 | 57.7% | 11.3% | 14,014 | \$12,690,436 |
| Debit Card | 3,537 | \$3,237,582 | \$915 | 1.2% | 0.2% | 295 | \$269,798 |
| Echeck | 119,793 | \$1,194,967,975 | \$9,975 | 41.1% | 88.5% | 9,983 | \$99,580,665 |
| | 291,492 | 1,350,490,789 | \$4,633 | 100% | 100% | | |

TABLE A - FISCAL YEAR 2016-17 UPDATED TRANSACTION DATA

| CHANNEL LEGEND | |
|----------------|---------------------------------|
| VT | Virtual Terminal |
| CSR | Customer Service Representative |
| IVR | Interactive Voice Recognition |
| WEB | Online/Internet Payments |

PAYMENTS DETAIL BY CHANNEL

| CCSF DEPARTMENT | Channel | Count | Dollar Amt | % of Trans | % of Dollar Amt |
|-------------------------------------|----------------|----------------|-------------------------|-------------------|------------------------|
| *TTX-Delinquent Revenue | VT | 11 | \$ 5,656 | 0.00% | 0.00% |
| TTX-Business License | VT | 118 | 97,675 | 0.04% | 0.01% |
| TTX-Business Tax | VT | 4,224 | \$ 777,563 | 1.45% | 0.06% |
| DPW | VT | 487 | \$ 248,002 | 0.17% | 0.02% |
| HSS | VT | 11,089 | \$ 2,198,917 | 3.80% | 0.16% |
| TTX-Delinquent Revenue | CSR | 32 | \$ 9,513 | 0.01% | 0.00% |
| TTX-Delinquent Revenue | IVR | 666 | \$ 157,417 | 0.23% | 0.01% |
| TTX-Property Tax | IVR | 559 | \$ 1,572,463 | 0.19% | 0.12% |
| **Public Utilities Commission (PUC) | IVR | 19,426 | \$ 5,854,612 | 6.66% | 0.43% |
| ALL OTHER DEPT WEB TRANS'S | WEB | 254,880 | \$ 1,339,568,971 | 87.44% | 99.19% |
| | | 291,492 | \$ 1,350,490,789 | 100.00% | 100.00% |

* TTX is abbreviation for Treasurer & Tax Collector's Office

** Not part of this RFP; PUC already has a vendor under contract

SUMMARY TOTALS BY PAYMENT CHANNEL

| CHANNEL | Count | Dollar Amt | % of Trans | % of Dollar Amt |
|----------------|----------------|----------------------|-------------------|------------------------|
| VT | 15,929 | 3,327,813 | 5.46% | 0.25% |
| CSR | 32 | \$ 9,513 | 0.01% | 0.00% |
| IVR | 20,651 | 7,584,492 | 7.08% | 0.56% |
| WEB | 254,880 | 1,339,568,971 | 87.44% | 99.19% |
| | 291,492 | 1,350,490,789 | 100.00% | 100.00% |