

**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

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**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
	<b>219,045</b>	<b>1,307,961,258</b>	<b>\$5,971</b>	

**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
	<b>291,492</b>	<b>1,350,490,789</b>	<b>\$4,633</b>	<b>100%</b>	<b>100%</b>		

	<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
	<b>291,492</b>	<b>1,350,490,789</b>	<b>\$4,633</b>	<b>100%</b>	<b>100%</b>		

**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**

<b>CCSF DEPARTMENT</b>	<b>Channel</b>	<b>Count</b>	<b>Dollar Amt</b>	<b>% of Trans</b>	<b>% of Dollar Amt</b>
*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%
		<b>291,492</b>	<b>\$ 1,350,490,789</b>	<b>100.00%</b>	<b>100.00%</b>

\* 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**

<b>CHANNEL</b>	<b>Count</b>	<b>Dollar Amt</b>	<b>% of Trans</b>	<b>% of Dollar Amt</b>
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%
	<b>291,492</b>	<b>1,350,490,789</b>	<b>100.00%</b>	<b>100.00%</b>