

Tampa-Hillsborough Expressway Authority (THEA)
Toll Operations Department - Customer Service and Toll Enforcement
Delinquent Toll Account Collection Services RFP
Exhibit F – Recovery Rate Sheet

The following table should summarize your experience over the last three years with the collection of violation penalties and fees resulting from unpaid tolls and/or negative accounts.

Debt Recovery Rate Percentage (dollars collected vs. dollars assigned)			
Dollars assigned for collection	Recovery Rate within the first _____* days after the assignment date	Recovery Rate from _____* days up through the first year after the assignment date	Recovery Rate after the first year of the assignment date
\$	%	%	%

Debt Success Rate Percentage (accounts resolved vs. accounts assigned)			
Accounts assigned for collection	Success Rate within the first _____* days after the assignment date	Success Rate from _____* days up through the first year after the assignment date	Success Rate after the first year of the assignment date
	%	%	%

* Vendors shall add in an amount of days which illustrates the improvement of collections recovery over time. An example may include “180” in the first field and “181” in the second field.

[END of SECTION]