

**TAMPA-HILLSBOROUGH COUNTY  
EXPRESSWAY AUTHORITY**

**Letter of Clarification No. 2**

**FOR**

**Request for Proposals**

**Delinquent Toll Account Collection Services**

**RFP T-00620**

**Letter of Clarification No. 2 ~ RFP No. T-00620**

**Date of Letter of Clarification: 9/03/2020**

To all prospective respondents:

The following responds to questions received on the solicitation reference above:

*Note: question 61 was inadvertently left blank in the Letter of Clarification No. 1.*

Question 61:	Business Rule BR 170 references Appendices that were not included in the documentation. Please provide Appendices AF, AG, AH, AI, AJ and AP.
Response 61:	<p><b>AI and AP are the only two documents not already included within the RFP.</b></p> <p><b>AI and AP are attached.</b></p> <p><b>The following are the document titles:</b></p> <ol style="list-style-type: none"> <li><b>1. AF - THEA First Collection Notice (Sample). This is included in Exhibit J.</b></li> <li><b>2. AG - THEA Second Collection Notice (Sample). This is included in Exhibit J.</b></li> <li><b>3. AH - THEA Registration Hold &amp; Release File Processing. This is included in Exhibit H.</b></li> <li><b>4. AI - Non-Confidential CPA-THEA-Financial Business Rules.</b></li> <li><b>5. AJ - CPA THEA Interface Control Document. This is included in Exhibit G.</b></li> <li><b>6. AP - Non-Confidential CPA_THEA Operational Business Rules.</b></li> </ol>
Question148:	Please provide a Collections by Placement Date Report.
Response 148:	<b>See attached.</b>

**Bidders MUST** acknowledge receipt of this Letter of Clarification by signing, dating and returning the completed Acknowledgement of Receipt of Letter of Clarification/Addendum form with Respondent's proposal.

All other items, conditions, and specifications in the procurement document not specifically changed by the Addendum remain unchanged. Please send all questions to THEA's Procurement Manager, Man Le, via email at [Man.Le@tampa-xway.com](mailto:Man.Le@tampa-xway.com).

**ACKNOWLEDGEMENT OF RECEIPT OF ADDENDUM and/or LETTER OF CLARIFICATION**

Were Addenda issued on this Solicitation?

Yes

No

Were Letter of Clarification issued on this Solicitation?

Yes

No

I (We) hereby acknowledge receipt of the following Addendum/Addenda issued in reference to 7this solicitation by listing the Addenda by number, date and signing the form:

Addendum \_\_\_\_\_ Date: \_\_\_\_\_

Addendum \_\_\_\_\_ Date: \_\_\_\_\_

Letter of Clarification \_\_\_\_\_ Date: \_\_\_\_\_

Letter of Clarification \_\_\_\_\_ Date: \_\_\_\_\_

**BIDDER:**

By: \_\_\_\_\_

Authorized Signature

\_\_\_\_\_  
Printed Name of Signer

\_\_\_\_\_  
Title of Signer

\_\_\_\_\_  
Date Signed

**[END OF ACKNOWLEDGMENT OF RECEIPT FORM]**



*Non-Confidential*  
**Back Office System  
Financial Business Rules  
For Tampa-Hillsborough Expressway Authority**

**By: CPA**

June 2020

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# 1 Introduction

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*Summary of Approved General Financial Business Rules.*

## Financial Point of Contact - Section 100

No.	Topic Title	BR #	Business Rule
100	Financial Point of Contact	1	Any financial issue must be directed to THEA's Director of Toll Operations or designee, including all issues/decisions that have a financial impact.

## Toll Rates Schedule - Section 106

No.	Topic Title	BR #	Business Rule
106	Toll Rates	2	THEA shall provide a comprehensive listing of toll rates to CPA as established by THEA's Board of Directors.

## Fee Rates Schedule - Section 120

No.	Topic Title	BR #	Business Rule
120	Fee Rates	3	The financial business rules listed in this section account for the fees to be billed at the relevant billing stage in the CPA system.
120	Fee Rates	4	<p>a. Delinquent Account Collections Notice (First Collection Notice) Fee 1<sup>st</sup> Year: Assessed on the first collection notice from CPA</p> <p>b. First Collections Notice Fee 2<sup>nd</sup> Year: based off fee term on approved contract</p> <p>c. First Collections Notice Fee 3<sup>rd</sup> Year: based off fee term on approved contract</p>
120	Fee Rates	5	<p>a. Second Collection Notice Fee 1<sup>st</sup> Year: Assessed on the second collection notice from CPA</p> <p>b. Second Collection Notice Fee 2<sup>nd</sup> Year: based off fee term on approved contract</p> <p>c. Second Collection Notice Fee 3<sup>rd</sup> Year: based off fee terms on approved contract</p>
120	Fee Rates	6	Insufficient Funds (NSF) Fee: \$25.00 or the state maximum amount allowed per Consumer Financial Protection Bureau (CFPB) state regulations.

## Account Status & Details - Section 200

No.	Topic Title	BR #	Business Rule
200	Account Status & Details	7	Accounts will be created by CPA upon receipt of a transaction, license plate image, and customer name and address.

200	Account Status & Details	8	Every transaction will be associated with an account.
200	Account Status & Details	9	An account can be flagged for issues, customer dispute accounts, etc.  Note: Please reference the System Flags Table for flag types and descriptions.
200	Account Status & Details	10	The application of specific business rules may be based on the type of account flag. For example, if the account is flagged as bankruptcy, attempted collection of transactions on the account may not be allowed for transactions prior to a certain date.  Note: Please reference the System Flags Table for flag activity rules.

### Customer Adjustment/Payment Programs - Section 205

No.	Topic Title	BR #	Business Rule
205	Payment Programs	11	THEA may offer its customers adjustments or payment programs for the use of its toll facilities. For details and if applicable, please reference THEA's Toll Operation Business Rules Document.

### Billing Cycle - Section 206

No.	Topic Title	BR #	Business Rule
206	Billing Cycle	12	A notice is generated for all accounts but only mailed when a balance is due. When there is a zero or credit balance, notices are generated in the system but not mailed.
206	Billing Cycle	13	One (1) billing statement per cycle will be issued showing all past due tolls and fees.
206	Billing Cycle	14	CPA must notify THEA's Director of Toll Operations and the Toll Operations Specialist if a delay in the billing cycle occurs.

### Payment Processing - Section 210

No.	Topic Title	BR #	Business Rule
210	Payment Processing	15	a. The following order is how full payments shall be applied to an account: <ul style="list-style-type: none"> <li>• THEA Tolls</li> <li>• CPA Fees</li> <li>• THEA Fees</li> <li>• FTE Fees</li> </ul>



			<p>b. The following order is how partial payments shall be applied to an account:</p> <ul style="list-style-type: none"> <li>• THEA Tolls</li> <li>• 50/50 split between CPA &amp; THEA Fees until paid in full</li> <li>• FTE Fees</li> </ul> <p>c. In the event an account has been assessed an NSF Fee, payments will be applied to NSF fees prior to using the above payment waterfalls.</p> <p>Note: Both fully and partially paid payment disbursements are tracked in the Daily Remittance Report. Please reference item 2.2 – Daily Collections Remittance File in the THEA_CPA Financial Reportsv1.3 document.</p>
210	Payment Processing	16	<p>THEA Payment methods/avenues are:</p> <ul style="list-style-type: none"> <li>a. Check</li> <li>b. Credit /Debit Card (Visa, MasterCard, Discover, AMEX)</li> <li>c. ACH</li> <li>d. Money Gram</li> </ul>

## Exception Processing – Section 211

No.	Topic Title	BR #	Business Rule
211	Exception Processing	17	<p>Unidentified payments may be posted to a Back Office System Suspense Account. These payments shall be moved to a customer's account after additional research or they will be returned with a letter after thirty (30) calendar days.</p> <p>Note: During Lockbox processing, an exception file is received from the bank containing unidentified payments. Accounting staff researches each item to identify the appropriate account for application. If the account cannot be identified, the payment is assigned to the designated suspense account. The suspense account is monitored on a daily basis. After thirty (30) days, if the payment has still not been identified, the payment is refunded.</p>
211	Exception Processing	18 A	<p>A payment may be rejected, if an account cannot be identified or if a customer has a zero or credit balance. Rejected payments will be returned to the consumer with a letter.</p>
211	Exception Processing	18 B	<p>A payment may be refunded or reallocated to one or more accounts:</p> <ul style="list-style-type: none"> <li>I. Upon customer request or</li> <li>II. If the name &amp; address match</li> </ul>
211	Exception Processing	18 C	<p>Payments made payable to THEA, any form of THEA's name, or any prior collection vendor may be applied to an account.</p>

## Returned Items (NSF) – Section 220

No.	Topic Title	BR #	Business Rule
220	Returned Items / NSF	19	THEA will provide CPA online banking access to resolve and reconcile all bank accounts.
220	Returned Items / NSF	20	CPA will update the customer account for any returned items within three (3) business days' notice.

## Customer Refunds – Section 222

No.	Topic Title	BR #	Business Rule
222	Customer Refunds	21	<p>In the event a customer makes a payment in excess of the balance due, the customer will be refunded utilizing the same payment method whenever possible. Refunds of overpayments will be processed from the designated bank account, giving consideration to minimum hold periods, unbilled transactions, volumes and special instructions approved by THEA's Director of Toll Operations or designee.</p> <p>a. Overpayments created by debit/credit card payments will be retained in the Toll Collections bank account and not remitted to THEA.</p> <p>b. Overpayments created from lockbox payments will be transferred to Toll Refunds bank account.</p>
222	Customer Refunds	22	For overpayments made via credit card, CPA will wait a minimum of two (2) business days from the settlement date with the bank.
222	Customer Refunds	23	For overpayments made via check, money order, MoneyGram or ACH, CPA will wait a minimum of ninety (90) calendar days from the posting date of the payment.
222	Customer Refunds	24	<p>Any subsequent un-invoiced transactions on an account with an over payment will cause a refund to become ineligible and will reduce the overpayment balance when those transactions are invoiced.</p> <p>a. Any check refund over \$49.99 will be refunded unless there is invoiced activity.</p>
222	Customer Refunds	25	Overpayments made via cash will be refunded via check observing a minimum hold period of two (2) business days.
222	Customer Refunds	26	THEA will maintain and replenish a customer refund account specifically for customer refunds.
222	Customer Refunds	27	The minimum refund threshold for a single refund is \$10.00 unless a customer requests a refund.

222	Customer Refunds	28	When time permits, CPA will review account(s) with multiple credit balances under \$10.00. When combined, credit balances over \$10.00 may be refunded without customer request and may be added to eligible refunds. If a combined refund results in a check refund over \$49.99, THEA must approve.
222	Customer Refunds	39	CPA will review the customer accounts eligible for a refund check and process refunds up to \$49.99. Refund checks exceeding this amount must be approved by THEA's Director of Toll Operations or designee.
222	Customer Refunds	30	All refund checks not cashed and customer overpayments are subject to the escheatment process in accordance with the Unclaimed Property Statutes of respective states.
222	Customer Refunds	31	<p>Refunds returned by the United States Postal Service as undeliverable shall be voided and funds placed back on the existing customer account. After funds are returned, a refund cancellation is issued on an account. However, no future attempts will be made to reissue a refund without an updated mailing address. This is tracked in the Refund Cancellation Reports.</p> <p>If a customer requests a refund to be reissued:</p> <ol style="list-style-type: none"> <li>a. CPA will wait a minimum of 2 weeks from the mailing date of the refund to request a Void/Stop payment to ensure that the check has cleared the bank.</li> <li>b. After confirmation of the Void/Stop payment, CPA will reissue the refund check.</li> </ol>

## Bank Accounts – Section 223

No.	Topic Title	BR #	Business Rule
223	Bank Accounts	32	THEA will open a Lockbox Cash Account. CPA will appoint company administrators, manage and maintain the lockbox service. CPA will also be responsible for all fees.
223	Bank Accounts	33	Lockbox exceptions are to be processed within two (2) business days of deposit.
223	Bank Accounts	34	CPA is required to research and resolve all returned check issues within three (3) business days of notice. All bank account activity is monitored on a daily basis. Returned payments are tracked through the NSF – by Payment Type financial report.
223	Bank Accounts	35	In addition to payments received through the lockbox, THEA will open a Depository Account(Credit Card Account) for payments received pursuant to BR16. CPA will appoint company administrators, manage and maintain the account as well as be responsible for all fees associated with the Depository Account (Credit Card Account).

223	Bank Accounts	36	CPA will reconcile credit card processing activity and reporting is consistent with daily banking activities.
223	Bank Accounts	37	CPA shall research and resolve all chargeback issues directly with the customer, operations center and/or bank, as applicable.  a. Variances related to a Partial Chargebacks due to foreign currency exchange rates shall be recorded as a return item.  Chargebacks are tracked by the NSF - by Payment Type Report.
223	Bank Accounts	38	THEA will open a Customer Refund Account for CPA to disburse refunds. CPA will appoint company administrators, manage and maintain the account as well as be responsible for all fees associated with the Refund Account.  a. The refund account will be funded via ACH from the Lockbox Cash account.

### Month End Requirements – Section 224

No.	Topic Title	BR #	Business Rule
224	Month-end Requirements	39	CPA will reconcile all bank accounts.
224	Month-end Requirements	40	CPA will ensure any reporting requirements, including third-party vendors' source documentation, are consistent with daily operations to ensure that any discrepancy due to timing between operations and bank transactions are identified.
224	Month-end Requirements	41	CPA will deliver to THEA, no later than the 12 <sup>th</sup> business day of the following month, a financial summary package. The package will include all bank account reconciliations with supporting documentation. Approvals will be required from the Director Of Toll Operations, to initiate funding of fees due CPA.
224	Month-end Requirements	42	CPA will have a monthly closing of their general ledger and back posting will not be allowed.
224	Month-end Requirements	43	Extraneous journal entries must be approved by THEA's Director of Toll Operations or designee.

### Write-offs – Section 225

No.	Topic Title	BR #	Business Rule
225	Write-offs	44	CPA will track transaction aging as directed by THEA.

225	Write-offs	45	Only THEA's Director of Toll Operations or designee may direct CPA to write-off transactions.
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## Collections – Section 240

No.	Topic Title	BR #	Business Rule
240	Collections	46	Collection payments received will be deposited into the appropriate THEA owned bank account.
240	Collections	47	CPA will deduct its fees via ACH transfer from the THEA owned bank account.
240	Collections	48	THEA will incur a collections flat fee in accordance to BR 4 & BR 5 for accounts.

## Reports and Monitoring Requirements – Section 241

No.	Topic Title	BR #	Business Rule
241	Reports / Monitoring Requirements	49	CPA will provide THEA “authorized users” access to the Back Office System to assist with reconciliations and general inquires.
241	Reports / Monitoring Requirements	50	CPA will provide THEA with full read only access to the Back Office System to review payments at the account and transaction level.
241	Reports / Monitoring Requirements	51	CPA will provide transaction status reports, as needed and at any given point in time.
241	Reports / Monitoring Requirements	52	Reports shall be available in XLS, CSV and PDF formats.
241	Reports / Monitoring Requirements	53	<p>The following reports are required to complete bank account reconciliations:</p> <ul style="list-style-type: none"> <li>• Deposit Report by Payment Type</li> <li>• Detail Deposit Report</li> <li>• NSF Report by Payment Type</li> <li>• Refund Processing Report</li> </ul>

## Fiscal Year-End Audit Requirements - Section 242

No.	Topic Title	BR #	Business Rule
242	Fiscal Year-End Audit	54	THEA's fiscal year-end is June 30th.
242	Fiscal Year-End Audit	55	CPA will provide all fiscal year-end documentation requested by THEA within a reasonable period of time from the date of request.
242	Fiscal Year-End Audit	56	CPA will provide resources to handle external auditor requests.
242	Fiscal Year-End Audit	57	CPA will maintain PCI compliance at all times.

## Cash Handling - Section 250

No.	Topic Title	BR #	Business Rule
250	Cash Handling	58	CPA will be responsible for the reconciliation and transfer of funds to THEA.
250	Cash Handling	59	Cash payments are discouraged but if received at the lockbox, cash will be deposited into the THEA owned bank account.

## Escheatment - Section 260

No.	Topic Title	BR #	Business Rule
260	Escheatment	60	Accounts that have been dormant for more than twelve (12) months are subject to the escheatment process in accordance with the Unclaimed Property Statutes of the respective states. Note: Accounts that may be subjected to the escheatment process are tracked in the system, queried upon request by the BOS support team and a report is delivered.

## Data Retention - Section 300

No.	Topic Title	BR #	Business Rule
300	Data Retention	61	All data for the three (3) most recent fiscal years should be readily available. Older data may be archived.

300	Data Retention	62	<p>Retrieval of all data, including archived data, must follow the approved guidelines set forth in the SOPs.</p> <p>Data retention guidelines per Florida law include;</p> <ul style="list-style-type: none"> <li>• Customer account related data and correspondence shall be retained for 4 years, after which it shall be archived</li> <li>• Images for transactions that are considered open shall be retained online for 4 years</li> <li>• Images for transactions that are paid, written off or closed shall be retained online for 90 calendar days after closure and then archived</li> <li>• Video Toll transactions that are either paid or considered closed shall be retained online for 4 years after paid or closed and then archived</li> <li>• Video tolls transactions that are considered open shall be retained online until they are written off, at which time they are considered closed</li> <li>• Recorded conversations shall be retained online in Call Recording System for 18 months, after which they shall be archived</li> </ul>
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## THEA Custom Reports - Section 400

No.	Topic Title	BR #	Business Rule
400	Custom Reports	63	CPA will provide THEA with a daily UFM Reconciliation report. (See THEA_CPA Financial Reports document for report specification.)
400	Custom Reports	64	CPA will provide THEA with a daily Remittance Reconciliation. (See THEA_CPA Financial Reports document for report specification.)
400	Custom Reports	65	CPA will provide THEA with a Collections by Date report. (See THEA_CPA Financial Reports document for report specification.)
400	Custom Reports	66	CPA will provide THEA with a daily Load Summary report. (See THEA_CPA Financial Reports document for report specification.)

## 2 Business Rule Modification

Any modifications to the aforementioned Business Rules, and having a financial impact to the Agreement, will require execution of an Amendment to the Agreement to account for the modification(s). Modifications that do not financially impact the Agreement shall require written approval THEA's Director of Toll Operations or designee before change(s) can be implemented.







# *FASTLane*

## **Back Office System Toll Operations Business Rules**

**Prepared for: Tampa Hillsborough Expressway (THEA)**

**By: Credit Protection Association**

As Of: February 28, 2020

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# 1 Introduction

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*FASTLane's* Business Rules Management System (BRMS) facilitates the implementation, utilization and manipulation of operational and financial business rules. By separating the rule values from the underlying application logic, authorized users can modify existing business rules, confirm and/or cancel changes, and commit new rules to production, for timely workflow modifications with immediate business need adaptability. As a result, Agencies can react to the needs of their business without expensive change orders and lengthy deployment cycles.

**Key features:**

- Application code independence
- Faster time to market
- Proactive management
- Configurable thresholds and values
- Intuitive user interface

## 1.2 Customer Service Center Operations - Section 100

No.	Topic Title	BR #	Business Rule	Change	Change Description	Complete
100	CSC Operations	1	All CSR personnel answering calls shall use scripts to ensure that information is conveyed to the customer in accordance with Standard Operating Procedures (SOP's) Appendix A of this document as well as the Appendix B THEA Scripts	N		
100	CSC Operations	2	All calls are classified using after-call work-up codes in the phone system	N		
100	CSC Operations	3	Calls may be monitored or recorded for training purposes; recorded calls are retained in accordance with Business Rules for call retention (refer to Topic 520, page 26)	N		
100	CSC Operations	4	User access is granted based on written approval from the appropriate manager	N		
100	CSC Operations	5	User access is role-based with each individual having unique logon credentials	N		
100	CSC Operations	6	User access is terminated immediately after an employee is terminated, or quits, and is suspended when an employee is on a long-term leave of absence	N		
100	CSC Operations	7	User roles are designed to limit access to sensitive data in compliance with Payment Card Industry (PCI) requirements	N		
100	CSC Operations	8	THEA shall have read and write access to the system allowing THEA to update comments to the customer account note screen(s). THEA Customer Care	N		

			designees will have full access to perform adjustments and process disputes			
100	CSC Operations	9	THEA shall have access to the data warehouse for reporting purposes, along with the ability for parameter input, enabling creation, delivery and export of data/results in Excel, PDF or CSV formats	<b>N</b>		
100	CSC Operations	10	The Service Center and Collections Center shall be closed for the observance of the following seven (7) holidays:  <ul style="list-style-type: none"> <li>• Memorial Day • Independence Day • Labor Day • Thanksgiving Day • Christmas Eve and Christmas Day</li> <li>• New Year's Day</li> </ul>	<b>N</b>		
100	CSC Operations	11	The hours of operation for the Service Center shall be Monday through Friday 7:00 AM to 7:00 PM (Eastern Standard Time). Hours of operation for Walk-up Window shall be Monday through Friday 7:00AM to 5:00PM (Eastern Standard Time) At all other times an IVR System will inform customers of hours of operation and availability of the website	<b>N</b>		
100	CSC Operations	12	Service Center staff shall immediately notify THEA when the call center IVR or website is unavailable for access by the public during normal operations	<b>N</b>		
100	CSC Operations	13	CPA will have the authority to modify the agent scripts as necessary to achieve call handling efficiency and effectiveness. THEA will provide input from a legal and/or regulatory standpoint only	<b>N</b>		

### 1.3 Human Resources/Staffing - Section 105

No.	Topic Title	BR #	Business Rule	Change	Change Description	Complete
105	Staffing	14	CPA is solely responsible for ensuring it has sufficient staff to meet the operational and performance requirements of the Contract Documents	N		
105	Staffing	15	CPA shall ensure all services shall be provided and performed in accordance with all applicable laws, rules, regulations and ordinances	N		
105	Staffing	16	CPA is solely responsible for providing all management and operations staff, including qualified management, technical, professional and clerical personnel to professionally operate and administer back-office operations	N		
105	Staffing	17	CPA's supervisory staff shall be the first line management responsible for all account-related operations, including customer interface; account maintenance; mail; phone system response and operation and shift reconciliation	N		

105	Staffing	18	CPA's supervisory staff shall ensure the Service Center is staffed properly and shall interface with customers regarding complaints	N		
105	Staffing	19	CPA's supervisory staff shall supervise and train all CSRs and shall be responsible for oversight of CSR performance and quality control	N		

#### 1.4 Training - Section 106

No.	Topic Title	BR #	Business Rule	Change	Change Description	Complete
106	Training	20	Copies of all training materials for CSR's shall be available to THEA personnel electronically	N		
106	Training	21	CPA shall develop and maintain a comprehensive training plan for all aspects of Service Center operations for both the CSR's and management of CSR's	N		

106	Training	22	CPA shall provide THEA with FASTLane user documentation covering day-to-day Customer Service Representative (CSR) functions	N		
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### 1.5 Disclosure of Information - Section 120

No.	Topic Title	BR #	Business Rule	Change	Change Description	Complete
120	Disclosure of Information	23	THEA may request CPA compile data for subpoenas, or other data as requested, at no additional cost to THEA	N		
120	Disclosure of Information	24	CPA shall not disclose any information regarding THEA customers and its activities and will communicate information only with authorized THEA personnel or designated representatives authorized by THEA	N		
120	Disclosure of Information	25	CPA shall not release any customer information to anyone other than authorized THEA staff and shall	N		



			refer any requests, inquiries, subpoenas and other official information requests to THEA			
125	News Media	26	CPA staff shall not speak with the media on the THEA's behalf at any time	N		

### 1.6 Customer Accounts - Section 200

No.	Topic Title	BR #	Business Rule	Change	Change Description	Complete
200	Customer Accts	27	Collections accounts are established based on demographic data received from THEAs system	N		
200	Customer Accts	28	Postpaid accounts can only have a single license plate associated with the account	N		
200	Customer Accts	29	Video Toll transactions that post to a postpaid account are charged the Actual Toll rate provided from THEA	N		
200	Customer Accts	30	Customers may have multiple addresses and contact information on file, but the primary address and contact for billing purposes shall be determined in accordance with Business Rule 41	N		
200	Customer Accts	31	THEA allows non-revenue passage (toll free) only to vehicles that meet the requirements specified by certain state statutes for non-revenue passage	N		

200	Customer Accts	32	Since Video Toll notices are mailed based on SunToll Account information, a person with multiple vehicles using THEA facilities could have multiple accounts Two (2) or more	N		
200	Customer Accts	33	New accounts must be created through the regular CCSS file exchange transaction processes.	N		

### 1.7 Invoicing – General - Section 205

No.	Topic Title	BR #	Business Rule	Change	Change Description	Complete
205	Invoicing - General	34	The Back Office System checks to see if there is existing Sun Toll accounts. When a match is found the transaction is posted to the account, otherwise a new account is created	N		
205	Invoicing - General	35	<p>Notices are mailed to the registered owner at the address on file with the Department of Highway Safety and Motor Vehicles (DHSMV), or the Department of Motor Vehicles (DMV), as applicable, except <b>in the following circumstances:</b></p> <ul style="list-style-type: none"> <li>• A more current address is updated by the DHSMV, (or DMV as applicable).</li> <li>• The customer called and provided a different address or input a <b>different address on the website</b></li> </ul>	N		

			<ul style="list-style-type: none"> <li>• National Change of Address (NCOA) service <b>provided a more current address</b></li> <li>• A skip tracing vendor <b>provided a different address</b></li> <li>• A manual address lookup can be completed through DAVID</li> </ul>			
205	Invoicing - General	36	The first time a new account is established in the system and meets the invoicing rules criteria, it is immediately eligible for invoicing.	<b>N</b>		
205	Invoicing - General	37	Notices must be mailed immediately after becoming eligible for an invoice and will take into account THEA holidays, invoicing thresholds and exclude weekends.	<b>N</b>		
205	Invoicing - General	38	Notices have a 30 day invoice cycle, but a nine (9) calendar day grace period is applied to each invoice escalation	<b>N</b>		
205	Invoicing - General	39	Notification of the entire billing and escalation process, the fees and enforcement actions associated with each stage of the process shall be printed on each billing notice issued	<b>N</b>		

## 1.8 Returned Mail/E-mail - Section 206

No.	Topic Title	BR #	Business Rule	Change	Change Description	Complete
206	Returned Mail\Email	40	Returned mail is directed to the Tampa Collections Service Center for processing.	N		
206	Returned Mail\Email	41	All returned mail must be processed with a response from the skip trace look up, if applicable, within five (5) business days of receipt of the returned mail	N		
206	Returned Mail\Email	42	If an invoice is returned by mail with no forwarding address, attempts are made to acquire a different address via skip trace upon request from THEA	N		
206	Returned Mail\Email	43	Attempts to contact the customer may be made by phone or email, as well as by written correspondence, as long as consent to contact is acquired and applicable contact information is on file	N		

## 1.9 Adjustments and Reversals - Section 210

No.	Topic Title	BR #	Business Rule	Change	Change Description	Complete
210	Adjustments and Reversals	44	The Service Center shall provide adjustment screens whereby authorized users can enter the selection criteria, retrieve the transactions, and make account adjustments. This capability shall allow an authorized user to make a one-time courtesy or other applicable adjustment as necessary	N		
210	Adjustments and Reversals	45	The Back Office System shall record the CSR's ID on all adjustments made to a customer account	N		
210	Adjustments and Reversals	46	The Back Office System shall support charge reversals and fee cancelations, and all such financial transactions shall map to transaction codes	N		
210	Adjustments and Reversals	47	The Back Office System shall track all adjustments and maintain an audit trail of all changes. An adjustment shall be handled as two (2) separate transactions: (1) a credit to the customer account for the original amount and (2) a debit to the account for the correct charge	N		
210	Adjustments and Reversals	48	Subject to an Amendment to the Agreement, configurable fees can be modified going forward and applied to new transactions; whereas, existing fees that have been invoiced/assessed cannot be altered	N		

210	Adjustments and Reversals	49	Any adjustments or reversal requests from consumers who claim Transactions are duplicates, should not be in collections, or that they have paid FTE; has to go to THEA for approvals. Backoffice nor agents are allowed to adjust or cancel such request unless THEA approves.			
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### 1.10 Adjustments –One Time Courtesy- Section 211

No.	Topic Title	BR #	Business Rule	Change	Change Description	Complete
211	Adjustments – One Time Courtesy	50	One Time Courtesy Adjustments are where fees only (not tolls) are dismissed when an incident has occurred that has created a hardship for the customer. Examples of reasons a One Time Courtesy Adjustment might be issued include the customer having to call the Service Center multiple times about the same issue without it being resolved.	N		
211	Adjustments – One Time Courtesy	51	The reason for One Time Courtesy Adjustments and the authorized user making the One Time Courtesy Adjustments shall be tracked in the Back Office System, as part of the permanent audit trail	N		

### 1.11 Collections - Section 250

No.	Topic Title	BR #	Business Rule	Change	Change Description	Complete
250	Collections	52	A Delinquent Account Fee of \$17.50 (amount is configurable) is added to each account that is placed with collections (refer to Finance Business Rule 4)	N		
250	Collections	53	A Collection Fee of \$15.00 is placed on past due toll amounts and fees on the 2 <sup>nd</sup> Collections Notice, provided the delinquent customer has prior notification of the Collection Fee (refer to Finance Business Rule 5)	N		

### 1.12 Registration Hold Section 260

No.	Topic Title	BR #	Business Rule	Change	Change Description	Complete
260	Registration Hold	54	Registration holds are placed electronically in accordance with the THEA/DHSMV ICD	N		
260	Registration Hold	55	When the customers past due amount with a registration hold is paid in full, dismissed or the customer has a Partial Payment Agreement approved by THEA, the DHSMV is notified to release the registration hold	N		

260	Registration Hold	56	If a customer attempts to re-register a vehicle which has been placed on hold, the customer may call the CSC to make a payment over the phone and request the DHSMV be notified to release the hold. Payments made for immediate release must be made by credit card	<b>N</b>		
260	Registration Hold	57	If a customer is onsite at one of Florida's tag stores for vehicle registration renewal, they can make a payment via the website via credit card and immediately request a registration hold release payment receipt from the CSC for immediate presentation as proof of payment. The tag store or DMV location will then manually release the hold in appending status thereby allowing the customer to register the vehicle.	<b>N</b>		
260	Registration Hold	58	An account has a flag to identify a license plate on the account has a registration hold placed on it	<b>N</b>		
260	Registration Hold	59	An account has a notification on the account to identify DHSMV processing errors that occur when the registration hold file is not processed as expected. If such an error occurs, the file shall be resubmitted the following day by CPA to THEA for processing.	<b>N</b>		
260	Registration Hold	60	In order for the registration hold to be released, all past due tolls and outstanding fees (i.e. NSF, Collection Fees, etc.) must be paid in full.	<b>N</b>		



		<p>* For accounts where the total amount due exceeds \$300 in Tolls (excluding added fees), persons should be allowed to submit a Hardship petition for the release of a Registration Hold. The petition should be based on the submission of an initial partial payment and a signed Partial Payment Agreement, agreeing to satisfy the total amount due on the account following a THEA approved payment schedule.</p> <p>If THEA approves the Partial Payment Agreement, the Person will be notified, the registration hold will be temporarily removed, and the account processed as directed.</p> <p>Please note, the temporary removal of the registration hold will only be for 72 HRs so the owner may register their vehicle. Full removal of hold will take place after the account is paid in full. If at any time the customer does not meet the terms of the Payment Agreement, the customer forfeits their right to request another temporary registration removal, and is subject to fines and/or penalties related to any NSF/CCB on the account.</p> <p>If THEA rejects the petition, the Person will be notified, and the account placed back into a billable status.</p>			
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### 1.13 Self-Service IVR - Section 400

No.	Topic Title	BR #	Business Rule	Change	Change Description	Complete
400	IVR	61	A standard, temporary message shall be activated by authorized users for emergencies when the CSC is temporarily unavailable for CSR's to answer calls	N		
400	IVR	62	The IVR is available 24 hours a day, continuously, except for planned maintenance	N		
400	IVR	63	Customer service is provided in both English and Spanish languages when using the IVR or when speaking with a CSR	N		
400	IVR	64	The minimum required IVR payment is 100% of the account balance.	N		

### 1.14 Interface Control Documents (ICDs) - Section 500

No.	Topic Title	BR #	Business Rule	Change	Change Description	Complete
500	ICD	65	CPA shall Interface to THEA for the placement and removal of vehicle registration holds. All Registration Hold requests are submitted directly to THEA rather than the Florida DHSMV (refer to Registration Hold Interface document)	Y		

500	ICD	66	CPA shall interface with THEA for the receipt of images and video toll data. Transcore will provide one image with each toll transaction to CPA.	N		
500	ICD	67	THEA shall be responsible for providing video toll transaction data to CPA, and that the transfer of data shall occur 24 hours a day, seven days per week with the exception of daily black out period of one hour.	N		
500	ICD	68	THEA shall determine the appropriate file size for video toll data transfers	N		
500	ICD	69	Evidence file data provided by THEA to CPA via VES shall comply 100% with CPA ICD. Current TransCore UFM file data will be provided by THEA to CPA via CCSS Web service protocol.	N		
500	ICD	70	The TransCore technical team shall be responsible for maintaining the TransCore system and ensuring it functions properly	N		

### 1.15 Data Backup and Retention - Section 520

No.	Topic Title	BR #	Business Rule	Change	Change Description	Complete
520	Data Backup, Retention	71	In accordance with The Payment Card Industry Data Security Standard (PCI DSS) compliance, all documents are scanned and then shredded after verification of a successful scan	N		

520	Data Backup, Retention	72	Images for transactions that are considered open shall be retained online for at least 4 years	N		
520	Data Backup, Retention	73	Images for transactions that are paid, written off or closed shall be retained online for at least 4 years after closure	N		
520	Data Backup, Retention	74	Video Toll transactions that are either paid or considered <u>closed</u> shall be retained online for at least 4 years after paid or closed	N		
520	Data Backup, Retention	75	Video tolls transactions that are considered <u>open</u> shall be retained online until they are written off, at which time they are considered closed	N		
520	Data Backup, Retention	76	Recorded conversations shall be retained online in Call Recording System for 180 days, after which they shall be archived	N		

### 1.16 Quality Assurance Monitoring - Section 600

No.	Topic Title	BR #	Business Rule	Change	Change Description	Complete
600	Quality Assurance Monitoring	77	Call monitoring and quality assurance methods are utilized to measure customer satisfaction and to provide quality assurance feedback	N		
600	Quality Assurance Monitoring	78	The quality assurance process is integrated with CSC staff training and performance management	N		

600	Quality Assurance Monitoring	79	The quality monitoring process is designed to track, record and retain all data and metrics related to CSR performance	N		
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### 1.17 Performance - Section 620

No.	Topic Title	BR #	Business Rule	Change	Change Description	Complete
620	Performance	80	A minimum of 1% of monthly CSR calls shall be monitored by a supervisor or manager to determine CSR accuracy, efficiency, professionalism and courteousness. All CSR's shall be regularly monitored for performance and performance reports shall be provided to THEA	N		
620	Performance	81	The CSC shall ensure 100% of all CSR's end-of-day after call work is completed daily.	N		
620	Performance	82	The CSC shall ensure the average wait time for CSR's shall not exceed a monthly average of five (5) minutes	N		
620	Performance	83	The CSC shall ensure the maximum telephone wait time for a CSR shall not exceed ten (10) minutes	N		
620	Performance	84	The CSC shall post all payments to customer accounts within one (1) business days of receipt of such payments	N		

620	Performance	85	The Back Office System shall process all transactions and their images obtained from the TransCore System at regular intervals	<b>N</b>		
620	Performance	86	90% of customer request case/disputes must be resolved within three (3) business days under normal operating conditions  In extenuating conditions, the resolve day can take up to 5 business days	<b>N</b>		
620	Performance	87	The CSC shall report all major customer complaints to the THEA within 24 hours of receipt of the complaint. The report shall include a detailed description of the complaint, how the complaint was handled, its current status, and any remedial actions taken to prevent reoccurrence of the complaint	<b>N</b>		
620	Performance	88	The CSC shall respond to all customer and customer-related correspondence within one (1) business days of receipt. This includes mail, voicemail, email and faxes. This response time includes updating the customer's account information in the Back Office System	<b>N</b>		
620	Performance	89	CPA shall respond to all customer requests and complaints within two (2) business days; however, the two (2) business day response time does not include resolution time	<b>N</b>		

## 1.18 Operations Reporting Section 700

No.	Topic Title	BR #	Business Rule	Change	Change Description	Complete
700	Operations Reports	90	Load Summery Reports shall be generated by the Back Office System and can be used to confirm that all Toll transactions reported by the THEA for the 24-hour day have been obtained by the Back Office System, and all transactions have been acknowledged as received (count and amount).	N		
700	Operations Reports	91	Collection Remittance Report are generated for a selected period of time to identify the transactions and revenue posted to customer accounts.	N		
700	Operations Reports	92	The Load Summery Report shall show a complete reconciliation of all transactions submitted to and processed by the Back Office System.	N		

## 1.19 Refunds

No.	Topic Title	BR #	Business Rule	Change	Change Description	Complete
800	Refunds	93	Should a customer initiate an overpayment, any refund request from the customer will be honored immediately. The 90-day refund rule will only apply to inactive/dormant account that have an overpayment.	N		
800	Refunds	94	Any account where a payment is made, and/or is paid in full and an overpayment was NOT created, a refund will not be issued unless the account was incorrectly charged the agreed upon payment amount. Exceptions for this rule can be requested through THEA Operations staff.	N		

## 1.20 KPIs

No.	Topic Title	BR #	Business Rule	Change	Change Description	Complete
900	KPI	154	Customer Billing Error: Errors made in the customer balance, or fees charged as reported to the customer either in writing or during a conversation	N		



900	KPI	155	Unreported System Failure: Condition where the Contractor has not reported a system failure and THEA learns of it from a source other than the contractor	<b>N</b>		
900	KPI	156	Phone Call Speed - Main Line: On a daily basis, 90% of all inbound general phone calls related to this contract shall be connected with a customer service represented in less than or equal to 4 minutes	<b>N</b>		
900	KPI	157	Phone Call Speed - Registration Line: On a daily basis, for Registration hold related calls, 90% of inbound calls shall be connected with a representative in less than or equal to 1 minute.	<b>N</b>		
900	KPI	158	Abandon rate - Main Line: Abandon rate – On a daily basis, no more than 4% of inbound general phone calls that exceed 20 seconds may be abandoned or disconnected.	<b>N</b>		
900	KPI	159	Abandon rate - Registration Line: Abandon rate – On a daily basis, For Registration hold related calls, no more than 1% of inbound calls that exceed 20 seconds shall abandoned or disconnected.	<b>N</b>		
900	KPI	160	Respond to emails: On a daily basis, 100% of emails shall be acknowledge within 8 working hours, and if not resolved initially the customer shall be provide with a resolution date.	<b>N</b>		
900	KPI	161	Respond to Registration release request: On a daily basis the contractor shall respond within 5 minutes, during working hours, to all resolved collections notices that require a release of registration hold	<b>N</b>		

			notification to the specific tax collector or governmental office.			
900	KPI	162	Failure to comply with business rules: In the event that the contractor fails to comply with the contractor's collection business rules, as determined by THEA from an audit of a customer compliant or review of contractor records.	<b>N</b>		
900	KPI	163	Availability: All systems shall be available and properly functioning during all hours of operations stated per this contract. The contractor shall be allowed 1 hour of repair/system fail over per event or per day (whichever is less) before any penalties begin, additionally penalties will not extend beyond the business hours per the contract	<b>N</b>		

## 2 Business Rule Modification

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Any modification(s) to the aforementioned Business Rules that have a financial impact to the Agreement, will require execution of an Amendment to the Agreement. Modifications that do not financially impact the Agreement shall only require written approval by the Agency's Director of Toll Operations and/or Executive Director. The AGENCY shall provide a *Business Rules Modification Form* before the change(s) can be implemented.

## **3 Appendix A: Standard Operating Procedures (SOP) for Disputes**

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### **3.1 Customer Dispute Form Education**

#### **3.1.1 Introduction**

When it has become clear through a conversation with a customer that they must complete a dispute form, the customer will be provided brief instructions on how to complete the form and then directed to the Frequently Asked Questions section of the THEA's consumer website [www.PayTHEATolls.com](http://www.PayTHEATolls.com) for additional instructions and information regarding documentation requirements.

Options and documentation will be included in the training of the CSR and the Standard Operating Procedures document.



Name:

Address:

Re: REFERENCE #:  
LPN:  
BALANCE DUE: \$

Thank you for your recent correspondence explaining your issue with Tampa-Hillsborough County Expressway Authority or Florida Turnpike Enterprise. However, to properly process your request for resolution, the following document(s) is/are needed:

\_\_\_ Death Certificate

\_\_\_ Police Report (if stolen)

\_\_\_ Proof of Payment showing payment was received before due date on invoice - If paid by check, copy of front & back of cashed check is required

\*If paid after due date, monies are held by Florida Dept. of Transportation/SunPass for future toll usage\*.

\_\_\_ Documentation showing your current address was changed with the Department of Motor Vehicles before the violation dates or proof showing the license plate was cancelled/surrendered prior to tolls occurring

\_\_\_ Divorce Decree – the portion showing the party who was assigned ownership of the vehicle at the time of the violations (including the first page, last page & license plate # or VIN #)

\_\_\_ SunPass or E-Pass Detail Statement for the dates of the tolls and proof that the vehicle in question was listed on your account at the time the tolls were incurred

\_\_\_ Other: \_\_\_\_\_

Once this information is received and verified, your dispute will be processed and forwarded to the proper toll road authority. Without the requested information, you will be held responsible. If you have any further questions, please contact us at 1(877) 258-5205.

### Option 1)

- The owner of the vehicle is deceased and the transactions occurred prior to the date of death listed on the Death Certificate.

#### Documentation:

- The customer must provide a copy of the Death Certificate with the Dispute Form

### Option 2)

- The vehicle or License Plate Number was stolen at the time of the transactions

#### Documentation:

- The customer must attach a police report with the Dispute Form

### Option 3)

- The owner of the vehicle attests that payment has already been made for the charges.

#### **Documentation:**

- The customer must include a copy of the front and back of the check, if paid by check, or a copy of the bank statement, if paid by credit or debit card.

### Option 4)

- The owner of the vehicle obtained a release/cancellation of their plate **before the date of the transactions** and thus turned it in to the State of Florida

#### **Documentation:**

- The customer must include a copy of the release with the Dispute Form
  
- The customer was not the primary owner of the vehicle or license plate on the notice at the time of the transactions and was not driving the vehicle at the time of the transactions

#### **Documentation:**

- The customer must provide a copy of the vehicle's registration that shows that he is not the primary owner with the Dispute Form

### Option 5)

- The owner of the vehicle is looking to transfer liability to another individual due to divorce.

#### **Documentation:**

- The customer must provide the divorce decree showing the party who was assigned ownership of the vehicle at the time of the violations.

### Option 6)

- The owner of the vehicle had a SunPass or E-Pass account in good standing at the time of the transactions

#### **Documentation:**

- The customer must include a copy of the SunPass or E-Pass statement for the dates of the tolls and proof that the vehicle in question was listed on the account at the time the tolls were incurred.

### Option 7)

- Other reason(s) not listed above

#### **Documentation:**

- Any documentation that would support the dispute reason indicated.

TAMPA HILLSBOROUGH EXPRESSWAY AUTHORITY  
 Collections by Placement Date Report  
 As of June 30, 2020

Year	Month	Assigned Amounts [Net of Adjustments]		Cancelled Amounts % = Cancelled / Assigned			Amount Collected* % = Collected / (Assigned - Cancelled)			Remaining Portfolio % = Remaining / Assigned		THEA Toll Assigned	THEA Fee Assigned	FTE Fee Assigned	ETAN Fee Assigned	NSF Fee Assigned	THEA Toll Paid
		#	\$	#	\$	%	#	\$	%	#	\$	%	\$	\$	\$	\$	\$
2020	6	480,920	\$ 1,185,636.77	172	\$ 607.43	0.05%	22,334	\$ 56,014.65	4.73%	\$ 1,129,014.69	95.22%	\$ 823,614.27	\$ 175,839.50	\$ 0.00	\$ 186,183.00	\$ 0.00	\$ 38,771.73
2020	5	686,448	\$ 1,788,112.89	407	\$ 1,290.27	0.07%	84,294	\$ 211,519.66	11.84%	\$ 1,575,302.96	88.10%	\$ 1,146,002.89	\$ 320,762.00	\$ 0.00	\$ 321,348.00	\$ 0.00	\$ 144,335.41
2020	4	741,076	\$ 1,934,920.10	573	\$ 2,495.70	0.13%	132,173	\$ 334,075.37	17.29%	\$ 1,598,349.03	82.61%	\$ 1,228,130.10	\$ 359,887.00	\$ 0.00	\$ 346,878.00	\$ 25.00	\$ 223,827.64
2020	3	659,389	\$ 1,741,144.86	492	\$ 1,934.76	0.11%	140,635	\$ 356,667.17	20.51%	\$ 1,382,542.73	79.40%	\$ 1,089,159.66	\$ 333,466.00	\$ 0.00	\$ 318,444.00	\$ 75.00	\$ 237,139.72
2020	2	713,520	\$ 1,863,642.03	1,150	\$ 4,446.05	0.24%	187,730	\$ 444,931.11	24.47%	\$ 1,404,264.87	75.35%	\$ 1,183,549.53	\$ 349,252.50	\$ 0.00	\$ 330,765.00	\$ 75.00	\$ 318,265.07
2020	1	756,966	\$ 1,990,247.89	1,288	\$ 5,478.26	0.28%	212,686	\$ 482,481.99	24.31%	\$ 1,502,287.64	75.48%	\$ 1,258,927.89	\$ 372,304.00	\$ 0.00	\$ 359,016.00	\$ 0.00	\$ 364,810.53
2019	12	777,029	\$ 2,009,672.89	1,640	\$ 6,106.66	0.30%	245,241	\$ 532,530.05	26.58%	\$ 1,471,035.98	73.20%	\$ 1,306,407.69	\$ 355,840.00	\$ 0.00	\$ 347,400.00	\$ 25.00	\$ 424,964.20
2019	11	807,528	\$ 2,153,792.99	1,459	\$ 4,428.60	0.21%	307,349	\$ 752,025.17	34.99%	\$ 1,397,339.22	64.88%	\$ 1,335,372.99	\$ 420,191.00	\$ 0.00	\$ 398,154.00	\$ 75.00	\$ 519,091.81
2019	10	656,969	\$ 1,797,590.11	3,766	\$ 9,808.66	0.55%	270,516	\$ 690,456.58	38.24%	\$ 1,097,324.87	61.04%	\$ 1,083,382.61	\$ 367,495.50	\$ 0.00	\$ 346,587.00	\$ 125.00	\$ 454,364.12
2019	9	747,399	\$ 2,012,105.52	8,226	\$ 19,093.88	0.95%	323,358	\$ 812,041.33	40.62%	\$ 1,180,970.51	58.69%	\$ 1,219,158.02	\$ 422,830.10	\$ 0.00	\$ 370,067.40	\$ 50.00	\$ 538,185.74
2019	8	808,917	\$ 2,190,684.29	10,518	\$ 24,381.29	1.11%	360,867	\$ 916,039.26	42.29%	\$ 1,250,263.74	57.07%	\$ 1,300,171.79	\$ 477,442.00	\$ 0.00	\$ 412,945.50	\$ 125.00	\$ 591,386.17
2019	7	962,090	\$ 3,329,178.79	20,487	\$ 60,143.14	1.81%	419,610	\$ 1,382,497.99	42.41%	\$ 1,886,537.66	56.67%	\$ 1,457,438.79	\$ 1,016,699.15	\$ 0.00	\$ 854,765.85	\$ 275.00	\$ 648,206.87
2019	6	890,686	\$ 3,387,120.09	20,531	\$ 60,264.01	1.78%	375,606	\$ 1,379,119.20	41.45%	\$ 1,947,736.88	57.50%	\$ 1,307,080.09	\$ 1,134,307.65	\$ 0.00	\$ 945,457.35	\$ 275.00	\$ 564,798.03
2019	5	2,995,644	\$ 8,508,096.88	88,511	\$ 208,419.93	2.45%	1,213,117	\$ 3,051,873.06	36.77%	\$ 5,247,803.69	61.68%	\$ 4,723,299.18	\$ 2,033,112.90	\$ 0.00	\$ 1,751,259.60	\$ 425.00	\$ 1,974,156.91
2019	4	2,612,587	\$ 7,480,441.55	127,757	\$ 1,426,640.83	19.10%	1,026,361	\$ 2,316,009.94	38.27%	\$ 3,735,790.78	49.94%	\$ 4,102,096.55	\$ 1,787,243.80	\$ 0.00	\$ 1,591,051.20	\$ 50.00	\$ 1,696,289.46
2018	12	295,686	\$ 1,090,712.70	29,760	\$ 401,081.64	36.50%	120,351	\$ 246,951.26	35.40%	\$ 450,679.80	41.02%	\$ 426,062.70	\$ 350,089.30	\$ 0.00	\$ 322,536.70	\$ 25.00	\$ 195,352.03
2018	11	282,220	\$ 789,125.51	24,074	\$ 217,029.44	27.50%	143,098	\$ 288,619.94	50.45%	\$ 283,476.13	35.92%	\$ 430,423.01	\$ 188,890.50	\$ 0.00	\$ 169,812.00	\$ 0.00	\$ 230,787.81
2018	6	1,419,529	\$ 3,494,078.51	278,861	\$ 902,524.06	25.83%	608,172	\$ 1,322,180.70	51.02%	\$ 1,269,373.75	36.33%	\$ 1,939,211.94	\$ 671,979.05	\$ 282,166.57	\$ 600,595.95	\$ 125.00	\$ 957,876.59
2018	5	758,993	\$ 2,032,461.91	44,974	\$ 265,365.02	13.06%	451,424	\$ 1,085,071.46	61.40%	\$ 682,025.43	33.56%	\$ 1,149,685.05	\$ 455,065.85	\$ 39,881.86	\$ 387,729.15	\$ 100.00	\$ 706,380.29
2018	4	373,109	\$ 1,101,599.74	18,665	\$ 136,697.10	12.41%	241,179	\$ 667,678.61	69.20%	\$ 297,224.03	26.98%	\$ 552,212.85	\$ 282,595.30	\$ 31,811.89	\$ 234,854.70	\$ 125.00	\$ 363,197.26
2018	3	389,480	\$ 1,384,070.03	24,719	\$ 187,616.75	13.56%	229,872	\$ 736,077.33	61.52%	\$ 460,379.95	33.26%	\$ 550,475.06	\$ 426,801.50	\$ 45,079.97	\$ 361,588.50	\$ 125.00	\$ 336,961.15
2018	2	26,068	\$ 82,863.21	1,402	\$ 11,413.36	13.77%	12,792	\$ 37,347.95	52.41%	\$ 34,001.90	41.03%	\$ 38,590.71	\$ 22,674.50	\$ 1,982.50	\$ 19,540.50	\$ 75.00	\$ 19,472.52
2018	1	9,960	\$ 28,703.44	600	\$ 3,431.01	12.85%	5,006	\$ 12,605.35	54.16%	\$ 10,667.08	39.95%	\$ 15,428.44	\$ 5,989.25	\$ 237.50	\$ 5,048.25	\$ 0.00	\$ 7,950.35
2017	12	8,386	\$ 21,355.30	1,122	\$ 4,551.16	21.31%	3,455	\$ 8,934.46	53.17%	\$ 7,869.68	36.85%	\$ 12,310.30	\$ 4,730.20	\$ 245.00	\$ 4,069.80	\$ 0.00	\$ 5,244.46
2017	11	400,523	\$ 1,133,039.95	15,753	\$ 94,820.74	8.37%	267,441	\$ 688,567.13	66.32%	\$ 349,652.08	30.86%	\$ 595,379.55	\$ 268,188.80	\$ 39,160.40	\$ 230,236.20	\$ 75.00	\$ 407,573.54
2017	10	316,145	\$ 926,963.00	13,998	\$ 78,278.92	8.44%	202,479	\$ 538,199.02	63.42%	\$ 310,485.06	33.49%	\$ 466,949.95	\$ 220,718.90	\$ 33,745.55	\$ 205,548.60	\$ 0.00	\$ 304,617.12
2017	9	242,445	\$ 621,708.48	10,553	\$ 48,244.80	7.76%	143,385	\$ 347,229.98	60.55%	\$ 226,233.70	36.39%	\$ 369,368.78	\$ 121,137.70	\$ 17,692.20	\$ 113,359.80	\$ 150.00	\$ 219,829.62
2017	8	660,852	\$ 1,664,706.22	34,455	\$ 145,610.05	8.75%	397,692	\$ 944,779.62	62.19%	\$ 574,302.70	34.50%	\$ 996,802.15	\$ 319,675.40	\$ 47,824.07	\$ 300,279.60	\$ 125.00	\$ 605,819.23
2017	7	719,663	\$ 2,110,470.12	66,403	\$ 310,203.04	14.70%	424,754	\$ 1,118,663.25	62.14%	\$ 681,603.83	32.30%	\$ 1,049,291.81	\$ 504,142.65	\$ 80,178.31	\$ 476,482.35	\$ 375.00	\$ 632,064.13
2017	6	564,953	\$ 1,559,232.89	38,214	\$ 140,375.55	9.00%	355,453	\$ 920,533.73	64.88%	\$ 498,323.41	31.96%	\$ 828,951.02	\$ 351,434.25	\$ 50,179.17	\$ 328,568.25	\$ 100.00	\$ 527,298.23
2017	5	486,198	\$ 1,352,540.08	14,593	\$ 69,751.36	5.16%	337,966	\$ 877,267.68	68.39%	\$ 405,521.04	29.98%	\$ 708,123.65	\$ 308,606.35	\$ 46,928.93	\$ 288,756.15	\$ 125.00	\$ 501,767.80
2017	4	355,227	\$ 992,539.96	11,177	\$ 50,756.38	5.11%	249,079	\$ 655,013.75	69.55%	\$ 286,769.83	28.89%	\$ 518,295.18	\$ 226,628.80	\$ 35,852.28	\$ 112,613.70	\$ 150.00	\$ 369,098.78
2017	3	302,704	\$ 870,116.09	9,576	\$ 45,898.74	5.28%	214,123	\$ 573,778.94	69.62%	\$ 250,438.41	28.78%	\$ 401,100.18	\$ 203,097.10	\$ 35,035.91	\$ 190,857.90	\$ 25.00	\$ 318,110.70
2017	2	401,284	\$ 1,075,855.31	12,160	\$ 48,861.27	4.54%	288,097	\$ 728,356.34	70.92%	\$ 298,637.70	27.76%	\$ 592,636.79	\$ 228,609.70	\$ 40,348.52	\$ 214,185.30	\$ 75.00	\$ 432,794.95
2017	1	419,035	\$ 1,115,149.97	14,780	\$ 55,297.79	4.96%	301,568	\$ 755,874.29	71.32%	\$ 303,977.89	27.26%	\$ 613,715.95	\$ 236,075.60	\$ 43,376.52	\$ 221,781.90	\$ 200.00	\$ 448,375.94
2016	12	482,260	\$ 1,294,621.73	16,219	\$ 76,327.52	5.90%	343,478	\$ 854,684.62	70.15%	\$ 363,609.59	28.29%	\$ 170,137.40	\$ 48,069.33	\$ 258,679.65	\$ 25.00	\$ 515,381.24	
2016	11	436,826	\$ 1,204,097.46	50,554	\$ 179,168.85	14.88%	285,082	\$ 724,978.87	70.73%	\$ 299,951.74	24.91%	\$ 631,697.84	\$ 274,263.30	\$ 37,557.12	\$ 260,479.20	\$ 100.00	\$ 425,585.75
2016	10	1,295,700	\$ 3,069,542.79	204,746	\$ 579,433.70	18.88%	820,919	\$ 1,858,456.54	74.63%	\$ 631,652.55	20.56%	\$ 1,958,570.18	\$ 546,793.50	\$ 49,095.11	\$ 514,959.00	\$ 125.00	\$ 1,251,763.82
2016	9	349,413	\$ 972,758.72	66,212	\$ 252,854.61	25.99%	222,612	\$ 586,053.57	81.41%	\$ 133,850.54	13.76%	\$ 503,071.18	\$ 224,703.00	\$ 36,327.54	\$ 208,482.00	\$ 175.00	\$ 324,274.33
2016	8	565,724	\$ 1,538,584.16	128,642	\$ 444,414.19	28.88%	336,150	\$ 879,262.14	80.36%	\$ 214,907.83	13.97%	\$ 817,958.65	\$ 348,069.25	\$ 48,623.01	\$ 323,858.25	\$ 75.00	\$ 491,712.34
2016	7	491,445	\$ 1,493,340.80	122,840	\$ 463,890.73	31.06%	292,130	\$ 850,290.95	82.60%	\$ 179,159.12	12.00%	\$ 686,475.84	\$ 389,739.60	\$ 57,567.46	\$ 359,232.90	\$ 325.00	\$ 415,094.31
2016	6	191,392	\$ 641,472.38	49,878	\$ 211,313.73	32.94%	115,019	\$ 361,749.37	84.10%	\$ 68,409.26	10.66%	\$ 260,977.58	\$ 182,371.95	\$ 29,627.30	\$ 168,395.55	\$ 100.00	\$ 160,618.09
2016	5	219,083	\$ 627,004.57	49,146	\$ 173,938.64	27.74%	133,187	\$ 371,469.94	81.99%	\$ 81,995.99	13.01%	\$ 317,368.99	\$ 157,929.85	\$ 8,963.08	\$ 142,492.65	\$ 250.00	\$ 193,065.07
2016	4	233,674	\$ 706,961.96	59,897	\$ 220,181.18	31.14%	136,467	\$ 403,032.93	82.80%	\$ 83,747.85	11.85%	\$ 333,096.87	\$ 186,121.85	\$ 19,000.09	\$ 168,693.15	\$ 50.00	\$ 194,968.31
2016	3	344,320	\$ 853,232.74	93,008	\$ 265,457.47	31.11%	196,144	\$ 479,257.24	81.54%	\$ 108,518.03	12.72%	\$ 511,646.93	\$ 163,140.25	\$ 31,588.31	\$ 146,807.25	\$ 50.00	\$ 289,634.70
2016	2	104,985	\$ 353,402.88	66,412	\$ 218,599.03	61.86%	32,828	\$ 117,808.64	87.39%	\$ 16,995.21	4.81%	\$ 140,215.90	\$ 96,822.70	\$ 26,364.48	\$ 90,199.80	\$ 0.00	\$ 41,837.61
2016	1	47,381	\$ 180,828.58	28,569	\$ 108,256.24	59.87%	16,925	\$ 64,690.52	89.14%	\$ 7,879.82	4.36%	\$ 58,536.36	\$ 54,502.50	\$ 16,350.22	\$ 51,412.50	\$ 25.00	\$ 20,891.08
2015	12	45,767	\$ 197,902.21	27,913	\$ 121,042.83	61.16%	16,147	\$ 69,252.28	90.10%	\$ 7,607.10	3.84%	\$ 53,695.35	\$ 65,099.00	\$ 17,376.86	\$ 61,731.00	\$ 0.00	\$ 18,805.44
2015	11	68,806	\$ 242,090.36	33,354	\$ 131,146.55	54.17%	28,614	\$ 93,706.81	84.46%	\$ 17,237.00	7.12%	\$ 89,601.75	\$ 70,057.25	\$ 16,058.61	\$ 66,372.75	\$ 0.00	\$ 38,277.16
2015	10	152,235	\$ 422,238.45	71,867	\$ 210,827.95	49.93%	62,641	\$ 173,616.47	82.12%	\$ 37,794.03	8.95%	\$ 214,576.96	\$ 99,036.25	\$ 16,676.49	\$ 91,923.75	\$ 25.00	\$ 88,571.78
2015	9	244,855	\$ 716,145.33	125,264	\$ 389,255.62	54.35%	94,155	\$ 273,									

TAMPA HILLSBOROUGH EXPRESSWAY AUTHORITY  
 Collections by Placement Date Report  
 As of June 30, 2020

Placed	THEA Fee Paid	FTE Fee Paid	ETAN Fee Paid	NSF Fee Paid	THEA Toll Cancelled	THEA Fee Cancelled	FTE Fee Cancelled	ETAN Fee Cancelled	NSF Fee Cancelled	THEA Toll Balance	THEA Fee Balance	FTE Fee Balance	ETAN Fee Balance	NSF Fee Balance	
Year	Month	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	
2020	6	\$ 8,376.00	\$ 0.00	\$ 8,866.92	\$ 0.00	\$ 274.93	\$ 161.50	\$ 0.00	\$ 171.00	\$ 0.00	\$ 784,567.61	\$ 167,302.00	\$ 0.00	\$ 177,145.08	\$ 0.00
2020	5	\$ 33,200.03	\$ 0.00	\$ 33,984.22	\$ 0.00	\$ 707.77	\$ 291.50	\$ 0.00	\$ 291.00	\$ 0.00	\$ 1,000,959.71	\$ 287,270.47	\$ 0.00	\$ 287,072.78	\$ 0.00
2020	4	\$ 55,897.50	\$ 0.00	\$ 54,325.23	\$ 25.00	\$ 948.20	\$ 818.50	\$ 0.00	\$ 729.00	\$ 0.00	\$ 1,003,354.26	\$ 303,171.00	\$ 0.00	\$ 291,823.77	\$ 0.00
2020	3	\$ 61,436.15	\$ 0.00	\$ 58,041.30	\$ 50.00	\$ 839.76	\$ 585.00	\$ 0.00	\$ 510.00	\$ 0.00	\$ 851,180.18	\$ 271,444.85	\$ 0.00	\$ 259,892.70	\$ 25.00
2020	2	\$ 70,648.75	\$ 0.00	\$ 65,992.29	\$ 25.00	\$ 3,206.05	\$ 652.00	\$ 0.00	\$ 588.00	\$ 0.00	\$ 862,078.41	\$ 277,951.75	\$ 0.00	\$ 264,184.71	\$ 50.00
2020	1	\$ 61,184.87	\$ 0.00	\$ 56,486.59	\$ 0.00	\$ 4,040.76	\$ 768.50	\$ 0.00	\$ 669.00	\$ 0.00	\$ 890,076.60	\$ 310,350.63	\$ 0.00	\$ 301,860.41	\$ 0.00
2019	12	\$ 55,998.02	\$ 0.00	\$ 51,542.83	\$ 25.00	\$ 4,399.16	\$ 882.50	\$ 0.00	\$ 825.00	\$ 0.00	\$ 877,044.33	\$ 298,959.48	\$ 0.00	\$ 295,032.17	\$ 0.00
2019	11	\$ 121,825.99	\$ 0.00	\$ 111,082.37	\$ 25.00	\$ 2,418.60	\$ 1,098.00	\$ 0.00	\$ 912.00	\$ 0.00	\$ 813,862.58	\$ 297,267.01	\$ 0.00	\$ 286,159.63	\$ 50.00
2019	10	\$ 123,608.62	\$ 0.00	\$ 112,383.84	\$ 100.00	\$ 6,443.66	\$ 1,811.00	\$ 0.00	\$ 1,554.00	\$ 0.00	\$ 622,574.83	\$ 242,075.88	\$ 0.00	\$ 232,649.16	\$ 25.00
2019	9	\$ 148,136.36	\$ 0.00	\$ 125,694.23	\$ 25.00	\$ 14,128.68	\$ 2,690.70	\$ 0.00	\$ 2,274.30	\$ 0.00	\$ 666,843.60	\$ 272,003.04	\$ 0.00	\$ 242,098.87	\$ 25.00
2019	8	\$ 176,802.51	\$ 0.00	\$ 147,650.58	\$ 100.00	\$ 17,591.29	\$ 3,722.20	\$ 0.00	\$ 3,067.80	\$ 0.00	\$ 691,194.33	\$ 296,817.29	\$ 0.00	\$ 262,227.12	\$ 25.00
2019	7	\$ 404,300.87	\$ 0.00	\$ 329,890.25	\$ 100.00	\$ 32,730.64	\$ 15,165.05	\$ 0.00	\$ 12,222.45	\$ 25.00	\$ 776,501.28	\$ 597,233.23	\$ 0.00	\$ 512,653.15	\$ 150.00
2019	6	\$ 449,746.35	\$ 0.00	\$ 364,448.92	\$ 125.00	\$ 31,813.06	\$ 15,750.10	\$ 0.00	\$ 12,699.90	\$ 0.95	\$ 710,468.10	\$ 668,811.20	\$ 0.00	\$ 568,308.59	\$ 149.05
2019	5	\$ 592,434.70	\$ 0.00	\$ 485,131.45	\$ 150.00	\$ 145,662.43	\$ 33,932.65	\$ 0.00	\$ 28,799.85	\$ 25.00	\$ 2,603,479.84	\$ 1,406,745.55	\$ 0.00	\$ 1,237,328.30	\$ 250.00
2019	4	\$ 340,855.83	\$ 0.00	\$ 278,839.65	\$ 25.00	\$ 89,608.33	\$ 685,672.40	\$ 0.00	\$ 653,360.10	\$ 0.00	\$ 2,316,198.76	\$ 760,715.57	\$ 0.00	\$ 658,851.45	\$ 25.00
2018	12	\$ 28,309.33	\$ 0.00	\$ 23,264.90	\$ 25.00	\$ 12,611.64	\$ 199,228.05	\$ 0.00	\$ 189,241.95	\$ 0.00	\$ 218,099.03	\$ 122,551.92	\$ 0.00	\$ 110,028.85	\$ 0.00
2018	11	\$ 31,729.85	\$ 0.00	\$ 26,102.28	\$ 0.00	\$ 21,516.94	\$ 100,965.10	\$ 0.00	\$ 94,547.40	\$ 0.00	\$ 178,118.26	\$ 56,195.55	\$ 0.00	\$ 49,162.32	\$ 0.00
2018	6	\$ 181,491.06	\$ 31,736.86	\$ 150,953.92	\$ 122.27	\$ 261,724.35	\$ 203,385.20	\$ 250,427.21	\$ 186,987.30	\$ 0.00	\$ 719,611.00	\$ 287,102.79	\$ 2.50	\$ 262,654.73	\$ 2.73
2018	5	\$ 197,968.29	\$ 19,589.09	\$ 161,108.79	\$ 25.00	\$ 42,029.75	\$ 109,626.10	\$ 20,292.77	\$ 93,416.40	\$ 0.00	\$ 401,275.01	\$ 147,471.46	\$ 0.00	\$ 133,203.96	\$ 75.00
2018	4	\$ 159,155.37	\$ 16,383.78	\$ 128,842.20	\$ 100.00	\$ 12,456.49	\$ 59,444.65	\$ 15,428.11	\$ 49,367.85	\$ 0.00	\$ 176,559.10	\$ 63,995.28	\$ 0.00	\$ 56,644.65	\$ 25.00
2018	3	\$ 209,501.80	\$ 18,335.38	\$ 171,270.00	\$ 10.00	\$ 13,959.66	\$ 79,579.75	\$ 26,744.59	\$ 67,332.75	\$ 0.00	\$ 199,559.25	\$ 137,719.95	\$ 0.00	\$ 122,985.75	\$ 115.00
2018	2	\$ 9,484.84	\$ 630.00	\$ 7,835.59	\$ 4,343.40	\$ 4,343.40	\$ 4,343.40	\$ 4,343.40	\$ 4,343.40	\$ 0.00	\$ 18,407.33	\$ 6,183.06	\$ 0.00	\$ 7,361.51	\$ 50.00
2018	1	\$ 2,536.05	\$ 57.50	\$ 2,061.45	\$ 0.00	\$ 716.01	\$ 1,366.50	\$ 180.00	\$ 1,168.50	\$ 0.00	\$ 6,762.08	\$ 2,086.70	\$ 0.00	\$ 1,818.30	\$ 0.00
2017	12	\$ 1,991.90	\$ 85.00	\$ 1,613.10	\$ 0.00	\$ 1,448.16	\$ 1,548.50	\$ 160.00	\$ 1,396.50	\$ 0.00	\$ 5,619.68	\$ 1,189.80	\$ 0.00	\$ 1,060.20	\$ 0.00
2017	11	\$ 142,786.33	\$ 20,254.76	\$ 117,950.50	\$ 0.00	\$ 11,137.60	\$ 34,694.35	\$ 18,895.64	\$ 30,093.15	\$ 0.00	\$ 176,668.41	\$ 90,706.12	\$ 10.00	\$ 82,192.55	\$ 75.00
2017	10	\$ 114,759.12	\$ 17,229.91	\$ 101,592.87	\$ 0.00	\$ 11,955.78	\$ 25,698.00	\$ 16,515.64	\$ 24,109.50	\$ 0.00	\$ 150,377.05	\$ 80,261.78	\$ 0.00	\$ 79,846.23	\$ 0.00
2017	9	\$ 62,311.39	\$ 9,400.25	\$ 55,613.72	\$ 75.00	\$ 11,502.85	\$ 14,622.60	\$ 8,291.95	\$ 13,802.40	\$ 25.00	\$ 138,036.31	\$ 44,203.71	\$ 0.00	\$ 43,943.68	\$ 50.00
2017	8	\$ 165,764.74	\$ 24,434.07	\$ 148,675.86	\$ 100.00	\$ 37,795.05	\$ 42,997.55	\$ 23,390.00	\$ 41,427.45	\$ 0.00	\$ 353,187.87	\$ 110,913.11	\$ 0.00	\$ 110,176.29	\$ 25.00
2017	7	\$ 237,842.84	\$ 34,626.93	\$ 213,854.35	\$ 275.00	\$ 76,186.66	\$ 94,956.25	\$ 45,546.38	\$ 93,513.75	\$ 0.00	\$ 341,041.02	\$ 171,343.56	\$ 5.00	\$ 169,114.25	\$ 100.00
2017	6	\$ 192,278.66	\$ 27,810.83	\$ 173,071.01	\$ 75.00	\$ 47,162.21	\$ 36,341.55	\$ 22,388.34	\$ 34,503.45	\$ 0.00	\$ 254,490.58	\$ 122,814.04	\$ 0.00	\$ 120,993.79	\$ 25.00
2017	5	\$ 183,166.57	\$ 27,220.61	\$ 164,987.70	\$ 125.00	\$ 10,545.54	\$ 20,232.85	\$ 19,708.32	\$ 19,264.65	\$ 0.00	\$ 195,810.31	\$ 105,206.93	\$ 0.00	\$ 104,503.80	\$ 0.00
2017	4	\$ 139,196.27	\$ 20,998.68	\$ 125,595.02	\$ 125.00	\$ 9,015.28	\$ 13,750.80	\$ 14,853.60	\$ 13,136.70	\$ 0.00	\$ 140,181.12	\$ 73,681.73	\$ 0.00	\$ 72,881.98	\$ 25.00
2017	3	\$ 123,458.51	\$ 20,125.89	\$ 112,058.84	\$ 25.00	\$ 6,913.72	\$ 12,199.50	\$ 14,910.02	\$ 11,875.50	\$ 0.00	\$ 116,075.76	\$ 67,439.09	\$ 0.00	\$ 66,923.56	\$ 0.00
2017	2	\$ 141,998.94	\$ 24,579.07	\$ 128,933.38	\$ 50.00	\$ 10,269.32	\$ 11,678.70	\$ 15,769.45	\$ 11,143.80	\$ 0.00	\$ 149,572.52	\$ 74,932.06	\$ 0.00	\$ 74,108.12	\$ 25.00
2017	1	\$ 146,703.43	\$ 27,279.01	\$ 133,390.91	\$ 125.00	\$ 14,277.78	\$ 12,696.60	\$ 16,097.51	\$ 12,225.90	\$ 0.00	\$ 151,062.23	\$ 76,675.57	\$ 0.00	\$ 76,165.09	\$ 75.00
2016	12	\$ 162,350.89	\$ 29,420.68	\$ 147,531.81	\$ 0.00	\$ 13,646.37	\$ 23,711.10	\$ 18,648.65	\$ 20,321.40	\$ 0.00	\$ 181,109.79	\$ 91,648.36	\$ 0.00	\$ 90,626.44	\$ 25.00
2016	11	\$ 144,810.21	\$ 23,094.04	\$ 131,611.87	\$ 75.00	\$ 61,230.77	\$ 51,605.60	\$ 14,483.08	\$ 51,869.40	\$ 0.00	\$ 144,881.32	\$ 78,047.49	\$ 0.00	\$ 76,997.93	\$ 25.00
2016	10	\$ 303,792.46	\$ 28,091.21	\$ 274,709.05	\$ 100.00	\$ 294,097.30	\$ 131,501.40	\$ 21,003.90	\$ 132,806.10	\$ 25.00	\$ 412,709.06	\$ 111,499.64	\$ 0.00	\$ 107,443.85	\$ 0.00
2016	9	\$ 127,240.21	\$ 20,385.63	\$ 114,078.40	\$ 75.00	\$ 84,867.70	\$ 76,405.75	\$ 15,941.91	\$ 75,614.25	\$ 25.00	\$ 93,929.15	\$ 21,057.04	\$ 0.00	\$ 18,789.35	\$ 75.00
2016	8	\$ 191,350.01	\$ 24,865.35	\$ 171,489.44	\$ 25.00	\$ 171,231.53	\$ 125,023.05	\$ 23,937.86	\$ 124,171.95	\$ 50.00	\$ 155,014.78	\$ 31,696.19	\$ 0.00	\$ 28,196.86	\$ 0.00
2016	7	\$ 215,762.07	\$ 27,405.85	\$ 191,803.72	\$ 225.00	\$ 155,859.12	\$ 140,223.10	\$ 30,161.61	\$ 137,646.90	\$ 0.00	\$ 115,522.41	\$ 33,754.43	\$ 0.00	\$ 29,782.28	\$ 100.00
2016	6	\$ 99,020.16	\$ 14,179.39	\$ 87,906.73	\$ 25.00	\$ 60,443.34	\$ 68,291.35	\$ 15,447.91	\$ 67,131.15	\$ 0.00	\$ 39,916.15	\$ 15,060.44	\$ 0.00	\$ 13,357.67	\$ 75.00
2016	5	\$ 92,376.67	\$ 5,408.69	\$ 80,470.51	\$ 150.00	\$ 68,214.25	\$ 51,999.85	\$ 3,554.39	\$ 50,145.15	\$ 25.00	\$ 56,089.67	\$ 13,554.33	\$ 0.00	\$ 11,876.99	\$ 75.00
2016	4	\$ 105,504.24	\$ 10,627.36	\$ 91,908.02	\$ 25.00	\$ 80,823.45	\$ 66,562.70	\$ 8,372.73	\$ 64,422.30	\$ 0.00	\$ 57,305.11	\$ 14,054.91	\$ 0.00	\$ 12,362.83	\$ 25.00
2016	3	\$ 92,068.80	\$ 17,590.71	\$ 79,913.26	\$ 50.00	\$ 136,002.37	\$ 59,072.05	\$ 13,997.60	\$ 56,385.45	\$ 0.00	\$ 86,010.09	\$ 11,999.40	\$ 0.00	\$ 10,508.54	\$ 0.00
2016	2	\$ 35,462.41	\$ 9,283.53	\$ 31,225.09	\$ 0.00	\$ 89,655.58	\$ 56,835.60	\$ 17,080.95	\$ 55,026.90	\$ 0.00	\$ 8,722.71	\$ 4,324.69	\$ 0.00	\$ 3,947.81	\$ 0.00
2016	1	\$ 20,288.29	\$ 5,566.56	\$ 17,919.59	\$ 25.00	\$ 34,947.58	\$ 31,525.70	\$ 10,783.86	\$ 30,999.30	\$ 0.00	\$ 2,697.70	\$ 2,688.51	\$ 0.00	\$ 2,493.61	\$ 0.00
2015	12	\$ 23,745.03	\$ 5,695.88	\$ 21,005.93	\$ 0.00	\$ 32,816.85	\$ 38,455.80	\$ 11,680.98	\$ 38,089.20	\$ 0.00	\$ 2,073.06	\$ 2,898.17	\$ 0.00	\$ 2,635.87	\$ 0.00
2015	11	\$ 26,525.95	\$ 5,496.11	\$ 23,407.59	\$ 0.00	\$ 41,269.05	\$ 39,750.85	\$ 10,562.50	\$ 39,564.15	\$ 0.00	\$ 10,055.54	\$ 3,780.45	\$ 0.00	\$ 3,401.01	\$ 0.00
2015	10	\$ 41,632.40	\$ 6,779.62	\$ 36,632.87	\$ 0.00	\$ 98,681.08	\$ 51,883.60	\$ 9,896.87	\$ 50,366.40	\$ 0.00	\$ 27,324.10	\$ 5,520.25	\$ 0.00	\$ 4,924.68	\$ 25.00
2015	9	\$ 69,466.50	\$ 15,789.44	\$ 61,105.43	\$ 0.00	\$ 165,185.00	\$ 98,099.30	\$ 30,483.12	\$ 95,488.20	\$ 0.00	\$ 38,028.37	\$ 8,074.55	\$ 0.00	\$ 7,233.52	\$ 0.00
2015	8	\$ 31,265.58	\$ 6,501.40	\$ 27,546.70	\$ 0.00	\$ 75,808.66	\$ 57,472.05	\$ 15,767.44	\$ 55,822.95	\$ 0.00	\$ 15,354.05	\$ 4,096.62	\$ 0.00	\$ 3,653.60	\$ 50.00
2015	7	\$ 31,006.43	\$ 7,388.04	\$ 27,357.68	\$ 0.00	\$ 83,767.30	\$ 54,111.35	\$ 17,401.52	\$ 52,708.65	\$ 0.00	\$ 14,256.65	\$ 3,524.57	\$ 0.00	\$ 3,153.82	\$ 0.00
2015	6	\$ 21,817.74	\$ 5,155.19	\$ 19,044.46	\$ 0.00	\$ 98,328.14	\$ 34,368.75	\$ 10,322.50	\$ 31,713.75	\$ 0.00	\$ 20,775.70	\$ 2,348.26	\$ 0.00	\$ 2,017.04	\$ 25.00
2015	5	\$ 17,272.38	\$ 4,343.40	\$ 15,034.22	\$ 0.00	\$ 94,514.31	\$ 24,895.60	\$ 7,798.18	\$ 22,731.90	\$ 0.00	\$ 16,934.32	\$ 1,610.32	\$ 0.00	\$ 1,380.58	\$ 0.00
2015	4	\$ 18,901.45	\$ 3,841.52	\$ 16,503.55	\$ 0.00	\$ 88,405.99	\$ 28,734.50	\$ 7,279.91	\$ 26,635.50	\$ 25.00	\$ 13,651.87	\$ 1,718.15	\$ 0.00	\$ 1,479.35	\$ 0.00
2015	3	\$ 18,266.09	\$ 3,445.26	\$ 15,947.30	\$ 0.00	\$ 94,798.91	\$ 29,372.60	\$ 6,847.83	\$ 26,889.90	\$ 0.00	\$ 12,674.88	\$ 1,770.01	\$ 0.00	\$ 1,516.60	\$ 100.00
2015	2	\$ 16,103.23	\$ 2,908.00	\$ 14,109.03	\$ 0.00	\$ 100,93									