

# Proposal to Use Collection Agency for Citations

Transportation Services Advisory Committee

December 2, 2015

# Citations Data

Dates of issue	Citations Issued	Total Fines at Issue	Citations Unpaid/Due		
			# Due	\$ Due	% Issd
Sep 10 - Aug 11	62742	\$1,981,550.00	1823	\$76,550.00	2.91%
Sep 11 - Aug 12	59992	\$1,848,155.00	1912	\$78,580.00	3.19%
Sep 12 - Aug 13	51020	\$1,596,295.00	1621	\$66,718.00	3.18%
Sep 13 - Aug 14	52168	\$1,595,705.00	1645	\$68,900.54	3.15%
Sep 14 - Aug 15	52254	\$1,583,990.00	2659	\$113,189.86	5.09%

# I-Day Letter

## Notice of Parking Citation

Howdy!

This is a courtesy notice. University records indicate that you are the responsible party for the recently issued Texas A&M University parking citation detailed below. This notice is intended to alert you about the citation so you can resolve it with our office or with the person driving the vehicle before it becomes past due. Citations may be paid online using VISA, AMEX, MasterCard, Discover or ACH (online payment from your checking or savings account):

<https://transport.tamu.edu/account/paycitation/search.aspx> Online payment is available 365 days a year. Customers who pay within 14 calendar days of the issue date of the citation may reduce the amount due by \$10.00. Balance due indicated below reflects \$10 discount if applicable.

<b>Citation #:</b>	146202078	<b>License Plate #:</b>	TX-1AT130
<b>Issue Date:</b>	6/3/15 15:34	<b>Vehicle Make:</b>	FORD
<b>Violation:</b>	Unauthorized Area	<b>Vehicle Color:</b>	WHITE
<b>Permit #:</b>	5VSR7718	<b>Amount Due:</b>	30.00
<b>PAY THIS AMOUNT:</b>			<b>\$30.00</b>

Should you feel the citation was issued in error, there is substantial and valid evidence that the parking violation was not committed, or that it occurred due to circumstances beyond your control, the citation may be appealed within 14 days of the date of issue. Appeal citations online: <https://transport.tamu.edu/account>

The following reasons are not valid as a basis for appeal:

- Lack of knowledge of the regulations, for example, new to campus or have not reviewed regulations;
- Other vehicles were parked improperly;
- Only parked illegally for a short period of time;
- Not receiving a ticket previously for similar offenses;
- Late to class or appointment;
- Inability to pay the amount of the fine;
- No other place to park.

# 7-Day Letter

## Notice of Parking Citation

<b>Citation #:</b>	146202078	<b>License Plate #:</b>	1AT130
<b>Issue Date:</b>	6/3/2015 3:34 PM	<b>State:</b>	TEXAS
<b>Violation:</b>	Unauthorized Area	<b>Vehicle Make:</b>	FORD
<b>Amount Due:</b>	\$30.00	<b>Vehicle Color:</b>	WHITE
<b>Permit #:</b>	5VSR7718		

**Total Due: \$30.00**

Our records indicate that you have an outstanding balance. Pay citations online. Use your VISA, AMEX, MasterCard, Discover, or ACH (online payment from your checking or savings account):

<https://transport.tamu.edu/account/paycitation/search.aspx>. Online payment is available 365 days a year.

You may also make your payment at the Transportation Services business office located in 108 Koldus during the hours of 8:00 AM - 5:00 PM, Monday through Friday (except when the University is officially closed) or mail a check, money order, or credit card information to the address below. Checks must be made payable to TAMU; please include your citation number with payment sent by mail.

*Vehicles found on campus will be towed if the customer's account has any of the following:*

- *a balance of \$100 or greater*
- *3 or more unpaid citations*
- *any balance due greater than 90 days old*

*All costs related to towing will be at the owner's expense and the vehicle will be held until the account is paid in full.*

Should you feel the citation was issued in error, there is substantial and valid evidence that the parking violation was not committed, or that it occurred due to circumstances beyond your control, the citation may be appealed within 14 days of the date of issue. Appeal citations online: <https://transport.tamu.edu/account>

# 15-Day Letter

## Notice of Overdue Parking Citation

<b>Citation #:</b>	146202078	<b>License Plate #:</b>	1AT130
<b>Issue Date:</b>	6/3/2015 3:34 PM	<b>State:</b>	TEXAS
<b>Violation:</b>	Unauthorized Area	<b>Vehicle Make:</b>	FORD
<b>Amount Due:</b>	\$40.00	<b>Vehicle Color:</b>	WHITE
<b>Permit #:</b>	5VSR7718		

**Total Due: \$40.00**

Our records indicate that the above referenced citation has not been resolved. (If your payment has been recently submitted, please disregard this notice.) If arrangements to pay the balance-in-full are not made your vehicle may be towed.

*Vehicles found on campus will be towed if the customer's account has any of the following:*

- *a balance of \$100 or greater*
- *3 or more unpaid citations*
- *any balance due greater than 90 days old*

*All costs related to towing will be at the owner's expense and the vehicle will be held until the account is paid in full.*

Pay citations on line. Use your VISA, AMEX, MasterCard, Discover, or ACH (online payment from your checking or savings account): <https://transport.tamu.edu/account/paycitation/search.aspx>

You may also make your payment at the Transportation Services business office located in 108 Koldus during the hours of 8:00 AM - 5:00 PM, Monday through Friday (except when the University is officially closed) or mail a check, money order, or credit card information to the address below. Checks must be made payable to TAMU; please include your citation number with payment sent by mail.

For information on parking policies and procedures, please visit our website: [transport.tamu.edu](http://transport.tamu.edu)

# Monthly Statement

Our records indicate that you have an outstanding balance. (If your payment has been recently submitted, please disregard this notice.) If arrangements to pay the balance-in-full are not made within 14 days from the date of this notice, the account may be referred to our collection department.

*Vehicles found on campus will be towed if the customer's account has any of the following:*

- *a balance of \$100 or greater*
- *3 or more unpaid citations*
- *any balance due greater than 90 days old*

*All costs related to towing will be at the owner's expense and the vehicle will be held until the account is paid in full.*

Pay citations online. Use your VISA, AMEX, MasterCard, Discover, or ACH (online payment from your checking or savings account): <https://transport.tamu.edu/account/paycitation/search.aspx>. Online payment is available 365 days a year. Outstanding balances on your parking account must be cleared before future parking permits may be purchased.

You may also make your payment at the Transportation Services business office located in 108 Koldus during the hours of 8:00 AM - 5:00 PM, Monday through Friday (except when the University is officially closed) or mail a check, money order, or credit card information to the address below. Checks must be made payable to TAMU; please

# Tow Notice

**Your vehicle meets Texas A&M's towing criteria and will be removed from campus.**

**Towing Criteria:**

- a balance of \$100 or greater
- 3 or more unpaid citations
- any balance due greater than 90 days old

Vehicles found on campus will be removed even if they are parked legally. All costs related to towing will be at the owner's expense and the vehicle will be held until the account is paid in full.

To prevent towing, pay your citations online using your VISA, AMEX, MasterCard, Discover or ACH (online payment from your checking or savings account):

<https://transport.tamu.edu/account/paycitation/search.aspx>. Online payment is available 365 days a year. (If your payment has been recently submitted, please disregard this notice.)

You may also make your payment at the Transportation Services business office located in 108 Koldus during the hours of 8:00 a.m. - 5:00 p.m., Monday through Friday (except when the University is officially closed) or mail a check to the address at the bottom of this letter.

**This tow notice will remain in effect until the balance is resolved.**

# THOUGHTS

- Approximately 54% collection rate
- Student citations would not be included in this process because they already go to collections
- Recommendation from agencies to begin collections at 90 days after citation issue date aligns with *Government Code Title 10, Subtitle C, Chapter 2107*
- Timeline to implementation