

Tampa-Hillsborough Expressway Authority (THEA)
Toll Operations Department - Customer Service and Toll Enforcement
Delinquent Toll Account Collection Services RFP
Exhibit K – Existing Collections Volumes

January 2019 through January 2020

	THEA			
	Registration			
Calls	THEA Inbound	Hold Line	Monthly Average	
Number Of Calls Presented	117,750	33,989	9,058	2,615
Number of Calls Abandoned	9,662	800	743	62
Number of Calls Handled	108,087	33,189	8,314	2,553
Average Call Time	-	-	4:34	5:40
Mailhouse				
Mailed Invoices	1,041,263		80,097	
Mail Returned	57,164		4,397	
Skip Trace				
# of Skip trace requests in-state	48,008		3,693	
# of Skip trace requests out-of-state	9,156		704	
# of Skip trace results in-state	8,349		642	
# of Skip trace results out-of-state	1,657		127	
Disputes				
# Of Disputes Submitted	50,693		3,899	
# of Disputes Resolved	50,693		3,899	
\$ Refunds processed	\$ (14,975.24)		\$ (1,151.94)	
Web Activity				
# Of Visitors	1,618,299		124,485	
# Of payments received	58,012		4,462	
Lockbox				
# of Mail in Payments	12,807		985	
\$\$ Revenue Porcessed	\$ 565,625		\$ 43,510	
Walk up Window				
# of Payments	782		60	
\$\$ Revenue Porcessed	\$ 113,606		\$ 8,739	
Escalations				
# of Accounts sent to Collections	485,718		37,363	

[END of SECTION]