

Collection Services

COLLIN COUNTY DELINQUENT
COURT FINES & FEES

Authority



- Code of Criminal Procedure §103.0031 -a county may contract with a collection firm for the collection of debts more than 60 days past due.
- We receive unpaid debtor accounts after 60 days.
- New accounts and updates are sent weekly by JP-1

Citation
Issued

- Day 1-30
- Delinquent on Day 31

County
Collections

- Day 31-120
- Warrant issues on Day 61

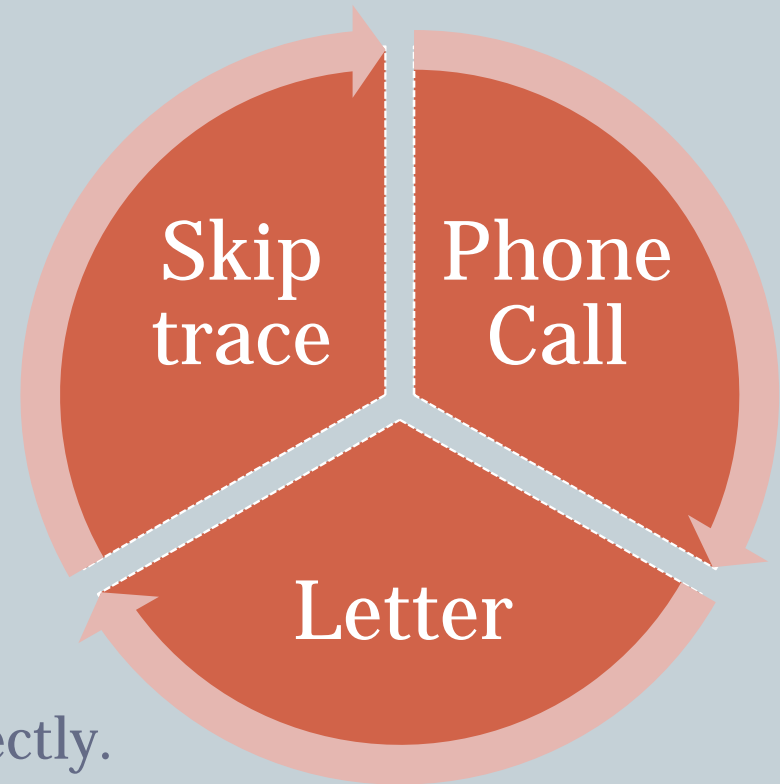
Gay
McCall

- Day 61
- Pursued until closed

The Process:



- **Fill in missing data**
 - Missing pieces of an address
 - Missing entire address
- **Phone calls**
 - Phone numbers are sometimes included with the citation data.
- **Send letters**
 - The letter gives all citation information and directs the defendant to pay the County directly.



Returned Letters



- When a letter is returned, the address is marked in our database as a bad address.
- Update forwarding address if one is given
- Skip trace the defendant to locate a new address or phone number
 - First try the phone number
 - Then locate new address
- Re-send the letter to the new address
- Keep all addresses on file



Skip Tracing with Lexis



LexisNexis®

- **Public Records**

- Access to more than 37 billion records from 10,000+ sources
- public, private, regulated, and derived data
 - ✦ Addresses
 - ✦ Places of employment
 - ✦ Cellular and unpublished phone numbers
 - ✦ Licenses
 - ✦ Property records

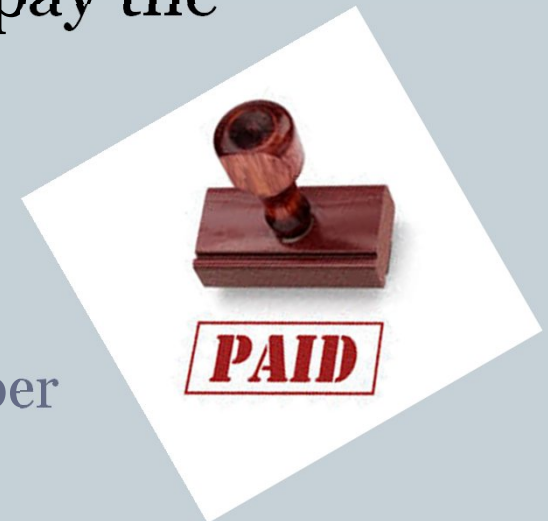
- **LexID® advanced linking technology**

- Surface relationships between people, businesses and locations
- High degree of quality control

Payments



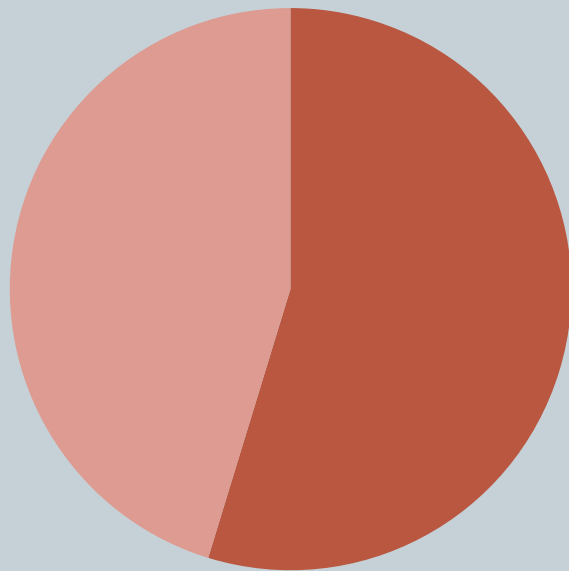
- Defendants are currently directed to pay the County directly.
 - Pay online
 - Pay in person
 - Mail in payment
 - We don't give out the County's phone number
- Payment plans
 - Not offered unless specifically asked for
 - JP-1 allows for payment agreements within certain parameters.
 - A payment agreement application is sent along with a plea agreement.



Collection Rate



All Cases
2007-2014

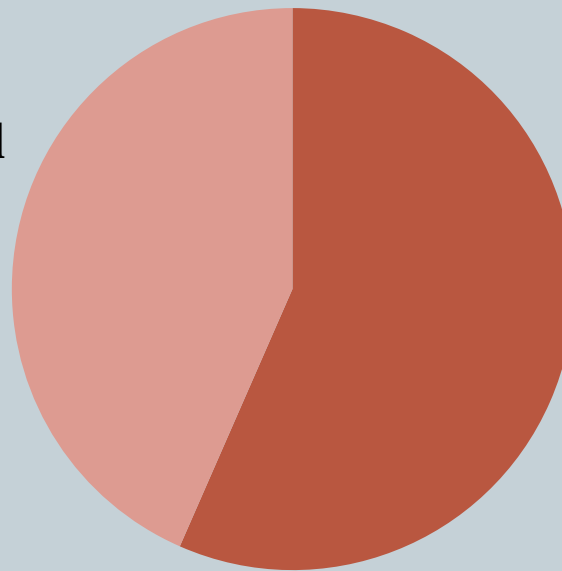


45.27% Resolved

■ Unresolved

■ Resolved

JP-1 Cases Since
Odyssey



43.43% Resolved

■ Unresolved

■ Resolved

Total Collected Since 2007: \$2,981,829.67

Looking Forward: Settlement Offers



- **Settlement Offer Letters**
 - In an attempt to settle unpaid accounts, JP-1 intends to start offering reduced fines and fees if paid in full.
 - Settlement amounts will remain high enough to cover costs.
 - Our firm will have the authority to settle within certain parameters without pre-approval.

Looking Forward: Increased Payment Options



- Payments over the phone with a credit card
- Defendants can call our firm or the court to make phone payments
- Combined with settlement authority, this payment option will encourage defendants to pay while we have them on the phone.



Looking Forward: File One PhonesSM



- File One PhonesSM is a consumer phone number database through Experian
- Provides up to three phone numbers per account
- Includes more than 210 million numbers from reliable credit sources with daily updates to return far more hits



Looking Forward: **RevQ**

A Columbia Ultimate Company



- Collection Software for Governmental Agencies
- RevQ connects directly to the Courts' Odyssey System
- Transfers to County Collections and then to Gay McCall happen automatically and seamlessly eliminating the need for file preparation
- Automated Skip-Tracing improves turn around time

Questions?



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