



CITY OF CAMBRIDGE
Traffic and Parking
57 Inman Street,
Cambridge, Massachusetts 02139

George Teso
Director

Administration	349-4700
Parking Violations	349-4705
Resident Parking	349-4701

July 20, 1992

Robert Healy
City Manager

Dear Mr. Manager:

SUBJECT: Council Order #2, dated 5/18/92, RE: Pay-by-Phone method of paying parking tickets.

I have conducted a feasibility study for the department to accept payments for parking tickets by telephone using credit cards.

This department has been accepting Master Charge and Visa for parking ticket payments since June 5, 1991. Credit card payments represent 3%, or 240,000 dollars of the 7.8 million dollars collected for parking fines in FY 92. This method of payment has proven to be beneficial to both the City and the general public by offering the general public greater flexibility in managing their parking debt and eliminating the possibility of bounced checks by shifting the collection burden to the credit card company. The costs associated with accepting credit card payments in person at Traffic and Parking has been included into the city's current contract with Shawmut Bank.

The technology for processing credit card payments through voice response systems is available from our parking ticket processing vendor. A Pay-by-Phone System would require two IBM Personal Computers with telephone ports for incoming calls, ports to our vendor's mainframe computer and an intervoice voice response system and software to run the application. Computer and telephone technologies would allow touchtone telephones to become 24 hour cashiering terminals. Funds would be transferred daily into our vendor's account to the city's account.

Currently, the City of Boston passes off the additional costs associated with telephone credit card payments to the person using the credit card. The additional cost is \$3.00 per transaction. This \$3.00 charge has been challenged. The additional fee may be against Mastercharge International Bylaws and Rules. The City of Boston is petitioning this challenge.

The development and on-going costs associated with telephone credit card payments have to be absorbed by either the person using the credit card or the City. I do not feel the City should be responsible for the additional costs. I would recommend that the City not make a decision on this matter until Mastercharge International has determined if the additional fee can be passed on to the holder of the credit card.

If the processing fee can be passed on, I would include a "Pay-by-Phone Plan" in the evaluation criteria for our next request for proposals for Parking Violations Processing and Collection Systems. This RFP is scheduled to be advertised within the next few months for a contract award of July 1, 1993.

Very truly yours,


George Teso
Director

BAF/bgm



City of Cambridge

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IN CITY COUNCIL

May 18, 1992

COUNCILLOR WALSH
COUNCILLOR DUEHAY

WHEREAS: To facilitate the process of paying fines for parking violation tickets, the City of Boston's Office of the Parking Clerk is introducing a PAY-BY-PHONE method of payment by MASTERCARD or VISA credit cards via use of a touch-tone phone (copy of sample is attached); and

WHEREAS: Presently, both referenced credit cards may be used for payment of parking ticket fines in Cambridge, additional convenience would be assured by Cambridge's adopting a PAY-BY-PHONE plan similar to that of Boston; now therefore be it

ORDERED: That the City Manager request the Director of Traffic and Parking to look into the feasibility of expanding the present payment plan in Cambridge so as to include this convenient PAY-BY-PHONE dimension. Further, that Mr. Teso provide the Council a detailed assessment based on his examination as well as a projected time frame for adoption, adaptation and implementation of the program, if such adoption be part of the Director's conclusion; and be it further

ORDERED: That the City Manager be and hereby is requested to report back to the Council on this PAY-BY-PHONE plan by June 15, 1992.

In City Council MAY 18, 1992.

Adopted by the affirmative vote of nine members.

Attest:- John E. Flynn, Deputy City Clerk.

A true copy;

ATTEST:-

John E. Flynn

John E. Flynn, Deputy City Clerk



CITY OF BOSTON



INTRODUCING PAY-BY-PHONE

The Office of the Parking Clerk is now offering the public the convenience of paying parking tickets with a touch-tone phone by **MASTERCARD** or **VISA** credit cards*. By simply following the instructions of the **Pay-By-Phone System** and pressing the correct digit on your phone, you can make payment during and after business hours for the following categories:

1
A Single
Ticket

2
All Tickets
On This Notice

3**
All Tickets
On A Plate Using:
A) Ticket Number, or
B) Notice Number

*A \$3 dollar non-City processing fee will be applied to each payment transaction.

**This service is not yet available for boot payments.

Please have your ticket number or notice number (usually located in the lower right corner of your notice) available along with your **MASTERCARD** or **VISA** credit card.

PAY-BY-PHONE # (617) 635-3888



EXECUTIVE DEPARTMENT
ROBERT W. HEALY
City Manager

RICHARD C. ROSSI
Deputy City Manager

CITY OF CAMBRIDGE
CAMBRIDGE, MASSACHUSETTS 02139

TEL 349-4300
FAX 349-4307

September 14, 1992

To The Honorable, The City Council:

Please find attached a response to Awaiting Report Item No. 19, regarding PAY-BY-PHONE method of paying for parking violations, received from George Teso, Director of Traffic & Parking, relative to this issue.

Very truly yours,

Robert W. Healy
City Manager

RWH/mev
attachment

CONSENT AGENDA ITEM #18

S-668

Awaiting Report Item No. 19 regarding PAY-BY-PHONE method of paying for parking violations.

In City Council,

September 14, 1992

Placed on file