



Office of the Treasurer & Tax Collector

CityBase Contract

June 10, 2020



Overview

- CityBase contract allows CCSF to accept and process online credit or debit card payments from taxpayers and other constituents.
- Provides constituents a no fee e-check option for every transaction.
- Costs of the contract are not funds that the City needs to allocate – come directly from the fees when constituents choose to pay with a credit or debit card.



What is CityBase?

- Online payment platform.
- Makes paying a bill online convenient for all constituents — regardless of preferred method.
- Allows CCSF Departments to accept payment via online credit card, debit, ACH and e-check.
- Enabled CCSF to collect \$4 billion in tax and fee revenue to date.



CityBase Payment Structure

Two payment options via CityBase, and three ways CityBase gets compensated

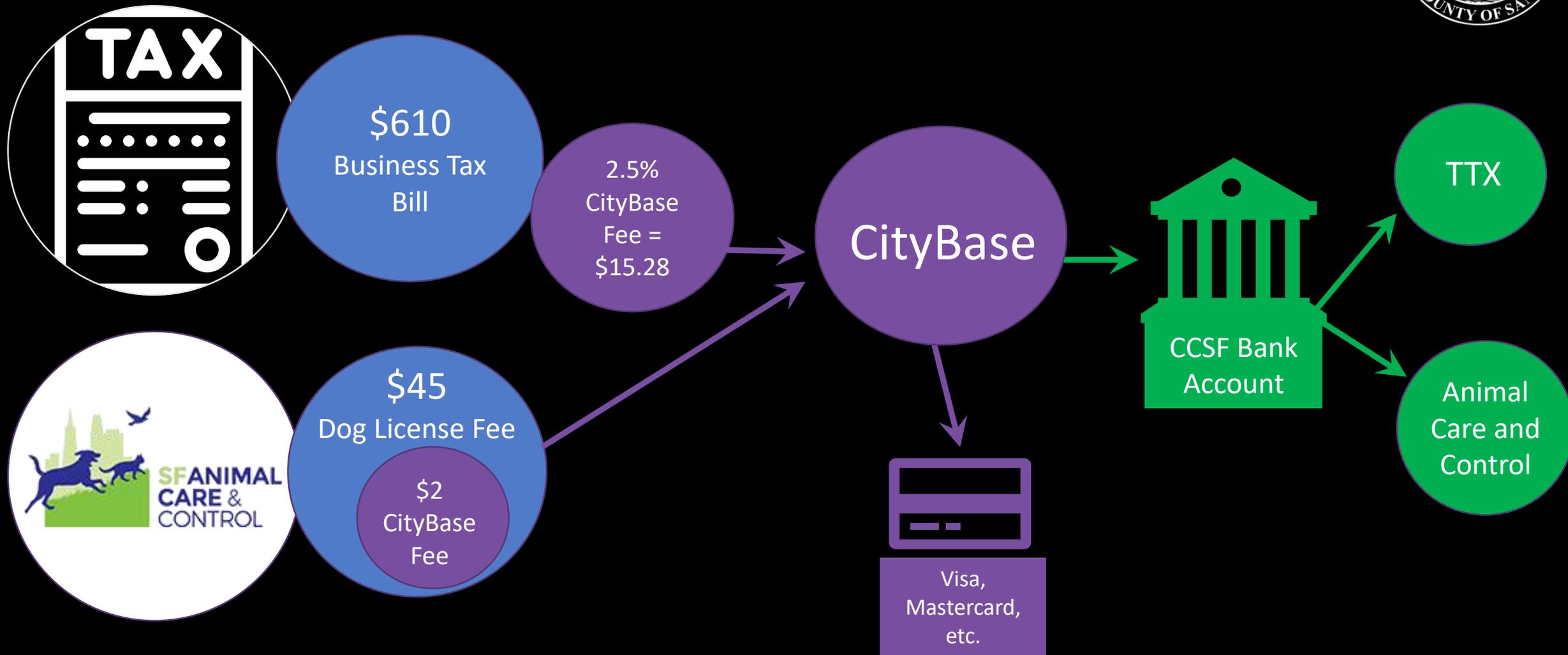
1. Credit card for taxes and fees – service fee is added on top and paid by the taxpayer.
2. Credit card for services – service fee is blind to payer and paid by department as part of the item (i.e., dog license, parking meter, hospital) .
3. E-Check – service fee is blind to payer and paid by department.

Service Fee Rates for Constituents by CA County

	Consumer Rate	Business Rate	Small Ticket Rate	eCheck Rate
San Francisco	2.25%	2.5%	No Fee	No Fee
Alameda	2.5%	2.5 – 4.25%		No Fee
Contra Costa	2.5%	2.63%		No Fee
Fresno	2.3%	2.3%		
Los Angeles	2.25%			2.25%
Marin	2.35%	2.35%		
Mendocino	2.38%	2.38%		\$1.50
San Bernardino	2.29%			No Fee
San Mateo	2.35%	3%		No Fee
Santa Clara	2.25%	2.25%		Doesn't accept

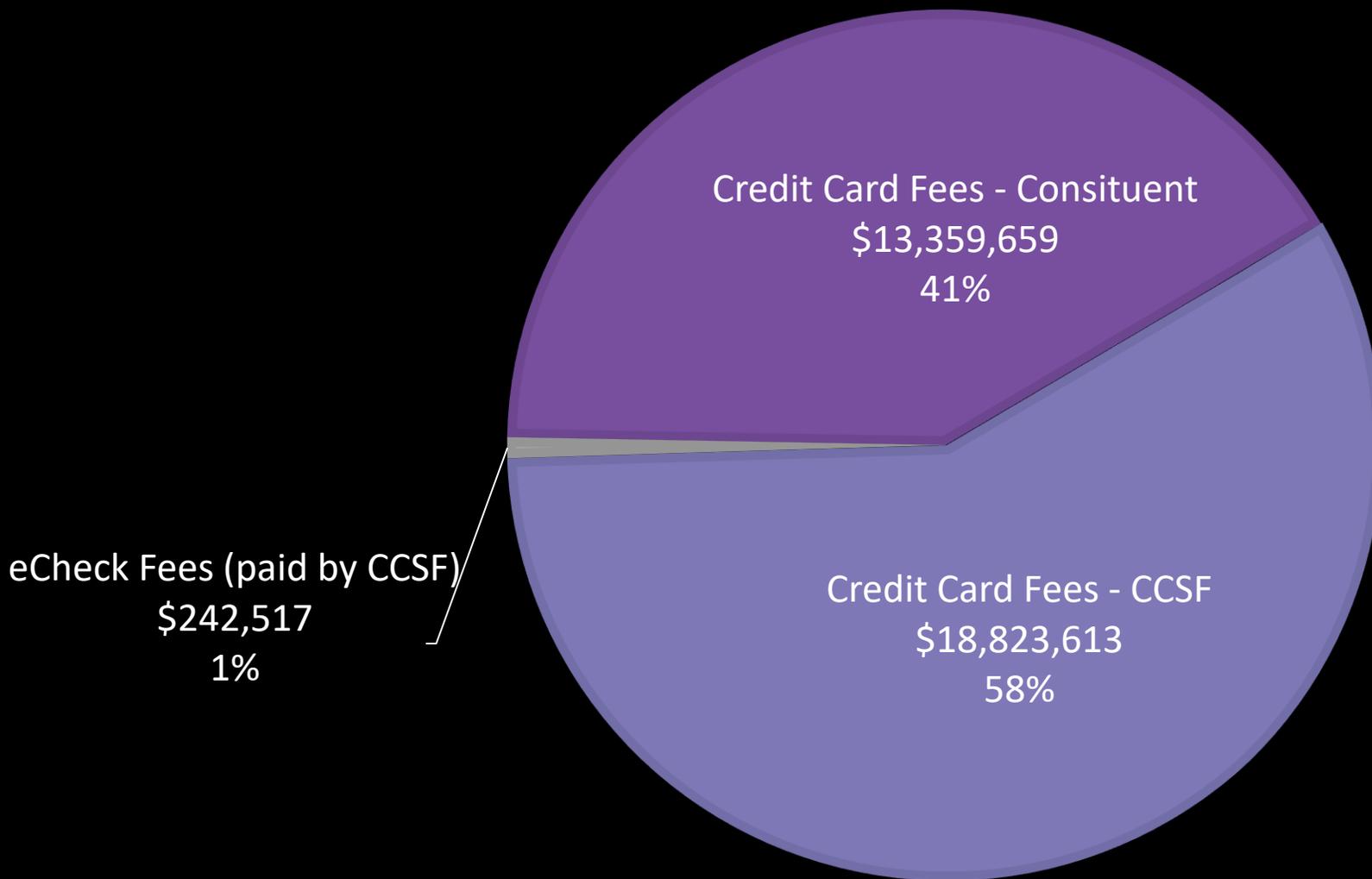


Payment Ecosystem Examples





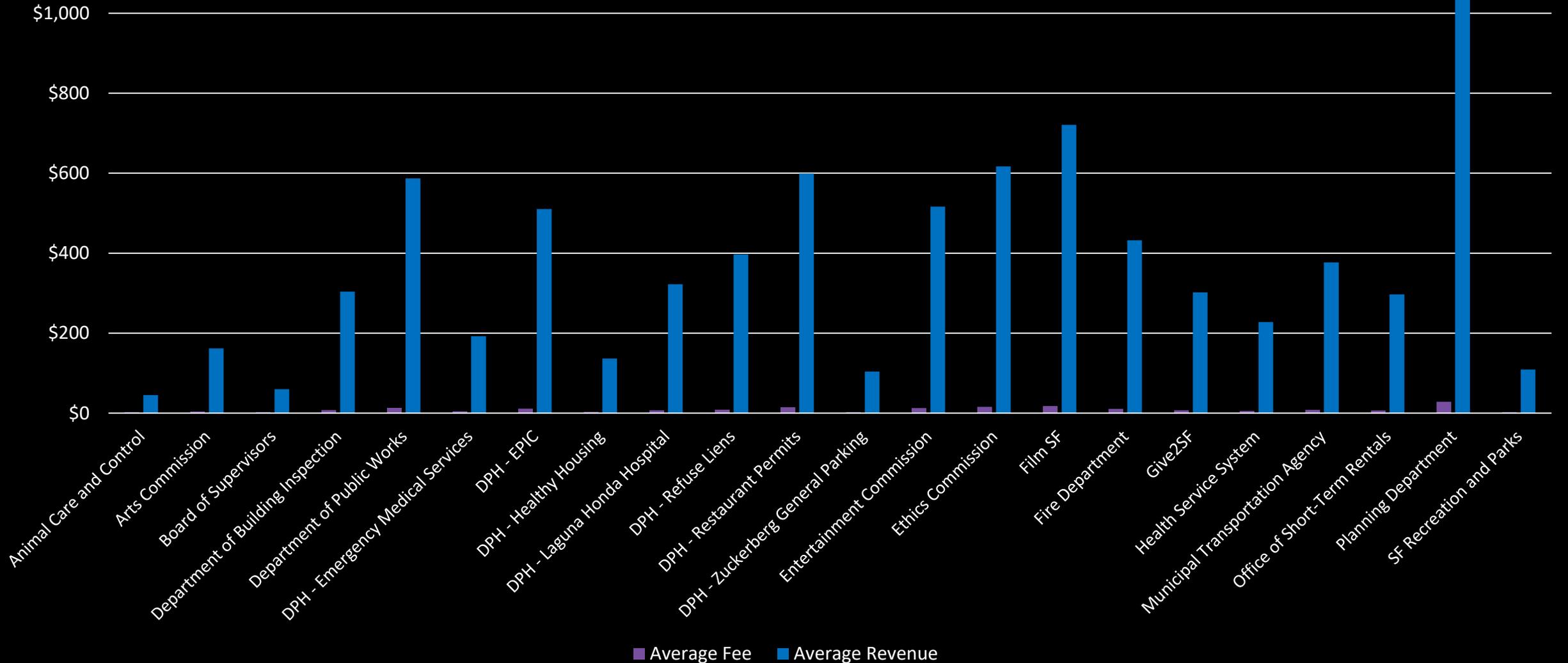
CityBase & CCSF Revenue



= \$17 Billion in Revenue for CCSF

Cost of Funds is 0.22% of the Total Revenue Collected

Average Transaction compared to Average Credit Card Fee (Excluding TTX)





Advantages of Contract

- PCI Compliance
- Transactions fully fund the next day
- Product ease and flexibility to update and expand

Questions?

