



**PERDUE BRANDON  
FIELDER COLLINS & MOTT LLP**  
*ATTORNEYS AT LAW*

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# CITY OF TERRELL

## Proposal No. 01-2025 REQUEST FOR PROPOSALS FOR MUNICIPAL COURT

SUBMISSION DEADLINE: April 17, 2025 @ 2:00PM

**WHEN EXPERIENCE, REPUTATION AND PERFORMANCE MATTER**



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April 17, 2025

Office of the City Secretary  
Dawn Steil, City Secretary  
Terrell City Hall  
201 E. Nash Street  
Terrell, Texas 75610

RE: Request for Proposals for Municipal Court Collection Services  
Proposal No.01-2025

Dear Ms. Steil:

Perdue Brandon Fielder Collins & Mott, LLP (Perdue Brandon or Firm) appreciates the opportunity to submit our response to the above referenced Request for Proposals. Our services will continue to be in accordance with your contract terms and conditions.

Perdue Brandon has provided municipal court fines and fees collections services for the City of Terrell (City) since 2015. We remain committed to serving the City by providing a customized collection program that continues to meet your needs and expectations. Our Firm provides efficient and effective collection services through a personalized program. We work with your staff to conduct a collection strategy based on the principles of providing a fair and impartial program while maintaining the highest level of integrity for the City. As active Kaufman County business members, we work hard to build impactful, trustworthy relationships with the City and the Kaufman County community.

Our Arlington office will continue to serve as the primary location handling your collection program. I will continue to oversee this contract and your collection program. Directors of Client Services Melissa Pace, a Level II Certified Court Clerk, and Dan Romo are your points of contact for matters related to collections, including customizing your collection program. Account Executive Cynthia Hale oversees the daily operations related to your collection program. In addition, we employ three Certified Court Clerks that maintain their certification through continuing education hours. They offer various trainings based on their extensive experience and serve as an additional resource to the court. Your dedicated team of professionals includes attorneys and staff who have worked with the City and Court for 10 years and understand your needs and the collection process.

For 55 years, we have been a leader in the collection of delinquent government receivables. Our law firm represents more than 2,500 governmental entities, entrusting us with a multi-billion-dollar portfolio. Perdue Brandon provides delinquent court collections for over 700 cities and counties. We believe in a multi-office, fully integrated team approach giving you access to all 15 of our offices, more than 425 employees and multiple resources.

We are familiar with Texas and Federal Debt Collection Acts and all laws applicable to collection activity. Myself and all of our attorneys are licensed by the State Bar of Texas. As attorneys, we are governed by the standards and ethics of the states in which we work. Our Compliance



WHEN EXPERIENCE, REPUTATION AND PERFORMANCE MATTER



Committee ensures that Perdue Brandon abides by the local, state and federal regulations regarding our services.

Currently, we interface with more than 150 municipal courts utilizing the Tyler Technologies software. Perdue Brandon has successfully integrated with the court's Municipal Justice (Incode) software and worked alongside the court as it made the transition to the new software program. Our in-house information technology staff will continue to handle all case information with the utmost confidentiality and security.

We remain committed to providing efficient and effective collection services through a program that includes:

- Premier Customer Service
- Attorney Oversight and Legal Services
- Smooth, Secure and No-Cost Data Integration
- Customized Contact Methods and Reports
- Automated Collection Processes
- Web-based Account Access

As we continue to work with the City and conduct our services, Perdue Brandon is guided by our Mission and Vision statements and operates on the Core Values that serve as our foundation. These statements and values, as shared on the following page, are instrumental as we strive to create an environment in which our team and our clients thrive.

Following is our proposal response providing an overview and details of our proposed services and commitment to you. Feel free to contact me at 817-461-3344 or via email at [ebcalvo@pbfc.com](mailto:ebcalvo@pbfc.com). My team and I look forward to our continued business relationship and ensuring the City has a personalized collection program that exceeds your expectations.

After reviewing our proposal, we believe you will agree that when experience, reputation and performance matter, Perdue Brandon remains the right choice for the City of Terrell.

Sincerely,



Elizabeth Banda Calvo  
Partner

## OUR MISSION

Anchored in trust, our law firm pursues excellence with a relentless dedication to reliability, respect and results, creating partnerships that fuel success.

## OUR VISION

To ensure every community has the resources to prosper.

## OUR CORE VALUES



### PEOPLE FIRST

*Engage with people in a respectful way, showing compassion and sincerity*

- Build long-lasting, trusting relationships
- Promote a collaborative environment
- Value diverse opinions
- Communicate effectively



### INTEGRITY

*Be honest and ethical*

- Lead by example
- Deliver on your word
- Be transparent with expectations, rules and guidelines
- Do the right thing, even when no one is looking



### ABOVE THE LINE

*Exercise Ownership, Accountability and Responsibility*

- Protect the reputation and resources of those we serve
- Take initiative and be proactive
- Be dependable to our clients, our communities and our Firm
- Acknowledge and learn from successes and failures



### EXCELLENCE

*Commit to methods and practices that achieve success*

- Consistently deliver dedicated and detailed service
- Actively engage in creating solutions for our clients and the Firm
- Respond rather than react
- Exceed expectations



### TENACITY

*Thrive through determination, grit and resilience*

- Persevere when challenged
- Exhibit self-discipline to achieve the highest standards
- Develop innovative solutions
- Demonstrate adaptability as situations change



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## 1) EXECUTIVE SUMMARY

Perdue Brandon Fielder Collins & Mott, LLP (Perdue Brandon or Firm), is the right choice to continue providing collection services for delinquent accounts referenced in this RFP. Our team is one of the most experienced in the collection industry. We bring a high level of knowledge, responsiveness, qualifications and certifications to ensure that you receive superior performance in all aspects of your collection program.

Established in 1970, Perdue Brandon has provided delinquent court collection services for more than 25 years. We have established a secure transition and successful software interface with your current software system. We understand the scope of services outlined in the RFP and have successfully represented the City of Terrell (City) and its Municipal Court (Court) since 2015. Our services remain in accordance with your policies and procedures and all applicable laws, regulations and ordinances.

Elizabeth Banda Calvo will continue to serve as the project manager from our Arlington Office. Her experience and team are detailed in Section 4)A.2. All individuals identified in this proposal are employees with the Firm. We confirm that the general liability insurance, workers' compensation and professional liability insurance will be provided within ten (10) calendar days of the contract award.

**ARLINGTON**  
500 East Border Street, Suite 640  
Arlington, TX 76010  
Phone: 817.461.3344  
[www.pbfc.com](http://www.pbfc.com)

The Firm will be cognizant of, comply with and enforce all applicable Federal, State and local laws, regulations and ordinances. Perdue Brandon has a thorough process of handling errors and omissions in the materials developed as part of this project.

### Communication with the City and Court

Perdue Brandon believes in a collaborative approach and works closely with the City to provide the best collection process. We meet with your representative(s) to review your customized collection program to make sure your needs and requests are met and exceeded.

Perdue Brandon meets regularly with the Court to address any collection processing issues. As issues arise, team management will notify the City via phone or email. We coordinate with you on daily collection activities, reporting and any issues to ensure we are meeting your goals.

Control of your accounts is left to the City. It is our duty in representing the City to provide a level of service that meets your approval. Our collection program and processes are flexible. The City has final approval of notice content, mailing dates, frequency and the number of mailed notices. Our attorneys and key personnel quickly meet with the City to address any errors or omissions. The City has the authority to suspend our activity on an account at any time.

Besides the reports provided to City staff, Perdue Brandon also coordinates with staff on proposed updates to collection procedures as new technologies, techniques and ideas are implemented. This coordination typically is initiated by a meeting between your assigned staff and our account executive.

### Commitments to the City

Our commitments to you include:

- Compliance with the collection activity requirements stated in the RFP.
- Measurable and effective success as a result of our personalized collection program based on your needs and requests.



- Continued support of the Court staff by running monthly collection files from their new Tyler Technologies software, allowing them to focus on other court tasks.
- Reimbursement of the cost of the yearly Tyler Technologies collection module maintenance fee, up to \$3,000.
- Press releases and public service announcements for local media campaigns, including the Case Resolution Campaign (formerly Warrant Round-Up).
- Quarterly collection reports, keeping you informed of our collection efforts.
- Support of City initiative programs that impact the community.
- Ongoing training for clerks in the latest collection practices and legislative changes.
- Access to our web-based platform where City staff can view our collection activities, account status, receive data updates, create collection reports, add comments and more.
- High-tech collection center including the latest predictive dialing capabilities, when allowed by law, and advanced electronic skip tracing all overseen by experienced address research team supervisors and members.
- Cutting edge collection methods, such as text messaging, emailing and sophisticated dialing campaigns.
- Professional, experienced, highly trained, bilingual contact specialists.
- Utilizing our specialized software *Court Trakker*® for the transfer of data which includes data analytics to determine the most optimal data used to direct and manage our collection processes.
- Close coordination with the City when using innovative and progressive collection systems to maximize collections.
- Secure, confidential communications and disaster recovery data center.

We will continue to provide:

**Premier Customer Service** - You have an experienced team who understands your delinquent collections. We coordinate with Court staff on daily collection activities, reporting any issues to ensure we are meeting your goals.

**Fair and Effective Approach** - Our commitment when dealing with your defendants is important to us as they receive professional, fair and prompt communication with our contact specialists. We consult with your defendants to understand any financial situations or hardships they may be dealing with at this time.

**Automated Collection Processes** - We utilize automated collection processes to enhance your collection program and increase collection results. Automated services include information updates, mailings, address updates, predictive dialer and workflow monitoring.

**Secure, Efficient and No-Cost Data Integration** - Our experienced professionals, in-house information technology department and use of our specialized collection software ensure a successful transfer of data and a commitment to maintaining confidentiality and the secure integrity of that data.

**Customized Collection Program** - Our collection approach includes state-of-the-art systems, one-on-one contact with your defendants and in-depth analysis of the Court's data to develop the best collection strategies. All communication is developed with your approval along with a variety of reports designed to reflect your needs.

*Remainder of this page left intentionally blank.*



## 2) VENDOR INFORMATION QUESTIONNAIRE

### ATTACHMENT "A" VENDOR INFORMATION QUESTIONNAIRE

If this document is not submitted with the bid/proposal, it may be considered non-responsive,

Name of Company:	Perdue Brandon Fielder Collins & Mott, LLP
Primary/Principal Office Address:	500 E. Border Street, Suite 640 Arlington, TX 76010
Telephone Number:	817-461-3344
Email Address:	ebcalvo@pbfc.com
DUNS Number (if applicable):	

Form of Ownership (check one):

- ☐ Corporation State Incorporated/Registered \_\_\_\_ / Date Incorporated/Registered \_\_\_\_
- ☐ LLC
- ☐ Joint Venture
- ☒ Partnership: If Partnership, select one of the following: ☒ Limited or ( ) General
- ☐ Individual

Company has been in business since: 1970

List of Partners, Principals, Corporate Officers or Owners:

Name	Title
See list of Partners at end of form	

List of Corporate Directors:

Name	Title
N/A	

1. Have you had any contracts terminated for default or other performance reasons? ☐ Yes  
☒ No If yes, explain: \_\_\_\_\_

2. Has your company been convicted of a criminal offense committed in Kaufman County, Texas, involving fraud, theft, bribery, kickbacks, or unlawful gifts to a public official? ☐ Yes ☒ No  
If yes, has the conviction occurred within three (3) years immediately preceding either the date of submission of a bid/proposal, or the date of award of the contract?  
If yes, explain: \_\_\_\_\_

3. Is your company involved in pending investigation or criminal prosecution of a criminal offense alleged to have been committed in Kaufman County, Texas involving fraud, theft, bribery, kickbacks, or unlawful gifts to a public official? ☐ Yes ☒ No  
If yes, explain: \_\_\_\_\_

4. Does your company have pending claims, investigations, or civil litigation involving allegations of fraud, misrepresentation, or conversion? ☐ Yes ☒ No  
If yes, explain: \_\_\_\_\_

5. Does your company have previous final judgments against the City for breach of contract, fraud misrepresentation or conversion? ☐ Yes ☒ No  
If yes, explain: \_\_\_\_\_

6. Has your company failed to timely pay/remit sales tax, property tax, or utility payments to the City of Terrell? ☐ Yes ☒ No  
If yes, explain: \_\_\_\_\_

7. Has your company refused to execute a contract following an award by the Terrell City Council? ☐ Yes ☒ No  
If yes, explain: \_\_\_\_\_

8. Has your company violated the anti-lobbying provisions in a current or previous City of Terrell procurement process by making contact with a member of the Terrell City Council prior to the award of a contract? ☐ Yes ☒ No  
If yes, explain: \_\_\_\_\_

9. Has your company furnished unauthorized substitutions of materials not meeting contract specifications in a current or previous contract with the City of Terrell? ☐ Yes  
☒ No If yes, explain: \_\_\_\_\_

*Remainder of this page left intentionally blank*

I, Elizabeth Banda Calvo, as Partner  
Name of Individual Title & Authority  
of Perdue Brandon Fielder Collins & Mott, LLP, declare under oath  
Company Name

that the above Statements, including any supplemental responses attached hereto, are true and correct, and that the representations made herein are accurate to the best of my knowledge and are based upon a diligent search of records. I further acknowledge that any failure to conduct a diligent search or to make a full and complete disclosure may result in cancellation of my contract by the City of Terrell, and possibly debarment.



Signature

**THIS FORM MUST BE SUBMITTED WITH YOUR BID/PROPOSAL**

### PERDUE BRANDON PARTNERS

Carlos Arce	Sandra Griffin
Jeanmarie Baer	Hiram A. Gutierrez
Jason L. Bailey	Yolanda M. Humphrey
John T. Banks	Erin Minett Hutto
Justin Barlow	Christopher S. Jackson
Carol Barton	Mollie Lerew
Justin Brom	Joseph T. Longoria
Doug Burnside	Patrick McArthur
Alison Callison	Tara Mulanax
Janelle Caso	R. Bruce Medley
Tracy Crites	Laura J. Monroe
Elizabeth Banda Calvo	Blake Newton
James O. Collins	William C. "Bill" Pinkham
Michael J. Darlow	Linda Reece
Kyle Dickson	Carl O. Sandin
R. Gregory East	Leslie Schkade
Elena Fernandez	David Tabor
G.A. "Tony" Fidelie	Melissa Valdez
Eric Farrar	Elizabeth Wiehle
Jonathan Galley	Adam Walker
Sergio E. Garcia	Patrick Woods
Otilia Gonzales	Dylan Wood



### 3) PRICE PROPOSAL

#### ATTACHMENT "B" PRICE PROPOSAL FORM

Name of Company:	Perdue Brandon Fielder Collins & Mott, LLP
Contact Person:	Elizabeth Banda Calvo
Primary/Principal Office Address:	500 E. Border Street, Suite 640 Arlington, TX 76010
Telephone Number:	817-461-3344
Email Address:	ebcalvo@pbfcml.com
Percentage rate of collected fines, fees, and court costs:	30% Per State Statute
Describe available value-added features your firm can provide as part of this contract or at an additional cost.	Up to \$3,000 reimbursement for Tyler Technologies module maintenance fee.
If at an additional cost, include this information here.	No additional costs.

I, Elizabeth Banda Calvo, as Partner  
Name of Individual Title & Authority  
of Perdue Brandon Fielder Collins & Mott, LLP, proposes to complete the  
Company Name

Project for the prices listed in this Price Proposal Form for scope of work and services described in the RFP documents.

  
Signature

**THIS FORM MUST BE SUBMITTED WITH YOUR BID/PROPOSAL**

## 4) RELEVANT EXPERIENCE INFORMATION

### A. About Perdue Brandon

#### 1. Perdue Brandon History

Perdue Brandon has more than 55 years of experience providing delinquent collection services to governmental entities. Established in Amarillo, Texas in 1970, founders Howard Perdue and Larry Brandon saw an opportunity to help historically underserved local governments in the Texas Panhandle and West Texas. Perdue Brandon's pioneering spirit and work ethic endure as we expand our services throughout the United States.

A pioneer in the industry, our practice is focused solely on the collection of delinquent government receivables. We have collected delinquent ad valorem taxes since the Firm's inception and outstanding fines and fees for 25 years.

Perdue Brandon is a Limited Liability Partnership. The Firm has 44 equity partners and more than 425 employees operating 15 primary offices and multiple satellite offices. The Firm is governed by an Executive Committee. As a law firm, we are governed by the rules of the State Bar of the states in which we practice. We follow all applicable state and federal laws regarding the collection of delinquent fines and fees. Our collection efforts reach all 50 states, all U.S. territories and around the globe.

Perdue Brandon provides services for more than 2,500 clients, including more than 700 cities and counties for delinquent court collections. We provide delinquent collection services, school funding services and appraisal district representation.

We provide effective collection services, while maintaining premier customer service and client support. Our commitment to exceed clients' expectations enables us to build long-term relationships. More than 550 entities have been Perdue Brandon clients for over 20 years and more than 200 clients have remained with us for over 35 years.

Over the course of the last decade, Perdue Brandon has proudly served the City of Terrell. During the course of our service and throughout evolving conditions, Perdue Brandon has prioritized communication with the City regarding our performance and your customized collection program. Together we have navigated multiple Court Clerk personnel changes, the challenges presented by the COVID-19 pandemic and the process of the City's Tyler Technologies transition. We look forward to continuing to provide premier service.

#### 2. Perdue Brandon Team

Perdue Brandon uses a multi-office, fully integrated team approach, which has proven successful in collecting delinquent accounts in an efficient and professional manner. Our team consists of long-time Firm employees, including attorneys, contact specialists, collection support personnel, administrative personnel and information technology experts.

We believe that a diverse team helps drive our competitive advantage. Experience has taught us that excellence is achieved through the development and contributions of each member of our team. Perdue Brandon believes that diversity in life and work experiences produces more effective representation of our clients. Our policies and practices for recruitment, advancement, and compensation are continually being scrutinized to ensure that our Firm and its leaders reflect the diversity of our clients and communities where we work.

Your Perdue Brandon team continues to be available to the City throughout the execution of your personalized collection program.



*Per RFP Instructions, the following resumes do not count toward the final page count.*

Your Perdue Brandon team leaders include the following attorneys and professional staff:

**Elizabeth Banda Calvo**  
**Doug Burnside**  
**Daniel Torres**  
**Melissa Pace**  
**Dan Romo**  
**Chyann Olivas**  
**Juanita Valdez**  
**Cynthia Hale**

Partner, Primary Contact  
Partner  
Chief Information Officer  
Director of Client Services  
Director of Client Services  
Collection Center Manager  
Director of Operations - Fines and Fees  
Account Executive



**Elizabeth Banda Calvo, Partner, Primary Contact**

Elizabeth joined Perdue Brandon in 1998. She became a Partner in 2005 and was named a Managing Partner in 2012. Her practice primarily is focused on delinquent property tax collection and bankruptcy representation. Her strengths also include operations/office management, client development and government relations. Elizabeth is a member of the Firm's Executive Committee and serves on the Mentorship Advisory Committee. Elizabeth is a graduate of the University of Dallas and Texas Wesleyan University School of Law of Fort Worth. She was admitted to the State Bar of Texas in 1999.



**Doug Burnside, Partner**

Doug joined Perdue Brandon in 2015. He became a Partner in 2017 and was named a Managing Partner the same year. Doug focuses his practice on delinquent property tax collection, including tax warrants, litigation, tax roll analysis and practice management. He also is knowledgeable in and assists with delinquent fines and fees collection and bankruptcy representation. He is a member of the Firm's Executive Committee and serves on the Finance, Human Resources and Technology Committees. Doug is a graduate of the University of Texas at Austin with a Bachelor of Business Administration. He received his law degree from the University of Texas School of Law and was admitted to the State Bar of Texas in 1997. He is a member of the Texas Association of Assessing Officers and Texas School Assessor's Association.



**Daniel Torres, Chief Information Officer**

Daniel Torres oversees Perdue Brandon's Information Technology Department. He joined Perdue Brandon in 2009 as a network administrator. He is dedicated to making sure the Firm's technology is updated and meets the clients' needs. He has been instrumental in coordinating new server developments, VOIP solutions, network administration, disaster recovery planning and maintaining PCI compliance standards. Other notable accomplishments include the Firm's migration into a tier 4 data center along with the migration of all servers into a hyperconverged, highly redundant virtual environment.



**Melissa Pace, Director of Client Services**

Melissa Pace joined Perdue Brandon Fielder Collins & Mott LLP in 2015. She works with clients to implement a collection program customized to meet the needs of each court. She is proficient in court policies, procedures and collections as well as various court software programs. A Level II Certified Court Clerk and former court administrator, Melissa teaches education classes for the Texas Municipal Courts Education Agency, the North Texas Court Clerks Association and various chapters of the Justice of the Peace organizations.



She served as education committee chair for the North Texas Court Clerks Association (NTCCA) and director at large, secretary and audit committee chair for the Texas Court Clerks Association (TCCA). She was honored by the NTCCA with the Professionalism Award, Distinguished Service Award and President's Award. She also received the Extraordinary Achievement Award from the TCCA. Melissa received a Bachelor's in Business Administration from the University of Texas in Arlington.



**Dan Romo, Director of Client Services**

Dan Romo will serve as your full-time representative responsible for overseeing day-to-day operations and will be the point contact related to the contract. He will coordinate, monitor and communicate with staff on managing your collection program and campaigns. This includes the Case Resolution Program and other non-traditional collection campaigns. He has more than 21 years of collection experience working with Municipal, Justice of the Peace, County and District courts in Texas. Dan is a former State legislative aide, police officer and investigative assistant for the Texas Attorney General Office. He earned his Bachelor of Science in Criminal Justice from Texas State University and actively serves the Hispanic Chapter of the TXST Alumni Association.



**Chyann Olivas, Collections Center Manager**

Chyann Olivas joined the Firm in November 2010 as a tax collector. During her time here, she has held multiple positions including legal assistant. She currently is the Collection Center Manager. Chyann oversees the day-to-day operations in the collections department and will make sure that your collection campaigns adhere to approved requirements and achieve results. She also works closely with the other departments in training and assisting with their responsibilities.



**Juanita Valdez, Director of Operations - Fines and Fees**

Juanita Valdez joined Perdue Brandon in 2023. She has over 15 years of experience in the collection industry. Her previous work experience includes toll, court and city fines collections. Juanita has a working knowledge of various customer support roles and has overseen several personalized collection programs. She will be responsible for overseeing the day-to-day account management of different client portfolios, fine and fee operations, and account executives.



**Cynthia Hale, Account Executive**

Cynthia Hale, a Master Certified Clerk, will handle the day-to-day operations of your accounts ensuring all aspects of your collection program are executed successful. Cynthia joined Perdue Brandon in early 2024 with more than 24 years of experience working in a Justice of the Peace Court, managing all fines and fees. She served as a Collections Clerk for nine of those years and then oversaw the day-to-day operations for the collections program for the next 15 years. Her extensive knowledge of fine and fee collection as well as the Texas Transportation Code and the Code of Criminal Procedure is an asset to the Firm and our clients.

*Remainder of this page left intentionally blank*

### 3. Headquarters

#### ARLINGTON OFFICE

500 E. Border Street, Suite 640  
Arlington, TX 76010  
817-461-3344  
www.pbfc.com



### 4. Primary Offices

The City has access to all of our 15 offices and more than 425 employees. Our Arlington office will continue to serve as your primary office, with contributions from team members at our Garland and San Antonio offices. Our Lubbock Collection Center will continue to serve as your collections hub.

#### B. Texas Court Experience

Currently, Perdue Brandon provides delinquent court collection services for 182 Texas municipalities, including the City of Terrell since 2015, to date, we have processed billions of dollars in turnover for delinquent court collections. Of the total amount, the Firm, to date, has liquidated more than 40%, which is well above the industry average. Our collection efforts serve to facilitate the interaction between defendants and the Court. The goal is to provide a resolution of cases through both cash and non-cash methods which are reflected in our total resolution rate.

Our commitment to premier customer service, superior results, desire to uphold the highest ethical standards and customized collection program set us apart from our competitors. Our team is dedicated to helping communities thrive. We will continue to work with the Court to increase the revenue received and utilize collection campaign tools such as email and text messaging, as allowed by law.

Following, we have provided five current court collection clients as references.

City of Fate Municipal Court			
Lottie Huffman	Court Administrator	972-771-4601	lhuffman@fatetx.gov
City of Benbrook Municipal Court			
Stephanie Stevens	Court Administrator	817-249-6083	sstevens@benbrook-tx.gov



City of Azle Municipal Court			
Felicia King	Court Administrator	817-444-2541	fking@cityofazle.org
City of Haltom Municipal Court			
Melissa Rodriguez	Court Administrator	817-222-7772	mrodriguez@haltomcitytx.com
City of Forney			
Stephanie Stevens	Court Administrator	817-249-6083	sbray@forneytx.gov

### C. New Clients

Perdue Brandon has gained 53 Texas Municipal Court clients in the past five years. Due to client confidentiality preferences, page limitations and the number of new clients, we are providing collection statistics for the following new clients.

City of Dalworthington Gardens (March 2022-Present)			
	TURNOVER (\$)	LIQUIDATED (\$)	TYPE OF SERVICE
YEAR 1	\$4,497,904.90	\$984,643.58	MUNICIPAL COURT FINES AND FEES COLLECTION
YEAR 2	\$382,130	\$106,657.88	
YEAR 3	\$646,101.23	\$61,002.77	

City of Elsa (June 2023-Present)			
	TURNOVER (\$)	LIQUIDATED (\$)	TYPE OF SERVICE
YEAR 1	\$55,762.85	\$6,551.48	MUNICIPAL COURT FINES AND FEES COLLECTION
YEAR 2	\$544,869.56	\$10,879.83	
YEAR 3	NOT APPLICABLE	NOT APPLICABLE	



City of Fredericksburg (May 2022-Present)			
	TURNOVER (\$)	LIQUIDATED (\$)	TYPE OF SERVICE
YEAR 1	\$561,061.54	\$277,647.45	MUNICIPAL COURT FINES AND FEES COLLECTION
YEAR 2	\$144,978.55	\$30,160.17	
YEAR 3	\$21,666.50	\$1,129.60	

City of Liberty (July 2020-Present)			
	TURNOVER (\$)	LIQUIDATED (\$)	TYPE OF SERVICE
YEAR 1	\$2,074,234.13	\$763,392.05	MUNICIPAL COURT FINES AND FEES COLLECTION
YEAR 2	\$683,065.78	\$209,148.02	
YEAR 3	\$194,284.10	\$16,444.80	

City of Lindale (December 2023-Present)			
	TURNOVER (\$)	LIQUIDATED (\$)	TYPE OF SERVICE
YEAR 1	\$2,684,185.47	\$316,578.14	MUNICIPAL COURT FINES AND FEES COLLECTION
YEAR 2	NOT APPLICABLE	NOT APPLICABLE	
YEAR 3	NOT APPLICABLE	NOT APPLICABLE	

City of Oyster Creek (January 2023-Present)			
	TURNOVER (\$)	LIQUIDATED (\$)	TYPE OF SERVICE
YEAR 1	\$719,591.09	\$121,662.66	MUNICIPAL COURT FINES AND FEES COLLECTION
YEAR 2	\$190,160.23	\$23,049.81	
YEAR 3	NOT APPLICABLE	NOT APPLICABLE	

City of Seguin (November 2020-Present)			
	TURNOVER (\$)	LIQUIDATED (\$)	TYPE OF SERVICE
YEAR 1	\$6,347,609.32	\$2,058,780.38	MUNICIPAL COURT FINES AND FEES COLLECTION
YEAR 2	\$832,669.02	\$290,651.16	
YEAR 3	\$569,432.58	\$71,616.29	

City of Whitney (March 2022-Present)			
	TURNOVER (\$)	LIQUIDATED (\$)	TYPE OF SERVICE
YEAR 1	\$640,440.31	\$424,305.97	MUNICIPAL COURT FINES AND FEES COLLECTION
YEAR 2	\$14,546.79	\$3,200.71	
YEAR 3	\$24,258.99	\$2,005.20	

City of Argyle (April 2024-Present)			
	TURNOVER (\$)	LIQUIDATED (\$)	TYPE OF SERVICE
YEAR 1	\$561,061.54	\$31,064.49	MUNICIPAL COURT FINES AND FEES COLLECTION
YEAR 2	NOT APPLICABLE	NOT APPLICABLE	
YEAR 3	NOT APPLICABLE	NOT APPLICABLE	

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## D. Capacity

### 1. Workload

Upon renewal of the contract, Perdue Brandon will review the City's account and provide an appropriate number of employees pursuant to the RFP requirements. We will work with the City to ensure that the appropriate number of staff are provided and available to meet the needs of the contract. We will continue to provide premier customer service and superior results for the City.

Perdue Brandon continually measures our performance to determine if modifications need to be made to staffing, processes and resources. Our performance measures include, but are not limited to:

- Internal control reports to monitor the collection rate, resolution rate and key performance indicators;
- Specialized software to rapidly mine data to resolve issues;
- Phone analytics to monitor call quantity, hold time and abandoned calls; and
- Statistical analyses to identify collection patterns to determine specialized collection strategies.

### 2. Collection Staff

There are approximately 27 collection staff members primarily working with the City's account. Perdue Brandon uses a multi-office, fully integrated team approach. The Arlington and Lubbock offices will be available to the City and assigned to your collection program. Additional resources are available from all 15 of our offices, multiple satellite locations and more than 425 employees.

### 3. Work and Research Location

The primary location for the City's contract is Arlington where your contract and overall collection program are overseen. Address research and ingoing/outgoing contact campaigns are conducted by our Lubbock Collection Center.

## E. Contract Terminations and Non-Renewals

Following is a list of clients that have terminated or failed to renew a court collections contract with Perdue Brandon within the last five years.

Client Name	Reason
City of Big Spring	Non-renew
City of Burnet	Non-renew
City of Canton	Non-renew
City of Canyon	In-House
City of Earth	Court No Longer Exists
City of Farwell	Non-renew
City of Friona	Non-renew
City of Grandview	Non-renew
City of Hawley	Non-renew
City of Hemphill	Non-renew
City of Hempstead	Non-renew
City of La Joya	Non-renew
City of Magnolia	Non-renew
City of Maud	Non-renew
City of Meridian	Non-renew

City of Summerfield	Non-renew
City of Patton Village	Non-renew
City of Post	Non-renew/Political Changes
City of Rogers	Non-renew
City of Rollingwood	Non-renew
City of San Marcos	In-House
City of Texhoma	Non-renew
City of Trinidad	Non-renew
City of Valley View	Non-renew
City of Westworth Village	Non-renew
City of Whitewright	Resigned/Mutual Agreement to Discontinue
Town of Pantego	Non-renew
Village of Surfside Beach	Non-renew

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## 5) DATA SECURITY SYSTEM AND COLLECTION PROCEDURE

### A. Data Security

All client data is confidential and held in a secure environment. Our Firm's employee policies require strict confidentiality and adherence to internal and client procedures. We are PCI certified and SOC 2 Type II Compliant. Perdue Brandon is in the process of attaining SOC 1 Type II compliance.

External access to our network requires multifactor authentication along with complex passwords. Additionally, outside devices connecting to our network are checked by a discovery agent who ensures anti-virus software is installed and running before allowing initial network access. If the device is found to be compliant, the device is allowed on the network for user sign on.

Perdue Brandon uses enterprise network solutions utilizing advance security services. Intrusion prevention, Sandboxing, AV Scanning and SSL deep packet inspection services are active on all network firewalls. Advanced system monitoring is performed through client-based analysis using telemetry data from all connected endpoints. All Firm devices are protected with multiple malware protection solutions.

We have encrypted millions of records containing social security numbers, driver's license numbers and dates of birth. These data items are encrypted at rest, meaning that only a program with the proper security certificate installed can view the data. This is another step in reducing risk of compromising personal information.

Internally, users have restricted access to data and functions and are allowed access only to those areas that are required to fulfill their duties. Users are allowed access to our network via username and password. Having access to the network, however, does not mean the user has access to applications or client data. Users only have access to data relevant to their job function.

### B. Data Interface

Perdue Brandon has 25 years of experience receiving and transmitting data for municipal court collections. We have years of experience working with Tyler Technologies Incode, including version 10. Our established relationship with Tyler Technologies allowed us to facilitate the City's Incode (Municipal Justice) transition. Throughout this process, we have maintained consistent communication with the City in order to preserve our collection statistics.

Currently, we represent more than 150 courts that utilize Incode, now known as Municipal Justice. Files can be transferred through an automated process. We will continue to work with the Court and Tyler Technologies to ensure an accurate transfer of data and to establish the desired frequency for the transfer of data

We will continue to receive your data in a consistent format based on Tyler Technologies Municipal Justice (formerly Incode). All file transfers are conducted over a secure transfer process. Be directly uploaded to our specialized online portal, *Account Trakker*. You simply drag the data file into the convenient Drag and Drop File upload box. The uploaded data files are put on our Secure File Transfer Protocol (SFTP) site and, after uploading the data, files are moved to archive storage. Transfer reports are automatically emailed to managers and supervisors for review.

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### **C. Computer Software**

Perdue Brandon was one of the earliest law firms focused on the collection of government receivables to develop and utilize collection management software. We remain committed to utilizing the most advanced collection tools in the industry and in developing new, creative techniques. Our considerable investment in technological capabilities and our in-house IT department provide us with the ability to exceed the demands of our clients and are evident in our collection performance. Your Perdue Brandon team will provide the necessary functions and train City staff as needed and available.

#### **Software**

Perdue Brandon developed its own specialized computer software system that is compatible with Tyler Technologies Municipal Justice (formerly Incode) . Court Trakker accepts data from practically any other computer system, helping us reduce turnaround time from initial receipt of information to distribution of the first delinquent notification letters and subsequent collection efforts

*Court Trakker includes:*

- Customized Collection Module
  - Preparation and customize letters for mailing
  - Calculation of collection fee and any additional fees, if applicable
  - Maintaining progress on collections, including number of mailings, calls, etc.
  - Monitoring of account status, including payment agreements
  - The ability to mark accounts as requiring extra review and/or attention
- Customized Reporting Module

#### **Computer Hardware**

Our server clusters are hosted in a Tier 4 Data Center utilizing a robust array of failover solutions for maximum uptime. Our enterprise partnerships keep our server clusters updated with the latest and most secure solutions.

Additional highlights of our computer capabilities include:

- Network appliances are next generation firewalls, switches and endpoints. We also use enterprise firewalls for advanced security services.
- Augmentation of our security infrastructure on all connected systems. We utilize an
- AI-based next generation threat protection/anti-virus solution. This in conjunction with real-time threat prevention assessment scans, ensure our systems are safe.
- Zerto for our high-end disaster recovery replication. This software enables automated data recovery, failover and failback including orchestration of all replication functions.
- Third-party penetration testing that advises Perdue Brandon and helps eliminate the ever-changing attack vectors used.

### **D. Collections Policy and Procedure Manual**

The policies and procedures outlined in this proposal serve as our response to this request. Perdue Brandon has provided an overview of our collections process within our response. We consider our policies and procedures to be internal and confidential. Should the City want to review our collections policies and procedures upon renewal of this contract, we will meet with City officials and further discuss if desired.

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## 6) PROPOSED PROJECT SCHEDULE AND APPROACH

### A. Collection Process

Perdue Brandon provides a personalized collection program for delinquent government receivables. The program is designed to meet your needs and work with the defendant to successfully resolve the outstanding case.

Following is our collection steps and description of our standard collection program. Elements of this program can be adjusted to meet the specific needs of the Court and as required depending on the type of debt.

#### Step 1 Accounts Received and Verified

Perdue Brandon can quickly interface and exchange data in a secured environment. All information and personal data are confidential and protected. Our in-house IT team works closely with our collections team and Court staff to ensure an effective data transfer.

Perdue Brandon can receive your data in any format. Once the data is received, the IT team conducts tests to validate the accuracy of the transferred data. The tests address any issues associated with the transfer. Any error that occurs during the data upload process automatically suspends the process and an email is sent to multiple support people who address and correct any issues. Account information is reviewed to ensure it was processed correctly and the correct collection fee added. If desired, we provide the Court an upload report confirming accurate receipt.

#### Step 2 Customer Location and Address Research

Identifying the best possible contact information is a critical part of our collection program. We invest significant resources developing fast and accurate skip-tracing. Our research specialists utilize an array of research tools to find customers. Research specialists scrub accounts to determine if the customer is deceased or incarcerated and supporting documents are transferred to the Court.

Our system automatically identifies and researches accounts for better contact information. While we use various internet sources and social media in our address research process, we also use subscription services that we purchase. idiCORE, Accurint and PublicData are primary legal search tools that allow us to cross check public records, such as motor vehicle registration, deed records and tax records, and gives us access to driver's license information, criminal history records, voter's registration and other data sources.

We also utilize the U.S. Postal Service's electronic National Change of Address technology. All letters are mailed "Address Service Requested" with a special bar code imprinted on the letters. This enables the USPS to forward letters to a newer address, if detected, and transmit the updated information to Perdue Brandon. If a letter is not deliverable, it is appropriately processed and a file is transmitted to Perdue Brandon that updates the account code to reflect a bad address. The letter is returned to Perdue Brandon. Accounts identified as having bad names/addresses are prioritized and assigned to our research staff.

We document these activities in real-time, with daily backup, for an up-to-date history. This information is available by written report to the Court through our web-based platform, *Account Trakker*.

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### Step 3 Contact Campaigns

*Letters:* Our collection letters are concise and to the point, yet respectful. All collection letters are customized and approved by the Court. Letters detail all customer account information, including docket number, offense description, amount due, payment options and Court information. Letters direct customers to pay as instructed by the Court.



In meetings with the Court, we discuss the customization of our letters to meet your requirements. Letters are respectful and informative. The letters provide information about relevant laws and describe future action and result of payment or non-payment.



*Emails and Text Messages:* Perdue Brandon has adapted the methods we use to directly communicate with customers to include email and text messaging. Using internal software/processes the Firm is able to directly contact defendants. These contacts allow us to collect quickly. As allowed by law, our contact specialists determine if customers have active email addresses and cell phone numbers to accept text messaging.

Perdue Brandon will send emails and text messages as allowed by law and approved by the Court. During the initial skip-tracing and research process, email addresses and cell phone numbers are identified. Emails and text messages then are sent through those means of communications. Language is concise and limited due to the sensitive subject matter and communication method. Each email, text and letter provides several methods for customers to contact us, including in-person, mail, email, phone and fax. Our *Court Trakker* system saves the email addresses to be utilized for future communications, if necessary.

*Inbound/Outbound Calls:* Phone calls are handled by our team of contact specialists. They are trained in the requirements of each court, the legal requirements for collections and the most effective customer communication methods to achieve the best possible results. Our team includes multilingual contact specialists.



Phone calls are often the most critical point of any collection strategy. We have call centers in five locations. We use a multi-level approach utilizing the resources and experience of all our locations. Our Lubbock Collection Center serves as the primary center for fine and fees collections for this contract.

*Court Trakker*, analyzes all accounts daily to identify the ones in line for phone calls. Eligible phone numbers are electronically exported for cross-checking of the numbers to determine which phone numbers are likely to be for cell phones. Cell numbers are handled differently than non-cell numbers. Our automated system allows us to generate thousands of phone calls per day. When allowed by law, Perdue Brandon uses a dialing system.

Dialing platform features include:

- The Automatic Call Distributor (ACD) routes calls to available team members to increase efficiency.
- Efficient person-to-person communication dynamics which connect contact specialists to real-party answers immediately upon connection.
- Message-only campaigns designated to run unattended after normal business hours to appropriate phone numbers as allowed by law.
- Intuitive and highly customizable reporting to identify all productivity aspects of operation for management purposes.



- Real-time call monitoring allows supervisors to audit or intervene as necessary, resulting in better customer service.
- Speech analytics deployed to ensure contact specialists are emphasizing dialog that has the highest collection success rate, while also providing premier customer service.

A specialized program verifies whether phone numbers are connected to a mobile device or landline. If the number is associated with a landline, the auto dialer automatically calls the number and leaves dispositions as to the result of the call. If the call is answered, they are placed with the first available contact specialist and information regarding the customer and account details is displayed for the contact specialist.

A dialer report provides information on total number of outbound call attempts and is divided into categories including call result, line busy and wrong number as well as number of live contacts.

*Accessibility for Multilingual Individuals and Individuals with Hearing Impairment* - Perdue Brandon prioritizes equal access and fair treatment for all individuals. The Firm has a multilingual collection staff, so language is not a barrier in our efforts. We employ a diverse group of collection professionals, including attorneys and contract specialists in our firm who are bilingual and speak Spanish. We have access to a language line that allows us to connect with translators for numerous languages. For individuals with hearing impairment, we provide online communication and payment opportunities for ease of access.

*Toll-Free Phone Number* - We maintain a toll-free telephone number. We also provide your Court with the direct phone numbers and email addresses of our staff. Additionally, we check with the Court regularly to maintain operational quality. Our representatives and staff are available and accountable.

*Dispute/Complaint Resolution Process* - We have built a reputation of handling disputes and complaints quickly and effectively. Disputes may arise between the customer and the Court. We communicate with the Court any issues raised by the customer immediately and refer the customer to the Court to resolve any such issues. We do not have the authority to discuss anything other than full payment of the fine that the Court has deemed acceptable, and it is our policy to never commit the Court to any action. Without providing legal advice, we politely inform the customer of the consequences of actions and payment methods.

If the customer has a specific problem with our staff, we have procedures for the supervising attorney to review the problem. If there is a problem with the supervising attorney, a managing partner oversees the solution. We suspend collection activities until a resolution has been reached.

All disputes and follow-ups are noted in the account record and available for the Court's review. Perdue Brandon is committed to conducting all activities in accordance with the law. Any changes in the law are communicated with our staff via an internal letter or memorandum, followed by a discussion with our collection staff.

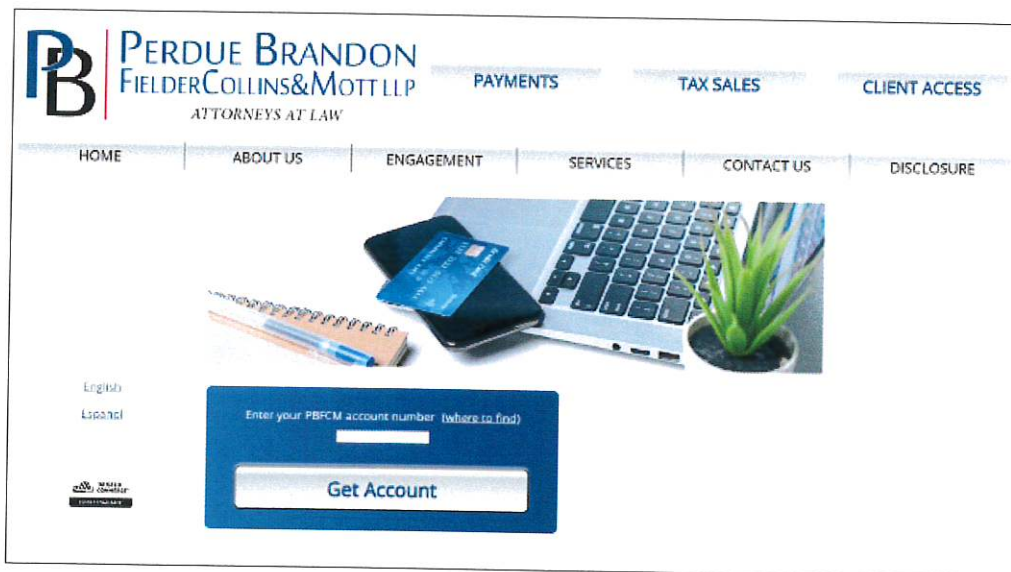
Perdue Brandon continually measures our performance to determine if modifications need to be made to staffing, processes and resources. Our performance measures included, but are not limited to:

- Internal control reports to monitor the collection rate, resolution rate and key performance indicators;
- Specialized software to rapidly mine data to resolve issues;
- Phone analytics to monitor call quantity, hold time and abandoned calls; and
- Statistical analyses to identify collection patterns to determine specialized collection strategies.

#### Step 4 Payments

Our payment process is flexible to meet the Court's needs and includes, but is not limited to, the following:

- All mailings, letters and communications will direct payment be made to the Court, as requested in the RFP.
- Payments may be made by certified check, money order, credit card or other method as directed by the City. Any payments received by Perdue Brandon will be sent to the City in the original form received.
- Payment in full is requested in all correspondence, website and telephone contacts.
- If the customer insists on a payment arrangement, we will work with the City to determine the best practice and method. This will include the ability to create, modify and maintain single or multi-case plans.
- Online payment options are available. Defendants may go online to Perdue Brandon's payment website at <https://payments.pbfc.com/pmts/> where they will be directed to the Court's payment site to make payment.
- Perdue Brandon is paid only on the actual payments received by you.



#### Step 5 Continuous Process

Our persistence separates us from competitors. If a letter is returned to us due to a bad address, we conduct additional skip tracing to determine a valid address. Verbal and written contact is then re-initiated based upon new search results. We defer to the Court's determination when an account is purged and considered uncollectible.

#### Step 6 Reporting and Documentation

Perdue Brandon has a variety of available reports detailing our collection efforts and results. We place a high priority on keeping the Court continuously informed of our collection activity, including accounts paid, accounts in process and accounts determined to be uncollectible (i.e. death). All action on each account is documented and available for review through a variety of reports. Our IT staff creates customized reports. Once you have approved the report prototype, we generate the "published" report. You may generate certain reports through our web-based *Account Trakker* platform. We also can mail, email or place a report on a SFTP site for pick up. Per the scope of work listed in the RFP we will provide reports upon request (i.e., monthly, quarterly, ad hoc).



Perdue Brandon uses various calculations and forms of reporting depending on what our clients prefer. In doing so, we can provide you with numbers in various formats including standard cash collection amounts, standard non-cash collection amounts and total liquidated amounts. Our cash collection reports show actual monies received by the Court. Our non-cash collection reports are based on amounts that were non-cash transactions just as dismissals, time served, decreases in fees due to court hearings and other various transactions. Our total liquidated reports are a combination of the two previous reports that show a total collection/cleared amount.

**Documentation** - We produce reports and billing for an unlimited number of clients and defendants. The Firm agrees to retain all books, records, and other relevant documents for the fiscal year plus three years. Perdue Brandon, through the normal course of business operations, does not delete data. From the day we add an account to our system, our collection software, *Court Trakker*, tracks and captures every letter, phone call, email, payment and address change. Within seconds, our staff can access closed or active accounts, regardless of age, and view all activity on an account from the first placement. We also maintain records of all collection activities whether performed by collection staff or through an automated process, such as NCOA, USPS address correction services and skip tracing.

## **B. Work Plan**

Following is a work plan followed by a sample timeline.

- ▶ To begin, new accounts are uploaded into the Court Trakker system. As the data is processed, the system performs the following tasks:
  - Reviews all key defendant information to identify those that are missing data in required fields. Those accounts are flagged for special handling.
  - Compares all key defendant information on new accounts to existing defendants in the Court Trakker system. Matching accounts are combined.
  - Identifies accounts with addresses outside the United States and its territories and codes them for special handling.
  - Identifies accounts in which the defendant's birth date indicates that the defendant is a juvenile and codes the accounts for special handling.
- ▶ Within 24 hours of receipt, all new accounts are exported to various online research platforms, which compares the demographics on each account to a comprehensive database of public records. Accurant exports the resulting file to the Court Trakker system.
- ▶ *Court Trakker* analyzes the incoming data to identify the best contact information for each defendant, including address, phone number, email and, on occasion, deceased date. New accounts are prepped and ready for mailing and phone calls within 24 hours of receiving the data. Accounts requiring more investigation because of missing data, incarceration or deceased dates are assigned for additional research.
- ▶ Our next step is to initiate the Contact Campaign which includes contact via telephone, mail, email and text messaging, as allowed by law. Our campaign stresses the consequences of ignoring the obligation defendants owe to your Court. Our contact specialists are highly trained and defendant contacts are conducted with the highest degree of professionalism, ethics and respect. Experience shows that our notices are a significant motivator to satisfy their obligations. Our attorneys and compliance team make sure notices do not violate a defendant's statutory and constitutional rights. When mail is returned, our skilled researchers perform research to determine the location and contact information of the defendant.

► Our persistence separates us from competitors. If a notice is returned to us due to a bad address, we conduct additional skip tracing to determine a valid address. Verbal and written contact is then re-initiated based upon new search results. We continue collections efforts on all accounts regardless of amount owed or age of the account.

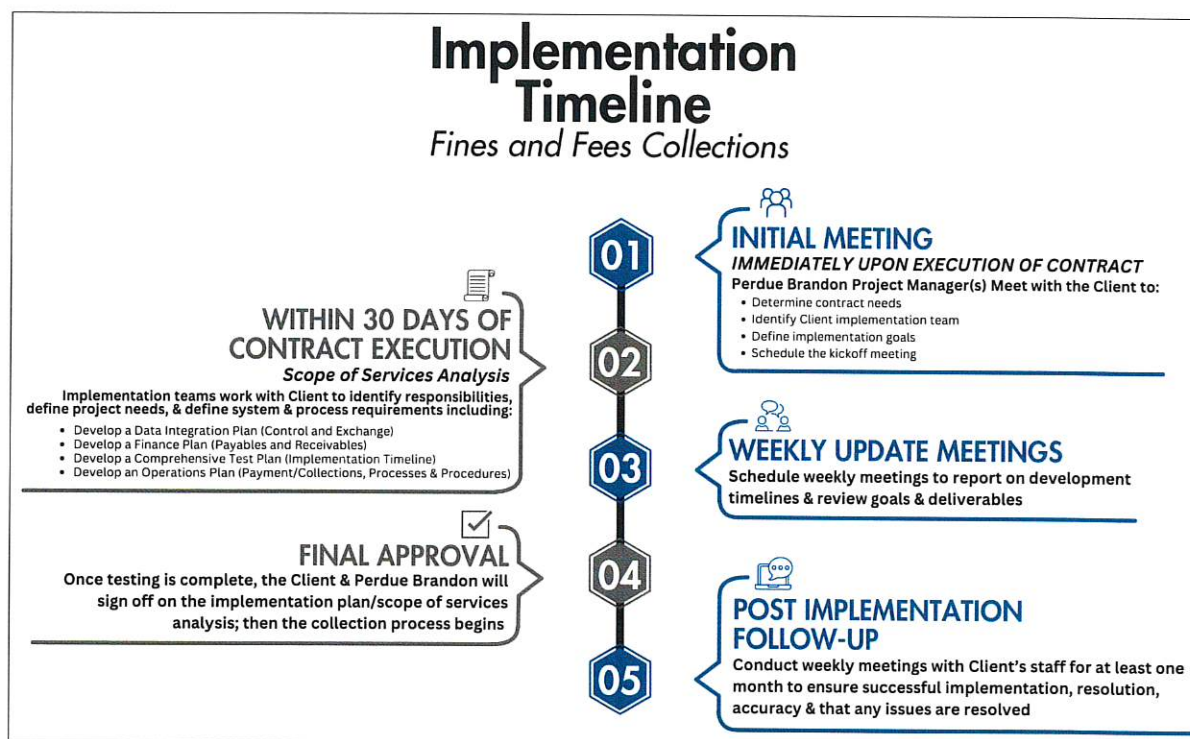
► If payment is not made after a notice is sent, follow-up notices are sent increasing the emphasis on the severity of failing to pay. If we find a defendant is deceased or incarcerated, Perdue Brandon provides supporting documentation to the Court for determination of future collection efforts. For other accounts, the Court determines when an account is downgraded and considered uncollectible.

A standard timeline is included with the sample implementation plan provided in the following section.

### C. Implementation Schedule

As a current Perdue Brandon client, your communication program will continue without interruption. We will meet with the City to review your current program and update as needed.

We have provided our standard Sample Implementation Plan in compliance with the RFP request.



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## D. Value-Added Features

### Case Resolution Campaign (Formerly Warrant Round-Up)

Perdue Brandon works with the Court to conduct local Case Resolution campaigns. This service is provided at the direction of each Court. Also, to assist law enforcement with clearing warrants, we can provide, at no cost, updated addresses for defendants in the area.

Sample Mailing and Ad

**CASE RESOLUTION OPPORTUNITY**

THE COURT BELOW HAS REFERRED YOUR CASE(S) TO PERDUE BRANDON FOR COLLECTION. BEGINNING MARCH 2nd, 2024, AREA COURTS MAY BE COORDINATING WITH LAW ENFORCEMENT AGENCIES TO CONTACT DEFENDANTS ABOUT THEIR CASE(S).

ACT IMMEDIATELY BY CONTACTING OUR LAW FIRM OR THE COURT.

**Municipal Court of Caldwell**

- Appear in Person:	1165 Commerce, Caldwell, TX 77836. Due to current COVID procedures, please contact the court at the number provided the updated appearance policies with the court.
- Court Info:	Phone: (979) 567-7197; Online: <a href="https://www.caldwelltx.gov/">https://www.caldwelltx.gov/</a>
- Mail:	1165 Commerce, Caldwell, TX 77836
- Payment Info:	For payment information please contact Perdue, Brandon at (800) 994-0676 or the court at the number listed above. To see more detailed information about your account, and pay online, please visit <a href="https://payments.pbfn.com/pmts/">https://payments.pbfn.com/pmts/</a> and enter F140066/000837
- Notes:	This court may have reported you in DPS for non-payment of your Driver's License.

**PAY YOUR FINE(S) NOW**

\*WARNING: IF YOU MAIL PAYMENT, ANY WARRANTS WILL REMAIN ACTIVE UNTIL PAYMENT IS RECEIVED & POSTED BY THE APPROPRIATE COURT. CALL TO CONFIRM PAYMENT. If you are assessed fines, court costs, and reimbursement fees for this citation, and you are unable to pay, please contact the court to inquire about any qualifications you may have for alternative means to satisfy the amount you owe. IF YOU HAVE RECENTLY MADE A PAYMENT, OR FEEL THIS NOTICE WAS SENT IN ERROR, PLEASE CONTACT OUR OFFICE OR THE COURT AT THE NUMBER LISTED ABOVE.

**OUTSTANDING TICKET?**  
Resolve Immediately Without Further Court Action

**CASE RESOLUTION  
CAMPAIGN GOING ON NOW!**

**Kaufman County**  
Justice of the Peace Courts 1, 2, 3 & 4;  
Municipal Courts of  
Crandall, Forney, Mabank, Terrell

**Info: (800) 994-0676**  
**Se Habla Español**

Message from Kaufman County in  
Conjunction With Perdue Brandon Law Firm

We print specialized letters to get the attention of the defendant. The letters may be in either letter or postcard format. Letters clearly are marked with "Case Resolution" in large print. Prior to initializing the campaign, we research, update and prepare accounts for mail out.

The campaign increases public awareness by educating the public about the benefits of paying delinquencies and the consequences of nonpayment. Prior to and during the campaign, our Firm utilizes various media platforms to make defendants aware of the consequences of nonpayment. We provide press releases and public service announcements that the Court can provide to local newspapers, social media, online desktop and mobile websites and radio. All Case Resolution and other campaigns are coordinated with and approved by the Court.

### Online Access - Account Trakker

Perdue Brandon has a specialized online platform, *Account Trakker*, giving you secured Internet access to review our collection activity and the latest information on any account, such as previous and current taxpayer addresses, closed and pending charges and payments.

**PERDUE BRANDON**  
FIELDER COLLINS & MOTT LLP  
ATTORNEYS AT LAW

**PAYMENTS** **TAX SALES** **CLIENT ACCESS**

**HOME** **ABOUT US** **ENGAGEMENT** **SERVICES** **CONTACT US** **DISCLOSURES**

**PERDUE BRANDON ACCOUNT TRAKKER® - FINES AND FEES**

Welcome to Perdue Brandon Fielder Collins & Mott, LLP's Account Trakker® - Fines and Fees. This platform allows you to view the status and activity of your accounts. A username and password are required to access this platform. If you have not received your login credentials, please contact your assigned Perdue Brandon representative.

This is a secure site. As a secure site, access to accounts is strictly limited to agency personnel.

USERNAME:

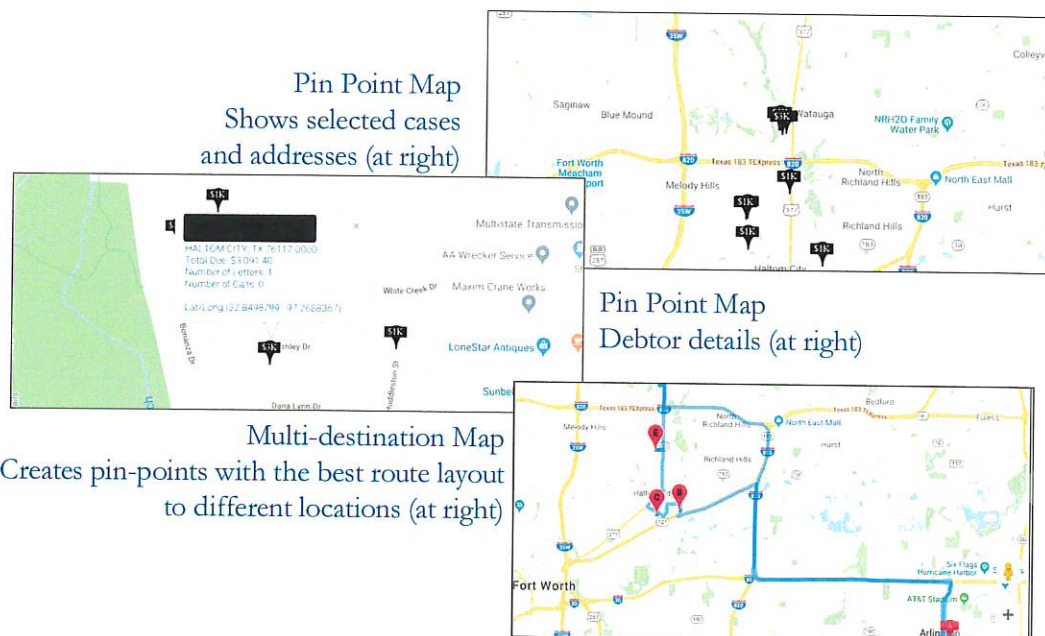
PASSWORD:

#### About Account Trakker

- *Login* – The platform is accessible through our website. Staff will have a username and password and use multi-factor authentication to access.
- *Data Transfer* – Easily upload data files by dragging the data file into the convenient Drag and Drop File upload box. This is a secure method with minimum steps that allows transfer of files containing confidential information and helps eliminate the possibility of information being compromised.
- *Reports Feature* – You can generate reports through the platform.
- *Security Features* – We have a variety of features in place to protect your data from unauthorized access.
- *User-Friendly* - our menu-driven system is easy to navigate.
- *Mobile Device Feature* – Seamless transition from your desktop browser to your mobile devices.

#### Mapping Technology

Perdue Brandon has a mapping service that allows law enforcement to search for defendants within certain parameters and place the defendant's location on a map. This helps to better allocate law enforcement's time in the field as the map shows the best route and contains any updated addresses Perdue Brandon has obtained. Our team can coordinate with law enforcement to create an up-to-date list of defendants for execution of warrants.



The mapping technology's list can be sorted by many parameters, such as: total due, number of letters or phone calls made, specific zip codes, street name or age of accounts. In addition, the officers can run these lists in real time through our *Account Trakker*.

#### Legal Representation

As a Texas-based law firm, all Perdue Brandon attorneys are licensed in the state of Texas. Upon award, Perdue Brandon will meet with the Court to discuss litigation for accounts should the Court request.

#### Training Opportunities

Perdue Brandon has three Certified Court Clerks who offer a variety of staff trainings. They are available to provide court-related training and support for the City, upon request. Available



trainings include, but are not limited to, state reporting - OCA, DPS & Comptroller, court costs, court leadership, team building and leadership, court collections, stress management, recidivism, the importance of audits and internal controls and issuing warrants.

#### ***Community and Industry Involvement***

Perdue Brandon believes in giving back to the communities in which we serve, work and live. As a Firm, we take great pride in being involved in local organizations and projects. We are an active part of the Kaufman County community.

Locally, Perdue Brandon's core values of people first, integrity, above the line, excellence and tenacity are felt as members of the Firm serve as leaders of foundations for local school districts, charity foundations, scholarship foundations and churches. As a Firm, we take great pride in being involved in local organizations and projects. We have proudly supported area organizations and events including the Terrell Chamber of Commerce, Terrell ISD Education Foundation, Forney ISD Education Foundation, Forney Chamber of Commerce, Mabank Ag Booster Club, REACH Child Placing Agency Casino Night, Ables Springs Fire Department, Elmo Crime Watch and Lone Star CASA.

Perdue Brandon also participates in industry-related organizations and conferences at the state and national level, including Texas Court Clerks Association, Texas Municipal League, Texas Justice Court Judges Association, Coalition of American Court Collectors, National Association for Court Management, International Institute for Municipal Courts, International City/County Management Association, National League of Cities and Association of Credit and Collection Professionals.

#### ***Military Veterans Program***

Perdue Brandon welcomes the opportunity to assist service members in resolving their obligations to the City. Perdue Brandon has, among its members, a graduate of the United States Naval Academy, a veteran of the United States Army who served in Operation Iraqi Freedom, and many other employees who have served honorably. As such, we support opportunities to implement an innovative system that honors current service members and veterans who served our country.

Perdue Brandon is here to assist these individuals with their Court obligations (fines and fees) by allowing them, as directed by the City, to enter into a Partial Payment Agreement that fits their financial ability to pay. Any service member facing hardships that are beyond their control may qualify for the complete removal of the collection fee. Perdue Brandon commits to working with the City to determine workable solutions that assist veterans with resolving their delinquent fines and fees.

#### ***Death and Prison Notifications***

Once we receive placement of cases, we immediately start to "scrub" the accounts. From scrubbing, we determine if a particular defaulter is deceased or 60 incarcerated. Removing deceased accounts from our collection process eliminates the need for loved ones to continue to receive collection letters. We also provide the court with these details to clean up their docket so that they have a more accurate reflection of what is owed.

#### ***Dedicated Efforts for Aged Accounts***

Extensive address research and diligent contact to defaulters by dedicated Call Center staff to collect older debt. These results can be seen for the City of Brenham, Texas, showing that accounts aged from 2009 have a 71% liquidation rate.

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