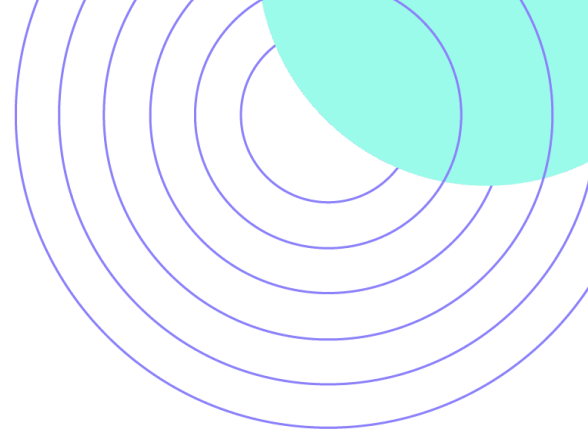**San Francisco** | CityBase

City and County of San Francisco Payment Facilitator

August 2018 to present

Buyer and Key Parties

Buyer
Office of Treasurer and Tax Collector

Key Sponsors
Office of Digital Services

Partners

First Data - Merchant Services

Key Features

- Solution is PCI Level-1 compliant
- Solution does not record or store user card information
- Supports multiple payment types
- Supports multiple payments at one time
- Provides detailed reporting to backend users through a Revenue Management Dashboard

Documents

Original Request For Proposal
Implementation Narrative

Contacts

Tajel Shah,
Chief Assistant Treasurer

Issue Solved

The City and County of San Francisco (CCSF) receives more than 300,000 electronic payments per year. To address the increase in online payments, CCSF needed a scalable, user-friendly platform that integrates multiple payment channels into one system, creating ease of use for both residents and staff.

Solution Overview

CityBase provides payment solutions via a software as a service (SaaS) platform that includes all required technological functionality and is accessible via all payment channels (web and mobile, kiosk, point of sale). The CityBase platform integrates to all underlying systems of record, billing, and other source systems, and configure payments and digital services.

Outcomes and Benefits

- Overhauled back-end payment apparatus for better revenue reporting and reconciliation city-county-wide and for each agency
- Improved user experience by making the process and tools user friendly and intuitive
- Decreased staff time by improving and simplifying internal processes
- Flexible updates and rollout for new processes, payment types and changes with minimal or no cost
- ACH verification to reduce returned eChecks, including Non Sufficient Funds (NSF) incidents

Solution Description

CityBase partnered with the City and County of San Francisco in a large scope, multi-agency effort to digitize payments and payment-related services. They replaced an existing solution for high-volume payments including business taxes and property taxes.

Using an agile methodology, CityBase met the implementation and go-live schedule of September 2018 to launch more than 20 web payment applications within five months of contracting. They continue to implement additional new payments, including payments that were not previously available online.

CityBase is hosting via Amazon Web Services (AWS) all CCSF payments and digital services migrated to the CityBase platform, and assumes all responsibility for maintenance, reliability, PCI compliance, and data encryption functionality of the systems. There are no requirements for network connectivity other than browser-based client-facing functionality, while back-end integrations require secured access to those systems.

City and County of San Francisco

CITYBASE

City & County of San Francisco,
Office of the Treasurer & Tax
Collector
(415) 554-4506
tajel.shah@sfgov.org

Carrie Bishop,
Chief Digital Services Officer
City and County of San Francisco
(415) 886-5434
carrie.bishop@sfgov.org

CityBase's reporting tool, the Revenue Management Dashboard, allows CCSF to track payments in real-time and provides custom reports needed to conduct day-to-day business operations.