# City of Culver City

## Staff Report

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**File #:** 16-1093, **Version:** 1                              **Item #:** C-11.

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**CC - Approval of a Professional Service Agreement with Turbo Data Systems, Inc. (TDS) for parking citation processing and collection.**

**Meeting Date:** June 12, 2017

**Contact Person/Dept:** Dianne Gifford/Police Department

**Phone Number:** 310-253-6252

**Fiscal Impact**: Yes [X]  No []              **General Fund:** Yes [X]  No []

**Public Hearing:** []      **Action Item:** [X]      **Attachments:** [X]

**Commission Action Required:**    Yes []    No []

**Public Notification:**    (E-Mail) Meetings and Agendas - City Council (06/07/17);

**Department Approval:** Chief Scott Bixby (05/31/2017)

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## RECOMMENDATION

Staff recommends the City Council approve a professional services agreement with Turbo Data Systems, Inc. (TDS) for parking citation processing and collection.

## BACKGROUND/DISCUSSION

On June 9, 2008, the City Council approved a five-year contract with TDS with the option to extend the agreement for two additional two-year terms. The current contract terminates June 30, 2017. Services provided include citation processing and collection by mail, phone or web site, multiple reminder notices, placement of DMV holds, credit holds, Franchise Tax Board collection, customer service and administrative adjudication scheduling.

New technologies are becoming more integrated. In 2016, the City's Public Works Department entered into a contract with TDS to build a web-based, on-line permitting system to improve customer service, convenience and efficiency. When that system is fully implemented, the TDS database will seamlessly work with the police enforcement system to provide virtual permitting with real-time updates. In 2016, the Police Department also entered into a contract with Tannery Creek for Autochalk to enforce permit zones within the City. Autochalk, as part of that contract, integrated with

TDS to cite using the TDS ticketwriters, to process the citations, and to locate scofflaw vehicles with five or more unpaid parking citations.  In addition, the Police Department already uses TDS's smartphone devices that are Internet and GPS enabled, allowing for the receipt of real-time information, which is integrated with the TDS' Ticketpro software, including maintenance and support.

Culver City Municipal Code (CCMC) Section 3.07.045.G, exempts bidding requirements where competitive bid procedures have already been utilized by the City, another public agency, or joint power agency provided, the equipment, goods or supplies are supplied to the City at the same or better price.  Because parking citation processing and collection services provided by TDS, has previously undergone competitive bid procedures with the City of Newport Beach and TDS will provide the same services at the same rate, this procurement meets this requirement.

A final criterion considered was the past service performance record of the incumbent supplier. TDS's performance during the past contracts has been exemplary.  They have consistently worked with the Police Department to increase collection rates and have offered personalized service without additional costs.

## FISCAL ANALYSIS

Fees are calculated upon the ever changing number of citations written, adjudicated and collected. The fees for a new contract are significantly lower because the majority of the invoice is applied to citation processing and administrative adjudication processing. The only difference is in the credit card fees.  The $3.95 credit card fee will continue to be charged to the customer with no fees charged to the City for merchant processing.

|  | Current | New |
|---|---|---|
| Citation Processing | $    1.18 | $    0.40 |
| Administrative Adjudication Processing | $    3.71 | $    2.35 |
| Final notice, DMV, Correction Letters | $    0.73 | $    0.85 |
| Collections and Out of State Processing | 30% | 30% |
| Franchise Tax Board Collection | 15% | 30% |

The City Council Proposed Budget for Fiscal Year 2017/2018 includes $95,000 for parking citation and collection services (10140200.619800).

## ATTACHMENTS

1. 2017-06-12 - ATT Turbo Data Systems Letter

## MOTION

That the City Council:

1. Approve a professional services agreement with Turbo Data Systems, Inc. for the parking

citation processing and payment services; and

2.  Authorize the City Attorney to review/prepare the necessary documents;

3.  Authorize the City Manager to execute such documents on behalf of the City.