



# STAFF REPORT

AGENDA ITEM NO: 8h

MEETING DATE: June 7, 2021

**To: Honorable Mayor and City Council**

**Date: June 7, 2021**

**From: Michael Matteucci, Chief of Police – (650) 558-4123  
Carol Augustine, Finance Director – (650) 558-7222**

**Subject: Adoption of a Resolution Authorizing the City Manager to Execute an Agreement for Citation Processing, Payment and Adjudication Services With Turbo Data Systems, Inc. for a Term of Five Years From July 1, 2021 and Expiring June 30, 2026**

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## **RECOMMENDATION**

Staff recommends that the City Council adopt the attached resolution authorizing the City Manager to execute an agreement with Turbo Data Systems, Inc, for processing, payment and adjudication services for a five-year term expiring June 30, 2026.

## **BACKGROUND**

Since 1999, agencies in San Mateo County that issue parking citations have individually contracted with Turbo Data Systems, Inc. for parking ticket processing and related services using a model contract negotiated by one City acting as lead agency. The intent in employing a collective process for the RFP is to take advantage of economies of scale, commonalties of practices, and sharing of information amongst agencies that will allow for the most efficient and cost-effective method of processing citations. Each agency could piggy-back on that RFP process and the resulting contract, but independently retained the right to reject any and all bids without cause, regardless of the actions of any or all of the remaining agencies. This process has proved to be greatly beneficial, resulting in saving of both staff time and overall cost of services.

Because the previous contract period expired on June 30, 2020, the County of San Mateo agreed to act as the lead agency in the RFP process for these services. However, due to the disruption associated with the COVID-19 crisis, the RFP issued late in 2019 was withdrawn in March, 2020. Turbo Data agreed to extend the existing contract terms to June 30, 2021.

## **DISCUSSION**

In preparation of the contract expiring, the County issued a consolidated Request for Proposals (RFP) in November 2020 for the provision of citation processing, payment and adjudication services, web-based information management, and records and case management for San Mateo County agencies. DataTicket, Quicket Solutions, and Turbo Data Systems all submitted proposals in response to the RFP. A subcommittee consisting of representatives from the County and the

cities of Belmont, San Mateo, and Daly City was formed to evaluate proposals. The proposals were evaluated on four criteria: (1) Firm Experience, (2) Project Approach, (3) Team Qualifications, and (4) Fee Proposal. Based on these criteria, the subcommittee determined Turbo Data Systems, Inc. to be the best option for the County and the recommended provider of service.

Services include citation processing (for both parking and moving vehicle violations) and collection by mail, telephone or website; multiple reminder notices; placing of DMV holds; appeals and administrative adjudication services; optional advanced collection efforts; and leasing of the Contractor's mobile ticket writers. The Contractor has assured compliance with the County's Contractor Employee Jury Service Ordinance, as well as all other contract provisions that are required by County ordinance and administrative memoranda, including but not limited to insurance, hold harmless, non-discrimination and equal benefits.

The City of Burlingame spends approximately \$60,000 for the citation processing services provided by Turbo Data Systems. Annual payments to the County (including costs of the State Courts) for additional adjudication services and fees approximate \$250,000. Net of these external costs, parking citations provide nearly \$700,000 in annual revenue to the City's General Fund.

### **FISCAL IMPACT**

Although most of the rates quoted in the contract remain the same, some of the fees have actually been reduced from the fees currently charged. For example, the cost of notice processing will be reduced from 80 cents per citation to 76 cents per citation in the new contract. There are also minor reductions in the fees for manual parking citation processing, Franchise Tax Board processing, and payment plans allowed. None of the fees will be increased from the current contract.

#### **Exhibits:**

- Resolution Authorizing the City Manager to Execute an Agreement with Turbo Data Systems, Inc., commencing on July 1, 2021 and ending June 30, 2026
- Agreement for Citation Processing and Adjudication Services Between the City of Burlingame and Turbo Data Systems, Inc.