



**COUNTY OF SAN MATEO**  
Inter-Departmental Correspondence  
Sheriff's Office



**Date:** April 9, 2015  
**Board Meeting Date:** May 19, 2015  
**Special Notice / Hearing:** None  
**Vote Required:** Majority

**To:** Honorable Board of Supervisors

**From:** Greg Munks, Sheriff

**Subject:** Agreement with Turbo Data Systems, Inc. for Parking Citation Processing and Adjudication Services.

**RECOMMENDATION:**

Adopt a resolution authorizing the President of the Board to execute an agreement with Turbo Data Systems, Inc. for County parking citation processing and adjudication services, for a five year term expiring June 30, 2020.

**BACKGROUND:**

In the late 1990's State law decriminalized parking citations and shortly thereafter the Superior Court transferred the responsibility for parking citation processing and collection to local agencies. Rather than form a joint powers agency, it was determined to be most efficient to issue a combined request for proposal (RFP) with the successful vendor entering into individual contracts with each agency and by combining the volume of all ticketing agencies and leveraging economies of scale, the County, cities and other agencies would receive the best processing rates and the highest levels of service. In 1999, the RFP was issued and Turbo Data Systems, Inc. was selected. A subsequent RFP was issued in 2006 and Turbo Data was again the vendor of choice. The City of Daly City was the lead agency for both RFP processes.

**DISCUSSION:**

One year ago, it was determined by the County agencies that an RFP process should be performed to ensure competitive pricing and best in industry standards. The County was selected as the lead agency and hired a consultant to assist in drafting the RFP and evaluating the responses. All of the agencies submitted letters of commitment to the RFP process, including agreement to reimburse the County for the consultant's time based on their proportionate share of parking citation volume, provide statistical data where requested to facilitate RFP development, and execute a one-year contract extension with Turbo Data in order to allow adequate time to complete the RFP process. The RFP was issued on October 8, 2014 and advertised on the County's

Procurement Website. Seven vendors expressed interest and ultimately six submitted proposals. A subcommittee with representatives from the County and the cities of Belmont, Burlingame, Daly City, San Mateo and South San Francisco was formed to vet the proposals and interview the finalists. The proposals were graded on five criteria: 1) qualifications and experience, 2) proposed approach, 3) customer service, 4) thoroughness, and 5) pricing. In addition, all vendors had to demonstrate that they had no outstanding claims or violations, they were financially sound, and they comply with the County's contractual requirements. Based on these criteria, the sub-committee advanced three vendors to the interview process: Data Ticket, Inc., Duncan Solutions, and Turbo Data.

It was determined, following the interview process and reference checks, that Turbo Data remained the best option for the County agencies. The subcommittee felt that the online services, reports and customer service provided by all three vendors were comparable. The subcommittee rated Turbo Data and Duncan Solutions as the strongest with regard to the handheld ticket writers, which was a major factor in the final determination by law enforcement. It is expected that all agencies in the County will save significantly based on the new pricing. For example, citation processing fees will be reduced from \$1.28 to \$0.50 per electronic citation, while hand-written citations will decline from \$1.35 to \$0.80 each. Overall, agencies are expected to realize sizable savings approaching 35-40% below current costs.

Services include citation processing and collection by mail, telephone or website, multiple reminder notices, placing of DMV holds, appeals and administrative adjudication services, and optional advanced collection efforts. In addition, agencies may opt to use the Turbo Data mobile ticket writers for parking and moving citations.

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.

County Counsel has reviewed and approved the resolution and agreement as to form.

Approval of this agreement contributes to the Shared Vision 2025 outcome of a Safe Community by ensuring safe neighborhoods and achieving seamless services within the County

**PERFORMANCE MEASURE(S):**

Measure	FY 2014-15 Estimate	FY 2015-16 Projected
Number of citations issued	17,989	18,071

**FISCAL IMPACT:**

Costs for citation processing are anticipated to decline by approximately 35-40% overall while maintaining the same quality of service. Total fees paid to Turbo Data in FY 2013-14 were \$48,373.41. Based on FY 2013-14 activity, it is anticipated that the County will

save approximately \$17,000 per year under the new agreement. The contract term will be for five (5) years with no increase in fees during that period other than direct pass-through of any postal rate increases.