



SECOND AMENDMENT TO AGREEMENT WITH TURBO DATA SYSTEMS, INC.

Public Works Department

City Council
January 5, 2021

RiversideCA.gov

1

BACKGROUND

1. On December 15, 2015, City Council approved a three-year agreement with Turbo Data Systems, Inc. (Turbo) from January 1, 2016 through December 31, 2018 for a total amount of \$801,000 with two, two-year extensions.
2. On August 28, 2018, to comply with Assembly Bill 503, City Council approved the implementation of a parking citation payment plan program adding a new user fee for qualified low-income persons, administered by City Staff.



2

RiversideCA.gov

2

BACKGROUND (CONTINUED)

3. On December 11, 2018, the City Council approved the First Amendment with Turbo extending the agreement for an additional two years from January 1, 2019 through December 31, 2020 in the amount of \$662,300; for a total revised contract amount of \$1,463,330.
4. On March 19, 2020, in compliance with the COVID-19 pandemic Stay at Home Order issued by the Governor and to reduce the spread of the virus, protocols to support the community while heeding to the order were quickly implemented.



3

RiversideCA.gov

3

BACKGROUND (CONTINUED)

- 4a. Parking patrols were scaled back to include patrolling for safety-related parking violations;
- 4b. Parking citation fine due dates were deferred through June 30, 2020 and Turbo reflected these changes in all notices sent during that period; and
- 4c. Full reinstatement of parking patrols and parking citation payments resumed July 1, 2020.



4

RiversideCA.gov

4

DISCUSSION

Workload for City Staff

City staff have administrated the payment plan program, but as additional payment plan applications are submitted, it has become cumbersome and time consuming to track, collect, and report monthly.

Turbo offers a payment plan administration and has the proper software to manage the program more effectively than City staff at a minimal cost;

Beneficial option for persons impacted by the pandemic.

Cost for Turbo Data



5

RiversideCA.gov

5

NEW RATE STRUCTURE

Processing Cost per Citation			
	Item	Current Rate	New Rate
1	Citation Processing	\$0.42	\$0.43
2	DMV Hold Letters	\$0.89	\$0.91
3	Notice Processing	\$0.89	\$0.91
4	Final Notices	\$0.89	\$0.91
5	Innovative Collection Services	31% of Amount Collected	32% of Amount Collected
6	Out of State Collection Services	31% of Amount Collected	32% of Amount Collected
7	Paperless Appeals	\$1.56	\$1.59
8	Adjudication Letters	\$0.89	\$0.91
9	Hearing Examiner	\$26.00	\$26.55
10	Franchise Tax Board Letters	\$2.60	\$2.65
11	Franchise Tax Board %	16% of Amount Collected	16% of Amount Collected
12	Payment Plan Processing	n/a	\$5.00
13	Payment Plan Letters	n/a	\$0.91
Preferential Parking Zone (PPZ) Permit Management			
	Item	Current Rate	New Rate
14	Permit Processing Fee	\$1.56	\$1.59
15	Permits Online	\$0.52	\$0.53
16	Renewal Notifications (plus postage)	\$1.56	\$1.59
17	Permit Fulfillment (plus postage)	\$1.56	\$1.59

New



6

RiversideCA.gov

6

IMPACTS OF COVID-19 PANDEMIC

1. With varying levels of Stay at Home Orders, staff is prepared to adapt to best serve the community by:
 - a. Temporarily relaxing parking patrols,
 - b. Offering payment plans,
 - c. Extending citation payment due dates; and
 - d. Working with individuals seeking assistance to pay parking fines.
2. The COVID-19 pandemic response protocol options are accounted for in the agreement as the total cost of Turbo's services depend on the volume of citations and permits issued.



7

RiversideCA.gov

7

RECOMMENDATIONS

That City Council:

1. Approve the Second Amendment to Agreement with Turbo Data Systems, Inc. extending the agreement for an additional two-year term through December 31, 2022 for services that include administrative processing, collection of parking citation fines, management of preferential parking zone (PPZ) permits and adding payment plans in the amount of \$761,200 for a total revised contract amount of \$2,224,500; and
2. Authorize the City Manager, or his designee, to execute the Second Amendment to the Agreement with Turbo Data Systems, Inc. of Tustin, CA including making minor, non-substantive changes.



8

RiversideCA.gov

8