



City of Arts & Innovation

City Council Memorandum

TO: HONORABLE MAYOR AND CITY COUNCIL **DATE: SEPTEMBER 21, 2021**

FROM: PUBLIC WORKS DEPARTMENT **WARDS: ALL**

SUBJECT: AUTHORIZATION FOR CITY MANAGER OR HIS DESIGNEE TO TERMINATE THE AGREEMENT AND SUBSEQUENT AMENDMENTS TO THE AGREEMENT WITH TURBO DATA SYSTEMS, INC., A CALIFORNIA CORPORATION

ISSUE:

Authorize the City Manager or his designee to terminate the Agreement and subsequent Amendments to the Agreement with Turbo Data Systems, Inc., a California corporation for Parking Citation Processing and Payment Services, Preferential Parking Permit Management, and Automated Handheld Citation Writer Equipment.

RECOMMENDATION:

That the City Council authorize the City Manager or his designee to execute all necessary documents to terminate the Agreement and subsequent Amendments to the Agreement between the City and Turbo Data Systems, Inc., a California corporation for Parking Citation Processing and Payment Services, Preferential Parking Permit Management, and Automated Handheld Citation Writer Equipment.

BACKGROUND:

In August 2015, the City of Riverside issued RFP No. 1540 for Parking Citation Processing and Payment Services, Preferential Parking Permit Management, and Automated Handheld Citation Writer Equipment.

In December 2015, City Council awarded a Professional Consultant Services Agreement with Turbo Data Systems, Inc., a California corporation (Turbo) to provide Parking Citation Processing and Payment Services, Preferential Parking Permit Management, and Automated Handheld Citation Writer Equipment until December 31, 2018 with two, two-year extensions.

In December 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 January 2020, the City of Riverside issued RFP No. 2008 for City-wide Citation Processing Services to address similar needs across multiple Divisions/Departments that could be combined into a single agreement for potential cost savings. The specific needs of the Parking Services Division were outlined in the Scope of Services to include parking citation processing and collections services, preferential parking permit management, and automated handheld citation writer equipment.

In January 2021, the City Council approved the Second Amendment with Turbo extending the agreement for an additional two years from January 1, 2021, through December 31, 2022.

In July 2021, City Council awarded a Professional Consultant Services Agreement with Data Ticket, Inc., of Irvine, California (Data Ticket) to provide City-wide Citation Processing Services until June 30, 2024 with two, one-year extensions.

DISCUSSION:

Although Turbo is currently contracted to provide Parking Citation Processing and Payment Services, Preferential Parking Permit Management, and Automated Handheld Citation Writer Equipment, these services will be migrated to Data Ticket upon approval by City Council. As a result, the Parking Fund (570) will achieve an overall per transaction cost savings.

Transition from Turbo to Data Ticket for City-wide Citation Processing Services is expected to take a few months for completion. The execution of the termination of Agreement with Turbo and the Purchase Order with Data Ticket will finalize the official transition process.

STRATEGIC PLAN ALIGNMENT:

This item contributes to the Envision Riverside 2025 City Council Strategic Priority 5 – High Performing Government and the following goals:

5.2 Utilize technology, data, and process improvement strategies to increase efficiencies, guide decision making, and ensure services are accessible and distributed equitably throughout all geographic areas of the City.

5.4 Achieve and maintain financial health by addressing gaps between revenues and expenditures and aligning resources with strategic priorities to yield the greatest impact.

Furthermore, this project aligns with each of the five Cross-Cutting Threads:

1. **Community Trust** – The City improves the quality of life of by enforcing parking ordinances and California Vehicle Code laws that impact the community.
2. **Equity** – The services offered through the agreement are available and accessible to all.
3. **Fiscal Responsibility** – The agreements were awarded after numerous proposals were vetted to determine the best citation processing service at the most economical cost.
4. **Innovation** – The migration to a new consultant enhances the City's ability to provide customer service via phone, online, fax, email, U.S. mail, and in person.
5. **Sustainability & Resiliency** – The services related to this termination and subsequent migration are fully funded by the Parking Fund.

FISCAL IMPACT:

The total fiscal impact of this recommendation is currently unknown, as potential cost savings are directly associated with the volume of citations processed and the subsequent follow up notices required. It is anticipated that the cost to the City of most citations will be reduced under the new contract. Appropriation for future fiscal years will be included in the Department's budget submissions for those fiscal years to be presented to the City Council for approval.

Prepared by: Gilbert Hernandez, Interim Public Works Director
Certified as to
availability of funds: Edward Enriquez, Chief Financial Officer/Treasurer
Approved by: Rafael Guzman, Assistant City Manager
Approved as to form: Phaedra A. Norton, City Attorney

Attachments: Signed Termination of Agreement with Turbo