

CITY OF SANTA ROSA  
CITY COUNCIL

TO: MAYOR AND CITY COUNCIL  
FROM: ALAN ALTON, CHIEF FINANCIAL OFFICER  
FINANCE DEPARTMENT  
SUBJECT: FIRST AMENDMENT TO PROFESSIONAL SERVICES  
AGREEMENT NUMBER F001697 WITH TURBO DATA  
SYSTEMS, INC. FOR PARKING CITATION PROCESSING  
SERVICES

AGENDA ACTION: RESOLUTION

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RECOMMENDATION

It is recommended by the Finance Department that the Council, by resolution, approve the First Amendment to the Professional Services Agreement Number F001697 with Turbo Data Systems, Inc., of Santa Ana, California, for Citation Processing Services that are required for enforcement operations provided by the Parking Division by 1) correcting an erroneous reference to the end of the Contract term, 2) exercising the City's option to extend the term of the agreement by one year through June 30, 2024, 3) and increasing compensation under the Agreement by \$94,000 for a total contract not-to-exceed amount of \$519,000.

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EXECUTIVE SUMMARY

The Parking Division has an ongoing need for citation processing services for all citations that are written by the enforcement section of the Parking Division, including DMV notification, billing, collections, appeals, dismissals, hearings, and notifications. The original agreement was approved by Council for a five-year term expiring on June 19, 2023; however, the executed agreement inadvertently referenced an erroneous June 30, 2025 expiration date. Staff recommends updating the agreement to correct the erroneous expiration date, exercise the City's option to extend the agreement for one additional year, and increase compensation under the agreement by \$94,000 for that additional year to facilitate continued parking enforcement operations until a new Request for Proposals can be initiated.

BACKGROUND

In 2018, Request for Proposals (RFP 18-25) was solicited by the City of Santa Rosa for parking citation processing services and awarded to Turbo Data Systems, Inc.

FIRST AMENDMENT TO PROFESSIONAL SERVICES AGREEMENT FOR PARKING  
CITATION PROCESSING SERVICES  
PAGE 2 OF 3

The contract provides a fully integrated software, equipment and customer service solution for citation processing services including citation processing, on-line appeals, telephone customer service, parking citation collection services, and handheld ticket writing equipment.

PRIOR CITY COUNCIL REVIEW

On June 18, 2013, the Council awarded contract F000569 to Turbo Data Systems, Inc. for a three-year term with two one-year extensions in the amount of \$225,000.

On May 24, 2016, Council approved a second amendment to Agreement Number F000569 in the amount 239,000.

On June 19, 2018, the Council, by Resolution No. RES-2018-097, approved Professional Services Agreement Number F001697 for a term of five-years in the amount of \$425,000 with one (1) five-year extension option. The expiration date of this Agreement should have been June 30, 2023, but the executed agreement erroneously referenced a June 30, 2025 expiration date.

ANALYSIS

In 2013, it was determined that having parking citation processing services performed by a third party was in the best interest of the City for the following reasons:

- Increased City staff efficiencies for adjudication review by eliminating time spent cross-referencing photos to the citation issued.
- Provision of a customer service toll-free telephone number (with 24/7 IVR) improved customer access for the public.
- Greater feature capability of hand-held equipment including ability to issue and track warnings, access to real-time data, GPS, water-proof, and wireless connectivity to allow for pay-by-phone and parking meter integration.
- Provision of a fully interactive web-based system that included an on-line appeal and inquiry process providing customers with a convenient method to submit paperless appeals and a significant reduction in staff time spent scanning mailed appeals.
- Increased revenue recovery resulting from vendor collections expertise, use of the Franchise Tax Board's Interagency Intercept Collection (IIC) program, and ability to access out of state registered owners' addresses.

Council originally awarded this contract for a five-year term starting on June 19, 2018, with a possible five-year extension. Due to an administrative error, the PSA was written to expire June 30, 2025 (seven-years) rather than June 30, 2023 (five-years).

FIRST AMENDMENT TO PROFESSIONAL SERVICES AGREEMENT FOR PARKING  
CITATION PROCESSING SERVICES  
PAGE 3 OF 3

Due to this error and the contract being in the City's OneSolution ERP system as June 30, 2025, Parking staff was not aware that an extension was needed at this time until a review of the contract by Purchasing and the new Parking Manager was conducted. Due to the changed environment downtown following the Covid pandemic and new developments in the Central Parking District, Parking staff recommends that Council approve the following changes to the Agreement:

- Correct the incorrect reference to a June 30, 2025 expiration date and instead insert the correct June 30, 2023 expiration date into the agreement;
- Increase compensation under the Agreement by \$94,000 for a total not-to-exceed amount under the agreement of \$519,000,
- Exercise the City's option to extend the agreement for one additional year through June 30, 2024 to allow Parking and Finance to determine if a five-year extension is in the best interest of the City and the Parking Division or if a new Request for Proposals should be initiated.

FISCAL IMPACT

Funds for this expense are included in the current fiscal year Parking Enforcement budget under Key 050802. As a regular operating expenditure, the ongoing services as described will be in subsequent years budget proposals to the City Council.

ENVIRONMENTAL IMPACT

This action is exempt from the California Environmental Quality Act (CEQA) pursuant to CEQA Guidelines Section 15061(b)(3) and 15378 in that there is no possibility that the implementation of this action may have significant effects on the environment, and no further environmental review is required.

BOARD/COMMISSION/COMMITTEE REVIEW AND RECOMMENDATIONS

None.

NOTIFICATION

Not applicable.

ATTACHMENTS

- Resolution/ Exhibit A – First Amendment to Professional Services Agreement

PRESENTER

Chad Hedge, Parking Manager