


CITY COUNCIL ACTION REQUEST

Department(s): Finance	CEQA: Agreements/Contracts (New or Amended) resulting in no physical changes to the environment Public Project number PP17-003.	Coordination: Department of Transportation, City Attorney's Office, and City Manager's Budget Office	Dept. Approval: /s/ Julia H. Cooper
Council District(s): Citywide			CMO Approval:  6-7-18

SUBJECT: FOURTH AMENDMENT TO THE AGREEMENT WITH TURBO DATA SYSTEMS, INC. FOR PARKING CITATION PROCESSING/COLLECTION SYSTEM AND CUSTOMER SERVICE CENTER

RECOMMENDATION:

Adopt a resolution authorizing the City Manager to:

1. Execute the Fourth Amendment to the Agreement with Turbo Data Systems, Inc. ("Turbo Data") for Parking Citation Processing/Collection System and Customer Service Center to amend the term by adding two one-year options to extend the term through June 30, 2020, at a maximum compensation of \$871,200 for July 1, 2018 to June 30, 2019, subject to the annual appropriation of funds.
2. Exercise up to two one-year options to extend the term through June 30, 2020, with price adjustment capped at 7%, subject to the annual appropriation of funds.

Desired Outcome: Provide ongoing parking citation services and customer service support to the public.

BASIS FOR RECOMMENDATION:

The City of San José issues approximately 200,000 administrative citations per year for parking violations. In 2008, Council passed a resolution authorizing the execution of an agreement with Turbo Data to provide a comprehensive parking citation processing services.

Turbo Data's services include providing a citation processing management system with all associated software and hardware, issuing delinquency notices and courtesy letters, receiving and processing payments, pursuing collections, and providing support for the City's adjudication process for contested citations. Additionally, Turbo Data maintains and staffs a customer service walk-in center in downtown San José and a 24/7 call center to respond to parking citation inquiries and provide all related parking citation services to the public. The agreement expires on June 30, 2018.

Department of Transportation staff is finalizing the requirements that will be included in a Request for Proposal (RFP). Approval of the above recommendations will allow staff time to conduct and complete the RFP process and implement the selected solution.

Office of Equality Assurance: Living Wage or Prevailing Wage, whichever is higher, is applicable to this Agreement.

This Council item is consistent with the City's 2018-2019 Proposed Operating Budget City Service Areas Delivery Framework to provide parking compliance services in support of businesses and programs.

COST AND FUNDING SOURCE:

Fund #	Appn#	Appn Name	Total Appn.	Amt for Recommendation	2018-2019 Proposed Operating Budget Page*	Last Budget Action (Date, Ord. No.)
001	0512	DOT Non-Personal/ Equipment	\$15,457,923	\$871,200	VIII-338	N/A

*The FY 2018-2019 Proposed Operating Budget is scheduled to be approved by Council on June 12, 2018 and adopted on June 19, 2018.

FOR QUESTIONS CONTACT: Jennifer Cheng, Deputy Director of Finance at 408-535-7059