

City of



CITY MANAGER'S OFFICE – INTERNAL AUDIT

DATE: February 13, 2013

TO: BRUCE RUDD, Assistant City Manager
DEL ESTABROOKE, Parking Manager

THROUGH: RENENA SMITH, Assistant City Manager *RS*

FROM: BOB KOURY, Principal Internal Auditor *Bob Koury*
Budget and Management Studies - Internal Audit

SUBJECT: FOLLOW-UP REVIEW - LIMITED SCOPE AUDIT - PARKING CITATIONS
REVENUE AND INTERNAL CONTROLS

Attached is the Final Follow-Up Review Report related to the Limited Scope Audit of Parking Citations Revenue and Internal Controls issued on August 16, 2012. This follow-up review was performed in accordance with AO 1-12 and Government Auditing Standards.

Internal Audit performed follow-up procedures, as considered necessary, and determined the current status of the original eight audit recommendations as follows:

Fully Implemented - 2
In Progress - 5
Not Implemented - 1

We wish to thank you and your staff for your assistance during the course of this follow-up review. If you have any questions or we can be of any further assistance to your Department, please contact Bob Koury, Principal Internal Auditor, at 621-7072.

Attachments

cc: Ashley Swearengin, Mayor
Council Members
Mark Scott, City Manager
Georgeanne White, Chief of Staff, Mayor's Office
Francine Kanne, City Attorney
Jerry Dyer, Chief, Police Department
Karen Bradley, Assistant Controller, Finance Department



City Manager's Office – Internal Audit

FINAL FOLLOW-UP REVIEW REPORT

**Limited Scope Audit – Parking Citations Revenue and
Internal Controls**

Audit Number 13-0008

**Performed by:
Bob Koury, Principal Internal Auditor
Budget and Management Studies – Internal Audit**

Issued on February 13, 2013

Introduction and Background Information

The City of Fresno processes approximately 55,000 parking citations per year. The City's Parking Controllers issue parking citations by electronic "hand-held" ticket writers for various parking violations, tow vehicles that have been abandoned, and may also immobilize ("boot") vehicles that have 5 or more outstanding parking citations. The City's Police Department and other authorized entities also issue hand written (manual) parking citations. All parking citations are issued for violations of applicable sections of the California Vehicle Code and Fresno Municipal Code.

As of July 1, 2006, the City of Fresno's main parking citation data base is networked from Turbo Data Systems, Inc. (TDS), located in Tustin, California. TDS is a complete parking citation management program that provides immediate access to critical information, and provides detailed reports for the City on demand. Customers can pay their parking citations via the phone, internet, by mail or in person. It is the responsibility of TDS to perform all backup procedures for the City's parking citation data base.

Unpaid parking citations are submitted to the California Department of Motor Vehicles by TDS for vehicle registration "Hold" or submitted to a Collection Agency for processing. The Franchise Tax Board Tax Intercept Program is also utilized by TDS for collection of outstanding parking citations for the City of Fresno.

The City received approximately \$2.5 million in parking related fines and penalties for FY11 and approximately \$2.3 million for FY12, per the City's PeopleSoft Financial System revenue report.

Audit Scope and Objectives

This audit was performed by the Principal Internal Auditor during June and July 2012. The primary objectives of this limited scope audit were: 1) to determine whether existing policies, procedures and internal controls related to parking citations are sufficient, 2) to determine if all City issued parking citations fines and penalties per the City's current approved Master Fee Schedule (MFS) were properly assessed and collected, and 3) to identify any weaknesses in the parking citations program and related recordkeeping and to then propose appropriate audit recommendations to City Management to strengthen and improve internal controls and revenue enhancements for the parking citations program.

Audit Conclusion

Overall, the Parking Division Manager and his limited staff should be commended for their efforts and professionalism in the issuance and oversight of City issued parking citations. TDS is also performing their parking citation services for the City of Fresno in a professional and satisfactory manner. There are some areas, however, that were noted during the course of this audit that need to be addressed by the Department and Parking Division Management for improved internal controls, recordkeeping and revenue enhancement opportunities related to City issued parking citations. These areas are addressed throughout this audit report.

Audit Report Sections – Results and Recommendations

I. “Contract” Between the City of Fresno and Turbo Data Systems, Inc. (TDS)

A copy of the most current, fully executed Contract between the City of Fresno and TDS for Parking Citation Processing Services was requested by Internal Audit from both the City and TDS for audit purposes. The documents received from both the City and TDS upon this request do not, however, appear to be in the proper City “contractual format” nor are they fully executed (signed and dated by both contracting parties), as follows:

A TDS “Budgetary Cost Proposal” dated February 2, 2006 and a TDS “Quotation for California DMV transaction services” dated August 25, 2000, was provided to Internal Audit as the “Contract” between the City and TDS for Parking Citation Processing Services. The “Budgetary Cost Proposal” was signed off by the City’s Parking Manager in May 2006 but included no signatures from an authorized TDS representative.

The TDS “Quotation for California DMV transaction services” dated August 25, 2000, did not include a signature from an authorized TDS representative but was approved by the City via a September 14, 2000 letter signed by the City’s Traffic Engineer.

The TDS “Quote for Adjudication Document Scanning” dated May 11, 2011, is not signed off by the City as approving such services.

(See **Exhibit A** for all above referenced documents.)

The Parking Citation Services being provided to the City by TDS are not in question here. During the course of this audit, it became obvious that TDS is a very reputable and competent company who has been providing Parking Citation Services to the City of Fresno in a professional and satisfactory manner for several years now. However, Internal Audit would be remiss in its responsibilities to not at least question the appropriateness and legality of the current “contractual documents” noted within this section of the audit report. It should also be noted that the City of Fresno has paid TDS approximately \$225,000 for its parking citation services for the 18 month period January 2011 through June 2012, and of that amount, \$164,754 was paid in FY12 alone.

Audit Recommendations

1. The Parking Division Manager should immediately consult with the City’s Purchasing Manager and City Attorney’s Office regarding the appropriateness and legality of the current “contractual arrangement” between the City and TDS related to Parking Citation Processing Services. All Exhibit A documents should be submitted to the Purchasing Manager and City Attorney’s Office for their review and determination as to their appropriateness and compliance with the City’s established contract format, processes, policies and procedures.
2. Based on the results of the implementation of recommendation 1 above, the Parking Division Manager should proceed in accordance with the direction provided by both the Purchasing Manager and City Attorney’s Office in

addressing this audit finding in a satisfactory manner. Supporting documentation for the implementation of these two audit recommendations should be maintained for future reference and/or audit purposes.

Original Management Response to Recommendations 1 & 2

Parking Services is setting up a meeting with the Purchasing Manager and the guidelines and time of completion for an RFP/Contract will be developed at that time. Estimated Completion Date: December 1, 2012.

Current Status of Recommendations 1 & 2 – In Progress

Parking Services met with the Purchasing Manager who suggested us “Piggy Back” with an already existing contract between TD and another California city. After looking at several accounts the contract between Riverside and TD most matches our function with TD. We are scheduled to meet with TD in early March 2013 to evaluate the contract parameters and also evaluate new technologies. We can then get the contract modified. I will then schedule it with the City Attorney’s Office. Estimated Completion Date: July 1, 2013.

II. Policies and Procedures/Annual Review Per V.C. 40200.6 (b) and (c)

As related to the processing of parking citations, per V.C. 40200.6 (b) – “*The governing body of the issuing agency (City of Fresno) shall establish written policies and procedures pursuant to which the contracting party (TDS) shall provide services.*” As confirmed by TDS during the audit, no formalized policies or procedures were provided to TDS by the City related to the processing of City issued parking citations.

Per V.C. 40200.6 (c) – “*The issuing agency (City of Fresno) shall be responsible for all actions taken by contracting parties (TDS) and shall exercise effective oversight over the parties. “Effective oversight” includes, at a minimum, an annual review of the services of the processing agency and a review of complaints made by motorists using the services of the processing agency.*” As confirmed by TDS during the audit, no annual review has been completed by the City for their services since inception.

Audit Recommendation

3. The Parking Division Manager and TDS should immediately address these two Vehicle Code requirements to ensure adequate compliance with the statutes. Supporting documentation for the implementation of this recommendation should be maintained for future reference and/or audit purposes.

Original Management Response to Recommendation 3

As part of the new contract written policies, an annual review of vendor responsibilities will be established. Estimated Completion Date: December 1, 2012.

Current Status of Recommendation 3 – In Progress

Negotiations with the new contract parameters including established written policies and annual reviews will be part of the upcoming meeting. Estimated Completion Date: July 1, 2013.

III. “Hand-Held” Ticket Writers – Cost Savings of \$2,000-\$2,500 Per Year

The City Parking Division currently has 25 Hand-Held ticket writers (units) for issuing parking citations by the Parking Controllers. The City pays TDS \$500 per unit per year for the “maintenance and support” of said units, whether they are used or not. The City’s last annual payment to TDS was \$12,500 for 2011-12 (\$500 x 25 units).

Based on Internal Audit’s inquiry of the need for all 25 units to be “maintained and supported” by TDS, it was determined by the Parking Controller Supervisor that only 20-21 hand-held ticket writers were necessary for the issuance of parking citations by City staff. Based on the immediate reduction of 4-5 hand-held units from the inventory, the City could save \$2,000-\$2,500 in “maintenance and support” costs for the 2012-13 year.

Audit Recommendation

4. The Parking Division Manager and Parking Controller Supervisor should immediately evaluate the current hand-held units necessary for the issuance of parking citations by City staff. Upon the conclusion of this evaluation, TDS should immediately be informed of the reduction in hand-held units from their “maintenance and support” charges for 2012-13.

Original Management Response to Recommendation 4

Parking Services has requested a review of maintenance logs from TDS on each of the handholds. Once it is determined which units require the most maintenance, four (4) units will be eliminated. Estimated Completion Date: October 1, 2012.

Current Status of Recommendation 4 – Fully Implemented

We reduced our units by four (4) effective September 2012.

IV. Manually Issued Parking Citations – Lost Revenue

Manual parking citations are issued by various entities within the City limits from “Citation Books” provided to such agencies by the City’s Parking Division. Each citation book contains 25 citations which are sequentially numbered, 3-part carbonless forms: Yellow – placed on vehicle windshield; Green – delivered to the City’s Parking Division within 3 days of issue date; and White – remains in the citation book maintained by the respective issuing agency. Manually written parking citations are mailed to TDS for entry into the main parking citation database by TDS staff for processing.

As of the audit date, the following individuals/agencies were in possession of “Parking Citation Books” and were issuing parking citations within the City limits:

City Parking Controllers
Fresno Police Department
Fresno Community Hospital Security
St. Agnes Hospital Security
Manchester Shopping Center Security
Fig Garden Shopping Center Security

It was noted during the audit that some of the agencies, primarily the Fresno Police Department, were continuing to use “old, outdated” citations which included non-current parking citation fines and penalty amounts on the citations. Although the City’s Parking Division has provided revised parking citation books (with the higher fines and penalties on them) to the above noted agencies and requested that the “older, outdated” citation books be returned, compliance with this request has not occurred, primarily by the Fresno Police Department.

As a result of the continued issuance of these “outdated” citations, the recipients of such citations are paying a lesser amount to the City for parking violations that should be at a higher rate, as per the City’s Master Fee Schedule (**Exhibit B**) and related California Vehicle Code and Fresno Municipal Code sections.

Internal Audit requested a “Fine Discrepancy Report” from TDS for the period July 2010 through June 2012 to determine the amount of lost parking citation revenue as a result of the use of the older/noncurrent manually issued citations by the above noted agencies. The result: The City lost approximately \$8,200 in parking citation revenue for the two year period. This amount is most likely larger due to any unpaid, delinquent parking citations and any late penalties being added to the base citation fine.

Audit Recommendation

5. The Department Director and Parking Division Manager should formally request the Fresno Police Department and all other agencies who issue manual parking citations to immediately return all unused “older/outdated” citation books to the Parking Division. The Parking Division should then ensure that only Parking Citation Books with the most current parking fines and penalties are being used by these individuals/agencies for enhanced parking revenue to the City.

Original Management Response to Recommendation 5

Parking Services is requesting through our “point of contact” at the Police Department that the old citation books will be eliminated. We will provide them a list of the books and ticket numbers that should be used. Estimated Completion Date: October 1, 2012.

Current Status of Recommendation 5 – In Progress

Parking Services has issued new books with Guidelines. To date old citations are

still being used by PD. We contacted the Supply and Equipment Technician as well as a Deputy Chief in hopes of resolving this situation. The technician is notifying the sections that use the books to stop using the old books with old fees. Estimated Completion Date: May 1, 2013.

V. **Multiple Parking Citations (5 or more)/Immobilization (“Booting”) of Such Vehicles/Administrative Fee**

Vehicle Code Section 22651.7 allows for the immobilization (“booting”) of any vehicle having been issued five or more parking citations that are delinquent and unpaid. *The vehicle may be immobilized until that person furnishes to the immobilizing law enforcement/issuing agency (City of Fresno) all of the following:*

- (1) Evidence of his or her identity.*
- (2) An address within this state at which he or she can be located.*
- (3) Satisfactory evidence that the full amount of parking penalties has been deposited for all notices of parking violation issued for the vehicle.....*

As of June 30, 2012, the City of Fresno had 194 different licensed vehicles with five or more delinquent parking citations, totaling \$98,700 owed to the City in outstanding parking penalties. (Per “Multiple Citation Detail Report” provided to Internal Audit by TDS). The top five offenders with Fresno addresses (total citations and amount due) were: 11 citations - \$1,091; 5 citations - \$1,085; 9 citations - \$1,027; 11 citations - \$891; 9 citations - \$751.

All of the delinquent parking citations included in the “Multiple Citation Detail Report” are currently with the DMV, Collection Agency or Franchise Tax Board for collection purposes per TDS. However, Internal Audit was informed by the City’s Parking Division that they only immobilized (“booted”) 61 vehicles in Fresno during the two year period July 2010 through June 2012. It would appear that more frequent “booting” of vehicles, which have five or more delinquent parking citations, would expedite and enhance the receipt of parking citation revenue for the City.

An “**Immobilization Boot Removal Fee**” of **\$100** was approved by the City Council effective May 2007, over five years ago. Other California cities were surveyed by Internal Audit as of 7/5/12 to obtain their current “Boot Removal Fees”, with the following results:

- San Francisco - \$300
- Oakland - \$265
- Los Angeles - \$150
- Sacramento - \$100
- Davis - \$100

It would appear appropriate for the City’s Parking Division to perform a more current “cost study” to determine if they are adequately recovering their costs for the “Immobilization Boot Program” in the City and, if appropriate, pursue increasing this fee in accordance with the City’s Master Fee Schedule procedures. For example, if the fee

were even increased to \$125 and if 50 applicable vehicles were “booted” in a year, this would generate \$6,250 in cost recovery, as well as increased parking citation revenues for the City.

Audit Recommendations

6. The City’s Parking Division should increase the immobilization (“booting”) of applicable vehicles in the City of Fresno in order to expedite and enhance parking citation revenues from these “non-responsive” and delinquent vehicle owners with five or more outstanding citations.

Original Management Response to Recommendation 6

As part of the Fiscal 2013/2014 budget process, Parking Services will recommend that the boot fee be increased to \$150.00 as part of the annual Master Fee Increase Package. Estimated Completion Date: June 1, 2013.

Current Status of Recommendation 6 – In Progress

Parking Services Hand held computers are updated daily so if a vehicle has five or more open citations the computer will show it. Approximately 3 times a year five or more active citation lists will be generated and issued to parking controllers assigned various districts throughout the city. If a five or more citation violator is identified and generated via the computer or via the master list on Mondays through Thursdays, a controller is available to boot the vehicle. The vehicle will be booted until action is taken on paying the citations. Note: Lists cannot be generated during certain times of the year due to Franchise Tax Board Project Intercept progress. Estimated Completion Date: July 1, 2013.

7. The City’s Parking Division should perform a more current “cost study” to determine if they are adequately recovering their costs for the “Immobilization Boot Program” in the City and, if appropriate, pursue increasing this fee in accordance with the City’s Master Fee Schedule procedures. Supporting documentation for the implementation of this recommendation should be maintained for future reference and/or audit purposes.

Original Management Response to Recommendation 7

A cost study will be completed in the next 30 days to address recovery of costs associated with the boot program. A copy of this study will be provided to the internal auditor. Estimated Completion Date: September 30, 2012.

Current Status of Recommendation 7 – Not Implemented

A cost study will be completed in conjunction with our Master Fee Schedule proposed additions for the upcoming Fiscal Year. We had started the process early but with the big parking changes being proposed we felt that as a stand-alone item it would not move forward. Estimated Completion Date: July 1, 2013.

VI. Outstanding Parking Citations – “Accounts Receivable” As of June 30, 2012

At the request of Internal Audit, TDS provided the total number of outstanding parking citations and related “accounts receivable” amount due to the City as of June 30, 2012. The detail is as follows:

| <u>“Location of Accounts”</u> | <u>Total Citations</u> | <u>Total Amount Due</u> |
|---------------------------------------------|------------------------|---------------------------|
| With TDS – Current/Non-Delinquent | 10,143 | \$ 715,949 |
| With DMV for Registration “Holds” | 10,857 | 999,015 |
| With the Collection Agency | 29,350 | 2,583,802 |
| In the FTB Tax Intercept Program | <u>7,667</u> | <u>849,309</u> |
| Total Unpaid Citations as of 6/30/12 | <u>58,017</u> | <u>\$5,148,075</u> |

Audit Recommendation

8. The City Parking Division and TDS should continue to aggressively pursue the collection of all outstanding parking penalties due to the City in whatever means possible and in a cost-effective manner to enhance parking revenues for the City.

Original Management Response to Recommendation 8

Parking Services completely agrees with this recommendation and the amount is staggering. We anticipate going after delinquents through the intercept program on an annual basis rather than every other year. We are also contacting the California Public Parking Association to canvas whether any of its members are doing anything different from Fresno. Estimated Completion Date: October 1, 2012.

Current Status of Recommendation 8 – Fully Implemented

We are now active in the 2012 FTB Intercept Program and will be tracking this item Between now and May 20, 2013. We have also budgeted for next year’s FTB campaign making it an annual program.

turboDATA SYSTEMS

CONFIDENTIAL INFORMATION DISCLAIMER: This proposal contains certain confidential and valuable information in the form of ideas, know-how, concepts, processes, plans and trade secrets that belong to Turbo Data Systems, Inc. In accordance with the California Public Records Act, this confidential information shall not be disclosed outside the Agency and shall not be duplicated, used, or disclosed in whole or in part for any purpose except in the procurement process. Confidential information contained in this document is noted on each applicable page or image. Serious and irreparable competitive disadvantage in future procurements could result from the release of any confidential information contained in this proposal. Please notify us immediately, in writing, if there is a request for disclosure of any confidential information, so that we will have an opportunity to participate in any disclosure discussions.

Budgetary Cost Proposal

For

City of Fresno

February 2, 2006

1. BASIC PROCESSING SERVICES.....\$500 monthly minimum

Per citation processing fee (handwritten and electronic)

Automated w/in 48 hrs.....\$0.70 per citation entered

Manual and Automated after 48 hrs.....\$0.82 per citation entered

This service includes the following:

DATA ENTRY

- Online entry of manual and automated citations (habitual offender file for booting/towing is updated daily and available for automated citation writers)
- Online update of payment/disposition information

PAYMENT PROCESSING

- Payment processing for all payments received by mail

CUSTOMER SERVICE - TOLL-FREE PHONE #

- Toll-free # staffed between the hours of 9:00 am and 4:00 pm, Mon. thru Fri
- Trained representatives to answer questions specific to your agency

INTERACTIVE VOICE RESPONSE SYSTEM (IVR)

- IVR system available to callers 24 hours a day, 7 days a week
- System provides status of citation, amount due, due date, contesting status, and pre-recorded agency specific information

DMV INTERFACE

- DMV online interface for retrieval of registered owner names/addresses
- DMV online interface for placing and releasing registration holds
- DMV Payment Tape processed monthly with complete reporting of activities

WEEKLY/MONTHLY ONLINE REPORTING

- Weekly/monthly habitual offender reporting for booting or towing
- Weekly/monthly statistical and managerial reports

BANK DEPOSITS

- Daily reconciliation of deposits (Bank of America)
- Client must supply deposit slips and endorsement stamp(s)

COURIER SERVICE

- Daily pick up of mail at a P O Box established by TDS
- All other correspondence will be mailed to and from TDS

ONLINE INQUIRY ACCESS – PUBLIC

- Internet access 24 hours a day 7 days a week that allows the public to view the status of their outstanding citations
- Information on payment options, contesting, proof of correction for registration/license plate violations
- All notification dates, delinquent dates, late fees, violation description in addition to the total amount due for the license plate

ONE-TIME STARTUP COSTS.....\$300 (Waived)

- Includes: citation evaluation, database creation, loading officer names/badge numbers into database, loading violation codes into database, loading customized delinquent notice verbiage into database, Client training regarding TDS' processes and coordination with DMV to create Parking Agency Reporting Code – for retrieving names and addresses of registered owners as well as placing and releasing registration holds
- Data conversion is included

2. NOTICE MAILING \$0.72 per notice mailed
Includes Postage

This service includes the following:

- Forms, printing, and postage for weekly First Class mailing of delinquent notices
- Customized verbiage for payment and contesting instructions
- Mailing of all Drive-away Notices as required by 40202(d) CVC
- Second delinquent notices for leased and rented vehicles
- Second delinquent notices for partial payments and bounced checks
- Second delinquent notices for vehicle ownership and address changes
- Other correspondence as required

3. FINAL NOTICE LETTERS (Optional).....\$0.72 per letter mailed
Includes Postage

This service includes the following:

- Weekly mailing of a second, firmer notice indicating that a collection agency may be involved if payment is not received within 10 days

4. DMV HOLD LETTERS (Optional)..... \$0.72 per notice mailed
Includes Postage

This service includes the following:

- Monthly mailing of letters to registered owners that have been on DMV hold for over 18 months

5. OUT-OF-STATE PROCESSING (Optional)..... 30% of amount collected

This service includes the following:

- Regularly scheduled out-of-state DMV inquiries
- Forms, printing, and weekly First Class mailing of delinquent notices
- Customized verbiage for payment and contesting instructions
- Second delinquent notices for leased and rented vehicles
- Second delinquent notices for partial payments and bounced checks
- Second delinquent notices for vehicle ownership and address changes

No charge for out-of-state processing for payments made off the windshield. If credit cards services are provided by TDS and out-of-state citations are paid by credit card, credit card fees also apply.

6. ADMINISTRATIVE ADJUDICATION PROCESSING (Optional)

This service includes the following:

- Entering and tracking all correspondence
- Preparation of paperwork for initial Client Review
- Preparation of hearing paperwork for Client-provided hearing examiner
- Mailing of all Administrative Review and Administrative Hearing Decisions
- Scheduling of all in-person hearing requests
- Monthly reporting of outstanding Review Requests and Hearing Requests

TDS can perform all of these services or the City can choose to do all entries.

TDS does all entries:.....\$1.52 per notice mailed
City does all entries. TDS provides the software and mails all notifications:.....\$0.72 per notice mailed

7. ONLINE+(Optional)

Up to 6 workstations included, \$40.00 per month/per workstation thereafter

This service includes the following:

- Secure Internet based access to your database

The Agency is required to provide all necessary hardware (PC with Internet access, printer, etc.)

TDS will provide client's IT personnel with assistance as needed for initial setup, configuration and training

8. CREDIT CARD PROCESSING – by Phone and Internet (Optional)

This service includes the following:

- Customized delinquent notices with the Visa/MasterCard logo
- Violator ability to pay via credit card 24 hours per day, 7 days a week
- Immediate approval and updating to the client's database
- Ability to pay by telephone and Internet
- Ability for the agency to pay fees or citizen to pay fees associated with credit card payments

There is no charge to the City for this service. The fee for this service is paid by the citizen at the time of payment at \$3 per citation paid. These fees are subject to change.

Startup Fee: \$200 onetime charge (Waived)

- Monthly Minimum: \$40**

9. SPECIAL COLLECTIONS (Innovative Collection Services) (Optional) 30% of the amount collected

This service includes the following:

- Two notifications via first class mail prior to notification of Trans Union credit reporting agency
- Payment processing with daily deposits
- Monthly reporting

Usual credit card charges apply when any ICS account is paid using the credit card feature.

10. ticketPRO Automated Citation Issuance Devices

See Attached Pricing Schedule

TDS is offering its latest technology innovation with our ticketPRO handheld ticket writers. This one-of-a-kind product has been designed and developed by TDS as part of a major company initiative and was based on many years of experience working with a variety of handheld ticket writers. *ticketPRO* offers support for the latest technology such as Windows Mobile/Pocket PC, 802.11 wireless communication, Bluetooth, barcode scanning and imaging, GPS Navigation and GPRS communication support options.

11. COST INCREASES

Postal Rate Increase Offset

If postal rates increase during the term of this agreement, the per citation fee to TDS shall be raised immediately to offset the effect of the postal rate increase.

CPI Increase

Beginning the second year of the agreement, and effective in subsequent years of the agreement, TDS' rates shall increase according to the increase in Consumer Price Index (CPI) for the prior 12-month period ending each contract year for All Urban Consumers.

I ACCEPT THE TERMS OF THIS AGREEMENT.

Quote valid through May 02, 2006

Dej Estabrook
DEJ ESTABROOK, PRICING MANAGER
MAY 5, 2005



City of Fresno
August 25, 2000

Quotation for California DMV transaction services

Setup Fee: \$950
Monthly fee: \$150 plus Transaction fee: \$0.15 per record sent

Registered Owner inquiries for California license numbers –

1. Your system would produce a file in the format we specify that would basically contain one license plate per record along with other required information.
2. The name of the file would be indicative of the contents, such as DL000825.
3. You would log on to our system using Reflection terminal emulation software from a PC with a dialup modem and place the file on our system. (We will assist your MIS department to automate this so you can click an icon on the Windows desktop and the PC will dial and transmit the file.)
4. The file would be sent to the DMV and returned with registered owner names and addresses or error messages. This would be done with generally a 24-hour turnaround, Monday through Friday.
5. The returned file name would be indicative of the contents, such as DN000825.
6. You would log on to our system using Reflection terminal emulation software and retrieve the file for use on your system. This process can also be automated.
7. Your system would process the file by entering the name information into the database.

DMV Holds and Releases –

1. Your system would produce a file in the format we specify that would basically contain one license plate per record along with other required information (such as an indication of whether it was a hold, a change or a release).
2. The name of the file would be indicative of the contents, such as DH000825.
3. You would log on to our system using Reflection terminal emulation software and place the file on our system.
4. The file would be sent to the DMV and returned with a confirmation of the transaction or error messages. This would be done with generally a 24-hour turnaround, Monday through Friday.
5. The name of the file would be indicative of the contents, such as DR000825.
6. You would log on to our system using Reflection terminal emulation software and retrieve the file for use on your system.

Monthly Payment Tape –

The tape would be sent directly to Turbo Data Systems. We would read the tape onto our system and place the file in an area where you could dial on and pick it up. The name of the file would be indicative of the contents of the tape, such as DP000825. The fee would be based on the number of records in the file from the DMV.

City of



Public Works Department

Traffic Engineering & Parking Division • 559-498-1436
2600 Fresno St., Room 4064
Fresno, California 93721-3616
www.ci.fresno.ca.us

September 14, 2000

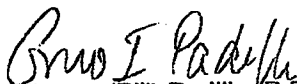
TURBO DATA SYSTEMS INC
614 WEST KATELLA AVENUE
ORANGE CA 92867-4608

**PROCESSING CITY OF FRESNO PARKING CITATIONS FOR DMV TRANSACTION
SERVICES - REGISTERED OWNER INQUIRIES**

Please proceed with DMV transaction services per your attached quote dated
8/25/2000.

Also attached is a check in the amount of \$1,100 for the initial set up and first monthly
fee.

| | |
|--------------|------------|
| Set Up Fee: | \$950 |
| Monthly Fee: | <u>150</u> |
| Total | \$1,100 |


Guillermo (Bill) Padilla, P.E.
City Traffic Engineer
Division Manager

Attachments
BPIQDC/TURBODATA01 WPD

turboDATA SYSTEMS

May 11, 2011

City of Fresno

Re: Quote for Adjudication Document Scanning

I am writing to provide information about additional adjudication services that could benefit the City of Fresno by providing a completely paperless appeal process. Since the City is already utilizing our Administrative Adjudication Services as well as our Online Appeals process, it is the next logical step in making the process completely paperless and online.

In the last three months, the City of Fresno received 1,035 initial reviews. Of those, 757 were mailed in, and 278 were submitted online. The online appeals are handled using our eAppeals system. The document scanning that we are proposing would allow for TDS to scan all adjudication documents when they are mailed in, and make them available in the eAppeals system along with the other online appeals.

Benefits:

| |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| • Access to mailed in appeals would be faster – currently batched and mailed weekly – no mailing delay |
| • Appeals would be stored online indefinitely – paper storage is not an issue |
| • Pending appeals are organized by request date to help in completing first in, first out |
| • More easily select decision codes in an online drop down list |
| • Online decision codes include dismissal codes, to track why citations may have been dismissed |
| • Apply NOTES to appeals awaiting decisions for sign checks, review with officer, etc. |
| • Never lose any appeal documents – originals are kept and available for court requests |
| • Officer photos from ticketPRO handhelds are linked to all appeals in the eAppeals system |
| • Processed appeals keep the agency and appellant information, documents, notes and decisions arranged for later review and/or the next step hearings |
| • A history of all appeal decisions can be searched and sorted in various ways, records of who made the decision and when is always available for online reference. |

The fee for scanning the appeal documents is **\$1.50** per mailed-in appeal. With your current average volume of 93 mailed in appeals per month, that would be about \$140 per month.

If you are interested in this program, please sign below indicating your authorization and we will set you up. If you have any further questions regarding this service, please call me at any time.

Sincerely,

Roberta J. Rosen

Roberta J. Rosen
President

Signature: _____

I hereby authorize Turbo Data Systems, Inc. to proceed with **Appeal Scanning** for the City of Fresno at the rate of **\$1.50** per scanned appeal.

Printed Name: _____

Title: _____ Date: _____

**CITY OF FRESNO
MASTER FEE SCHEDULE**

PUBLIC WORKS DEPARTMENT

PARKING FEES

| Fee Description & Units | Amount | Amount |
|----------------------------------------------------------------------------------------------|--------|--------|
| Special Rates Established by Agreement | | |
| 1 Fresno County Schools Admin Agreement - effective February 2, 1993 | | |
| Garage 8 only | | |
| Per month | 26.00 | |
| Per quarter | 74.24 | |
| Per year | 260.00 | |
| 2 Housing Authorities of City and County Agreement - effective May 28, 1993 | | |
| Garage 9U only | | |
| Per annum | 235.93 | |
| Parking Meter Hood Rental | | |
| Deposit / per application | 52.00 | |
| Rental | | |
| Day | 5.00 | 480 |
| Lost or damaged hoods, keys, or locks | | |
| Cost of repair or replacement | 100% | |
| Administrative Fee | 25.00 | 480 |
| Parking, Administrative Penalties | | |
| Immobilization boot removal fee | 100.00 | 457 |
| Semi-truck parked on public right of way in excess of time allowed | 250.00 | 492 |
| Parking, Miscellaneous Penalties * ** | | |
| Use of street for storage of vehicles / per violation | 108.00 | |
| Parking on Mail without permit / per violation | 40.00 | |
| Commercial vehicle parking on residential streets; vehicle parking overnight / per violation | 108.00 | |
| Failure to display Disabled Persons Placard/per violation | 18.00 | |
| No current vehicle registration | 83.00 | |
| No vehicle license plate | 40.00 | |
| Parked in Fire Lane | 111.00 | |
| Vehicle Inoperability/Immobilized | 108.00 | 496 |
| Parking, Overtime Penalties* ** | | |
| 24 minute parking / per violation | 33.00 | 496 |
| 1 hour parking / per violation | 33.00 | |
| 2 hour parking / per violation | 33.00 | |
| Parking overtime, meter zone / per violation | 33.00 | |

* That \$3.00 increase per SB 857 will expire on July 1, 2013.

** Includes the following mandated items: \$3.00 County Court Construction, \$1.50 County Jail Construction, and \$3.00 Immediate and Critical Needs Construction Fund, \$2.00 State General Fund and \$3.00 Trial Court Trust Fund.

**CITY OF FRESNO
MASTER FEE SCHEDULE**

PUBLIC WORKS DEPARTMENT

PARKING FEES

| Fee Description / Unit/Rate | Current | Amnd. |
|------------------------------------------------------------------|----------------|--------------|
| Parking Penalties - Disabled or Handicapped* ** | | 496 |
| Parking in handicapped crosshatch zone / per violation | 303.00 | |
| Parking in handicapped zone / per violation | 303.00 | |
| Parking in spaces for the disabled (CVC 22507.8) / per violation | 303.00 | |
| Parking, Restricted Zone Penalties* ** | | 496 |
| Parked on Public Grounds | 43.00 | |
| Parked in a Bike Lane | 43.00 | |
| Parked with Intersection | 43.00 | |
| Parked in Crosswalk | 43.00 | |
| Parked in Driveway | 43.00 | |
| Parked on Sidewalk | 43.00 | |
| Obstruction of Roadway | 43.00 | |
| Parked Double | 43.00 | |
| Not Parked within 18 Inch of Curb | 43.00 | |
| Parked on Street Wrong Direction | 43.00 | |
| Parked in the Roadway | 43.00 | |
| Parked making Traffic Hazard | 43.00 | |
| Vehicle Parked unattended Motor Running | 43.00 | |
| Obstructing Traffic Flow | 43.00 | |
| Parked immobilized vehicle | 43.00 | |
| Parked in Alley | 43.00 | |
| Parked in Alley not Rt Side | 43.00 | |
| Block Alley Leaving < 10 ft | 43.00 | |
| Parked on City Owned Lot/No Permit | 43.00 | |
| Parked in Bicycle Path | 43.00 | |
| Parked in Bicycle Zone | 43.00 | |
| No park within 18 inch to curb | 43.00 | |
| Parallel Parked Divided Hwy | 43.00 | |
| Parallel Parking < 18 in to curb | 43.00 | |
| Not Parked within Marked Space | 43.00 | |
| No Parking at Painted Curb | 43.00 | |
| Parked at Postal Mailing Curb | 43.00 | |

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 ** Includes the following mandated items: \$3.00 County Court Construction, \$1.50 County Jail Construction, and \$3.00 Immediate and Critical Needs Construction Fund, \$2.00 State General Fund and \$3.00 Trial Court Trust Fund.

**CITY OF FRESNO
MASTER FEE SCHEDULE**

PUBLIC WORKS DEPARTMENT

PARKING FEES

| Fee Description & Unit/Rate | Current | Amnd |
|-----------------------------------------------------------|----------------|-------------|
| Parking, Restricted Zone Penalties* ** - continued | | 496 |
| Taxi Cab not Parked in Taxi Zone | 43.00 | |
| Parked in Official Car Zone | 43.00 | |
| Parked in Taxi Zone | 43.00 | |
| Non-Commercial Vehicle in Yellow Zone | 43.00 | |
| Parked in Yellow Zone | 43.00 | |
| Parked in Passenger Zone | 43.00 | |
| Not Parked within Marked Stall | 43.00 | |
| Parked on Private Property | 43.00 | |
| Vehicle Parked in Transit Bus Zone | 258.00 | 482 |
| Vehicle Parked in Restricted Area | 43.00 | |
| Parked in Restricted Zone | 43.00 | |
| Parked in No Marked Space | 43.00 | |
| Parked in Taxi Zone | 43.00 | |
| Unattended Taxi > 3 minutes | 43.00 | |
| Parked < 15 ft of Fire Hydrant | 58.00 | |
| No Stopping/Tow Away Zone | 58.00 | |
| Parked in Divisional Island | 58.00 | |
| Posted or Painted No Parking | 58.00 | |
| Parked Causing Traffic Hazard | 58.00 | |
| Parked Street Under Repair | 58.00 | |
| Parked in Front of Driveway | 58.00 | |
| Parked on Mall no Mall Permit | 58.00 | |
| Wrong Way Parked Street or Alley | 58.00 | |
| Parking, Special Signing Fee | | |
| One-time for each reserved space / per space | 15.00 | |

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