



CITY OF SANTA BARBARA

COUNCIL AGENDA REPORT

AGENDA DATE: June 2, 2015

TO: Mayor and Councilmembers

FROM: Support Services, Police Department

SUBJECT: Agreement For Parking Citation Processing Services With Phoenix Information Systems Group

RECOMMENDATION:

That Council approve a three-year Professional Services Agreement with Phoenix Information Systems Group for parking citation processing services beginning July 1, 2015 and ending June 30, 2018 with annual fees for this Agreement not to exceed \$100,000.

DISCUSSION:

Since the decriminalization of parking violations, the Police Department (instead of the courts) have been the responsible entity in charge of administering and processing parking citations by using a custom written parking citation system. This program and the platform it runs on are now more than 20 years old. The current system requires that the Police Department use multiple vendors to provide the citation issuance equipment, citation printing and envelopes, mailings, and online payment services. One of the purposes in entering into this Service Agreement with Phoenix Information Systems Group is to consolidate this process with one vendor in order to increase efficiency.

The Police Department parking citation program includes 14 Parking Enforcement Officers that issue parking citations and three office staff responsible for processing in-person and mailed payments, as well as parking citation review requests. The Police Department also handles the processing of delinquent Waterfront Parking fee due notices.

In 2014, JR Parking Consultants conducted an analysis of the current parking citation issuance process, and business processes, and did a cost benefit analysis for the replacement of the current parking system.

JR Parking Consultants presented five options to staff on the replacement of the current system and the estimated cost impact to the City. Staff reviewed these options and

determined that a hosted provider was the best option for the City. A hosted provider eliminates the need for the Police Department to maintain specialized software or servers, and provides a menu of processing services. By selecting this type of service, the Police Department can continue to provide drivers with the option to pay in person, while making significant improvements in efficiency in the processing of citations and review requests. The hosted solution also allows for a single database for the handling of all parking fees and citations.

Staff conducted on-site visits and met with staff at Santa Ana and Ventura City Police Department and conducted phone interviews with other agencies regarding various vendors that offered a hosted service. Two vendors were then selected for further review. Staff met with each vendor and conducted a thorough review of the services offered. Based on those reviews and discussions, staff determined that Phoenix Information Systems Group best meets the needs of the City.

Entering into this Agreement with Phoenix Information Systems Group will greatly help reduce the need to cross check multiple processes, provide an online and electronic process for handling review requests, consolidate information into one electronic file, and increase reporting capabilities. Furthermore, the Department anticipates an increase in revenue due to quicker collections on outstanding citations, as well as additional collections from out-of-state vehicles and other currently non-collectable citations.

BUDGET/FINANCIAL INFORMATION:

The Police Department annually spends approximately \$70,000 with four separate vendors to provide equipment, citations, notifications and online payments to assist in our parking citation processing services. This does not include the additional staff time required for the checks and balances of the current system, as well as the amount of staff time spent processing review requests.

The annual contract for services with Phoenix Information Systems Group is set at \$100,000. This is based on our current volume of citation writing and processing as well as the processing of waterfront and Downtown Parking fee due collections.

There are funds within the Police Department Fiscal Year 2016 recommended budget to cover this expense. If additional funds are needed in order to cover increased citation processing or notifications, staff will return with a request for additional funds.

SUSTAINABILITY IMPACT:

Due to advances in technology and paper products, the new citation equipment and paper will not require an envelope at the time of issuance of the citation. The new citations are designed to be weather resistant and can just be placed on the windshield. By consolidating parking collections into one system, drivers will be able to pay their

citations online and in multiple locations (City Hall, Waterfront, Police Department), potentially reducing the need to drive. Similarly, with the addition of an electronic review request process, drivers will no longer need to drive to the Police Department to submit a request for review.

PREPARED BY: Lori Pedersen, Business Manager

SUBMITTED BY: Camerino Sanchez, Chief of Police

APPROVED BY: City Administrator's Office