

BUDGETARY PROPOSAL FOR

Administrative Citation Processing

Submitted by:



Submitted to:



CITY OF
HERMOSA BEACH

You enforce...
We'll take care of the rest.



CITATION PROCESSING REVENUE COLLECTIONS MOBILE ENFORCEMENT

Parking

Traffic

Permits

Code Enforcement



A hand in a blue suit jacket points at a futuristic interface. The interface includes the Turbo Data Systems logo, three main categories: Citation Processing, Revenue Collections, and Mobile Enforcement. Under Citation Processing are sub-categories: Parking, Traffic, Permits, and Code Enforcement. To the right are icons for cloud upload, a shield, LPR, DMV, a gavel, and a refresh symbol.

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Administrative Citation Processing Management

Introduction

Turbo Data Systems (TDS) has been helping California cities, agencies, and schools manage citation processing since 1985. Thanks to our streamlined, affordable services, our clients have seen strong results in collecting citation payments over the years. They keep choosing TDS for our reliable support and forward-thinking technology.

TDS offers the city a complete solution for handling administrative citations. Our system covers everything—processing, invoicing, payment collection, revenue tracking, correspondence, and adjudication. By partnering with TDS, you get a single, reliable team managing it all, streamlining collections, and delivering better service to your customers.

The public will have a single online portal for payments and information. City staff can access one or both types of citations—parking or administrative—using our ticketPRO™ Web application, with access determined by their security roles.

You can also use electronic ticketing for administrative citations, thanks to a setup that pairs smartphone and printer hardware with ticketPRO™ Mobile Admin software. With this software, your team can look up property info, set reminders for reinspection, automatically escalate fines, and handle a range of other tasks. We offer both the mobile software and the necessary hardware as an optional package to give your enforcement team extra flexibility.

TDS has been managing administrative citation processing since 2008. Our flexible system can take care of all kinds of administrative citations and fees:

- Municipal property-based violations
- Business license
- Animal Control
- Graffiti
- Fireworks
- Police Booking Fees
- DUI Restitution Fees
- Transit Fare Evasion
- False Alarm

The following is a description of the proposed service and the cost.

Description of Service

The service is designed to provide core services to support Administrative Citation issuance.

Data Entry

TDS will oversee the processing of all new citations added to the database, from initial receipt through completion. When officers issue Administrative Citations, these will be batched or scanned and sent to TDS. Upon receipt, TDS will enter the citations into the Administrative Citation database.

TDS will also generate any reports the city requires for validation or in response to information requests.

Mail Processing

Violators' mail, including correspondence and payments, will be sent to a specific P.O. Box. A TDS courier will retrieve this mail from the post office. Once collected, the mail will be opened and sorted into two categories: correspondence and payments. All correspondence will be sent to the client, while payments will be handled as outlined in the next section. **Alternatively, all mail can be sent to the City for processing.**

Revenue Collection

Payments will be organized by postmark date and grouped into batches. These batches will then be sent to the Collections staff for data entry. After the payments are posted and revenue has been balanced, a deposit will be prepared. Checks will be scanned using your bank's check deposit system.

TDS will handle financial adjustments, such as bounced checks and refunds, and update the system so that citation statuses are always accurate.

Alternatively, the City can process all payments and correspondence that is sent to them.

Notice Mailing

Unpaid accounts will receive a reminder notice by mail. This notice will request payment for the outstanding amount and provide information on payment options, including addresses and payment methods. The notices will include delinquent dates and amounts.

Customer Online Access to Database

TDS will provide online access to the Administrative Citation Database. This access will enable authorized staff to inquire about citations and search for specific information.

Citizen Online Payment/Inquiry

TDS offers a website for the public to inquire about and pay their citations online. This site will accept payments made with Visa, MasterCard, or Discover.

Delinquent Citation Processing

TDS will provide follow-up collections for delinquent accounts.

Innovative Collection Services (ICS)

Citations that remain unpaid after all routine processing is completed will be assigned to special collections. TDS will mail up to two delinquent collection letters from Innovative Collection Services to encourage payment before further action is taken. This service is at no cost to the city unless funds are collected.

Franchise Tax Board Intercept

TDS will provide collection services using the Franchise Tax Board Interagency Offset Program. Citations issued within the last five (5) years to California Responsible Parties that have completed all specified processing and basic collection efforts are eligible for collection through this program.

ticketPRO™ Mobile Software/Hardware for e-Citations

TDS offers ticketPRO™ Mobile administrative citation software for Android smartphones with Bluetooth printers.

Turbo Data also offers top-quality hardware for smartphones and printers, including rugged devices from Samsung and Zebra.

Pricing for Administrative Citation Processing Management

Fee Per Administrative Citation	\$12 per manual citation
<ul style="list-style-type: none"> • Entry of all citations. • Entry of citation dispositions. • pticket.com web pages customized for the agency. • Ongoing client support and training. 	\$8 per automated citation
Monthly Service / Cloud-Hosting Fee	\$200/Month
<p>This fee will cover the required and ongoing maintenance and availability of the system for the public and the agency:</p> <ul style="list-style-type: none"> • Secure, cloud access for agency staff to the citation database. • Database maintenance and daily system backups. • Self-Service Internet access 24/7 • Online Support for the Agency Staff via email 8 am-5 pm Monday-Friday (excluding Holidays). • Regular platform updates 	Reduced from \$300/month
Notice Mailing and Other Correspondence	\$0.55 plus postage
Includes forms, envelopes, return envelopes, printing and first-class postage.	
ICS Delinquent Collections	25% of the amount collected
Up to two letters will be mailed from Innovative Collection Services at no cost to the Agency. This includes taking toll-free phone calls from ICS customers and other follow-up efforts. Cost recovery option available	
Franchise Tax Board Collections	\$2.05 Per Account Letter +15% of the amount paid
TDS pursues otherwise uncollectible accounts by retrieving SSN's from a third party, mailing required pre-intercept letters, then sending accounts to the FTB to intercept any state tax refunds or lottery winnings. *Fees subject to change each new FTB year.	
Credit Card Payments (Internet and Phone/IVR)	No Charge to Agency
A \$4 fee (minimum) or 4% of the amount paid (whichever is greater), convenience fee per citation paid by the public. This fee covers ongoing maintenance, support, and enhancements of the web payment system, and includes daily and monthly reconciliation of all payments. (Fee subject to change).	
Payment Plans	\$10 per Plan
Payment plan letters mail at the Correspondence Rate listed above	
Hearing Scheduling and Noticing	TBD
TDS can provide hearing scheduling and noticing, or work with the city on the process.	
Customization Charges	\$100 per hour
Customization charges will apply to develop non-standard functions, parameters, or other requirements not included in the current solution. Estimates for customization costs and deployment date will be provided before implementation.	
Postal Rate Increase Offset	
If postal rates increase during the term of this agreement, fees to TDS shall be raised immediately to offset the effect of the postal rate increase.	

All quoted prices are valid for 60 days from the date submitted.

Pricing for ticketPRO™ Magic 2-piece - Android

ticketPRO™ Mobile Solution	
This complete solution includes a phone, printer, software, 4/5G data plan, support, and maintenance.	
Initial One-time Fees	Unit Cost
ticketPRO™ Mobile software setup and configuration: Initial setup and installation of software with agency-specific information	\$100 per unit
Purchase	Unit Cost
Rugged Smartphone/Printer Combo <ul style="list-style-type: none"> • Samsung Galaxy XCover6 PRO smartphone or equivalent • Zebra ZQ511 Bluetooth printer • Accessories available upon request 	\$1,650 each
Support and Maintenance (paid Annually)	\$80/month/unit
Managed 4/5G Voice and Data Plan (Push-to-Talk service optional for an additional fee) <ul style="list-style-type: none"> • ticketPRO™ Mobile Software: Admin Citation Software Real-Time citation & photo transfer Built-in LPR GPS tagging • Automatic fine escalation for same offense for the 2nd and 3rd citations based on City business rules. One time customization fee for fine escalation for city business rules – 24 hours at \$100/hour includes testing, validation, implementation 	Included Included \$2400 one-time fee
ticketPRO™ Mobile Software Annual License	Included
Remote Management Software Maintenance and Support: Remote servicing and updates Field support including remote-connect assistance email support for Agency requests	Included

1. Sales tax will be applied to all items listed.
2. Rugged Smartphones and printer hardware are subject to availability.

Disclaimer:

TDS may subscribe to various third-party software services to automate information input while writing the ticket. These services may include Google Maps, location services (GPS), LPR services, and VIN lookups. TDS reserves the right to disable these services in the software should they terminate. These services are integrated into software for convenience and do not affect the issuance of citations.