

VILLAGE OF DOWNERS GROVE
Report for the Village Council Meeting
12/20/2016

SUBJECT:	SUBMITTED BY:
Contract Extension with Data Ticket, Inc.	Kurt Bluder Chief of Police

SYNOPSIS

A resolution has been prepared authorizing the execution of a two-year extension with Data Ticket, Inc., of Newport Beach, CA, for the administration of the Village of Downers Grove parking citation process in the amount of \$28,225 per year.

STRATEGIC PLAN ALIGNMENT

The goals for 2015-2017 identified *Strong, Diverse Local Economy*.

FISCAL IMPACT

The FY17 budget includes \$29,000 for this contract extension. The costs for the contract extension are offset by parking citation revenues in the Parking Fund (Page 4-27, Line 8).

RECOMMENDATION

Approval on the December 20, 2016 consent agenda.

BACKGROUND

The Village outsources its parking citation management services to Data Ticket, Inc. Since 2014, Data Ticket, Inc. has maintained all citation records, provided citation software and managed the billing/collections process. Anticipated cost of this agreement will be approximately \$28,225 per year; however, total cost is based on the number of citations processed by the vendor. The Village's current agreement with Data Ticket Inc. will be expiring. In accordance with the Village's Purchasing Policy, this contract is eligible for an extension. Staff is very pleased with the service Data Ticket, Inc. has provided and is recommending that a two year extension of the contract be executed. There is no fee increase from the previous agreement.

ATTACHMENTS

Resolution
Contract Extension

RESOLUTION NO. ____

**A RESOLUTION AUTHORIZING EXECUTION OF
A SECOND EXTENSION TO THE
AGREEMENT BETWEEN THE VILLAGE OF DOWNERS GROVE
AND DATA TICKET, INC.**

BE IT RESOLVED by the Village Council of the Village of Downers Grove, DuPage County, Illinois, as follows:

1. That the form and substance of a certain Second Extension (the "Agreement"), between the Village of Downers Grove (the "Village") and Data Ticket, Inc. ("Data Ticket"), for the administration of the Police Department's parking citation process, as set forth in the form of the Agreement submitted to this meeting with the recommendation of the Village Manager, is hereby approved.

2. That the Village Manager and Village Clerk are hereby respectively authorized and directed for and on behalf of the Village to execute, attest, seal and deliver the Agreement, substantially in the form approved in the foregoing paragraph of this Resolution, together with such changes as the Manager shall deem necessary.

3. That the proper officials, agents and employees of the Village are hereby authorized and directed to take such further action as they may deem necessary or appropriate to perform all obligations and commitments of the Village in accordance with the provisions of the Agreement.

4. That all resolutions or parts of resolutions in conflict with the provisions of this Resolution are hereby repealed.

5. That this Resolution shall be in full force and effect from and after its passage as provided by law.

Mayor

Passed:

Attest:

Village Clerk

**SECOND EXTENSION TO THE AGREEMENT BETWEEN
THE VILLAGE OF DOWNERS GROVE AND DATA TICKET, INC.**

The Village of Downers Grove, Illinois and Data Ticket, Inc. entered into an Agreement ("Agreement") for the administration of the police department's parking citation process on January 21, 2014. Pursuant to the terms stated therein, the parties desire to extend that contract for a two-year period under the following terms:

1. The fee per citation shall remain the same as the 2014 Agreement (see fee sheet attached hereto as Exhibit A).
2. All other terms from the 2014 Agreement remain in full force and effect.
3. The extension shall continue for a two-year period ending December 31, 2018.

VILLAGE OF DOWNERS GROVE

DATA TICKET, INC.

 _____

Title

 _____
Title

Date: _____

Date: 12-5-2016 _____

Data Ticket, Inc.
4600 Campus Drive, Suite 200
Newport Beach, CA 92660

Village of Downers Grove
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FEE PROPOSAL - Exhibit A

Fee Explanation

Data Ticket is acutely aware of the current economic environment and as such has always and will continue to strive to partner with our Clients to provide competitive prices with the highest level of service. We firmly believe the level of service provided by Data Ticket will far exceed the Village's current level of service. Data Ticket will be the single source responsible for processing and collecting the Village's parking citations and guarantees that the partnership between the Village and Data Ticket will be held in the highest regard.

On the following page, we have provided the Village with a fee proposal. Several items on this proposal are optional and have been designated as optional for the Village to consider.

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Fee Proposal

Manual Parking Citation Processing: \$0.60

Services for the above-mentioned items include:

- On-site data entry of manually written citations performed within 48 hours of receipt
- On-site quality assurance verification of manually entered citations
- Scanning of all manually written citations onto our network for storage and ease of retrieval
- Bi-monthly shredding of manually written citations

Electronic Parking Citation Processing: \$0.50

Services for the above-mentioned items include:

- Automated citation transmission into Data Ticket's Citation Management Solution 24/7
- Automated confirmation email detailing successfully transmitted citations
- Automated transmission of photos attached to citations

1st Delinquent Notice: \$0.70

Services for the above-mentioned item include:

- Semi-custom Courtesy Notice that is printed on an 8 ½ x 11" piece of paper with a perforated tear-off payment stub provided in a window envelope sent to the registered owner of a vehicle
- All notices are attached to the citation online and are viewable via the web
- All notices sent via 1st Class Mail
- All notices include a return envelope in which the responsible party may submit payment
- This cost will increase as the US Postal Service increases the 1st Class postage rate
- **This charge is only incurred if the individual does not pay off the windshield and a notice is sent to the individual as a result**

Out-of-State Collections: 26% of revenue collected

- This fee will cover all expenses associated with obtaining out-of-state registered owner information and will be due when a citation is paid
- Data Ticket is a recognized Strategic Partner with NLETs; should the Agency have an assigned ORI, Data Ticket will request usage of the ORI for reference/audit purposes only. Data Ticket utilizes its own ORI for transactional purposes
- This fee is not combined with any other contingency fee. For example if a citation is rolled to a delinquent status, only 26% of revenue collected will be charged
- **If Data Ticket does not collect on a citation that is issued to an out of state plate, the Agency does not owe this fee.**

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Delinquent Collections: 26% of revenue collected

- This fee will be assessed when a citation is ninety (90) days past the citation issue date, assuming a first notice has been sent to the registered owner and the citation is not on hold for any reason
- Delinquent Notices will be sent to the registered owner
- All notices are sent via First Class mail and all notices are printed on an 8 ½ x 11" sheet of paper and folded into a window envelope; in addition, a window envelope is provided for the recipient to return payment
- All notices are attached to the citation online and are viewable via the web
- If Data Ticket does not collect on a citation that is delinquent, the Agency does not owe this fee
- Notices will be sent via 1st Class Mail, and Data Ticket will be responsible for the cost incurred and all customer service and payment entry

Credit Reporting Collections 30% of revenue collected

Legal Action Not Required (OPTIONAL)

- This fee is charged if a citation is paid at Advanced Credit Reporting Collections
- This charge is not combined with any other charge; for example if a citation is rolled to delinquent status and paid at Credit Reporting Collections, only the 30% of revenue collected will be charged

Adjudication:

Adjudication Review Hold & Scanning (OPTIONAL) \$0.50 per citation

- Data Ticket will review all documentation received by the Appellant and determine whether the request received within the required timeframe
- If the request was received within the required timeframe, Data Ticket's Adjudication Department will place the citation on an Adjudication Hold and scan all received documentation into the Citation Management Solution so it is displayed on the web for the Agency's Staff
- If the request is received outside the required timeframe, the Agency will have the option to proceed as though the request was received within the timeframe or it may elect to have Data Ticket send a "time expired letter" rejecting the appeal

Adjudication Scheduling / Disposition Letters (OPTIONAL) \$1.25 per letter

- Data Ticket will send a custom disposition letter to the Appellant via 1st Class Mail
- All letters are attached to the citation online and are viewable via the web
- Disposition letters will be sent Monday - Friday

Joint/Escrow Banking Services (OPTIONAL) \$100.00 per month

Services for the above-mentioned item include:

- Daily deposits of funds to the Agency's escrow account
- Online, real-time reconciliation reports that tie directly to the bank statement

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- Processing of all credit card charge-backs and Insufficient Funds
- Month-end reconciliation of all funds collected
- Disbursement of County / State Surcharges at month-end
- Payment of Data Ticket's invoice
- Disbursement of the net remittance to the Agency
- Scanning of all payments directly to joint bank account daily using remote check deposit
- The Agency will be responsible for the purchase of banking supplies, including checks and endorsement stamps; these fees typically run \$200.00 per year

Charge-backs and NSF's (OPTIONAL) \$5.00 per issued instance

- Data Ticket will process credit card charge-backs and NSF's when notified of each occurrence
- Once processed, Data Ticket will send a custom letter to the individual detailing the returned item and the amount due on the citation

Refunds (OPTIONAL) \$5.00 per issued instance

- Data Ticket will process refunds when notified of each need
- In the event the utilizes Joint Banking Data Ticket will verify, generate and send each refund due
- Refunds will be issued weekly
- Refunds will be sent via 1st Class Mail

Monthly Minimum \$200.00

- A minimum fee of \$200.00 will be charged on a monthly basis if services do not reach this level

Electronic Citation Issuance:

Data Ticket has recommended the Village utilize the online citation issuance solution via the computers currently in the patrol vehicles. There is no cost for this solution. Should the Village prefer to utilize handheld ticket writers, we would be happy to provide a quote.

Ticket Stock:

Data Ticket has recommended the Village utilize the online citation issuance solution and assumes the Village will pay for the ticket stock and envelopes associated with the issuance of parking citations. Should the Village prefer for Data Ticket to quote these items, we would be happy to do so.

Preferential Permit Program: \$5,000 Annually

- Data Ticket will provide a web-based, Village branded Permit Application Solution for the Village and the Village's Patrons to manage the permit solution. The Solution will meet the requirements defined in the Village's RFP.
- Data Ticket will fulfill online applications for permits and the Village will have

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- access to do the same.
- Likewise, Village Staff, Patrons and Data Ticket staff will have access to manage permit holder's data.
 - Temporary Permits will be made available online for Patrons to print until the physical permits arrive.

Distribution of Permits: (OPTIONAL) \$4.00 per Permit

- Data Ticket will assign and mail all permits purchased via the Internet, US Mail, via Customer Service or via the Village, if the Village Staff prefer.

Permit Correspondence (OPTIONAL) \$1.25 per letter

- Data Ticket will send a custom Permit letter to the Appellant via 1st Class Mail or via email upon request or a pre-defined schedule for billing, invoicing or special notification purposes

Services Included in the Above Costs:

Online Access for the Agency's Patrons: Included

The Agency's Patrons will have the ability to perform the following functions online:

- View real-time citation(s) data
- Pay for a single or many citation(s)
- Request Appeals online and attach up to three documents supporting their position
- Print a receipt
- View pictures of the citation taken by the issuing officer (if the Agency allows)

Online Access for the Agency's Staff: Included

Access to the Agency's data is based on unique usernames and passwords assigned to each individual who requires access to the system. Data Ticket does not limit the number of individuals who have access to the system and the number and types of access can change at any point with a simple email request to Data Ticket.

Our Solution is setup to maintain a complete audit trail for each and every transaction in the system so that the username is displayed next to every transaction in the system, indicating who performed the transaction and when.

Dependent on the access rights provided to each Agency Staff member, the following capabilities are available:

- View real-time citation(s) data, including pictures taken by the Issuing Officer
- Accept payment via VISA, MasterCard, Discover and American Express credit/debit cards
- Accept payment via Cash, Check or Money Order
- Process NSF's and Refunds

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- Reduce or increase violation amounts, dismiss citations, void citations and place a citation on hold
- Change citation data, including violations, date, time, plate, location, comments, make, model, color, registration expiration date and others
- Perform Administrative Reviews online by entering the disposition directly online
- Generate a time expired or letter of non responsibility for a citation in the adjudication process
- View the complete reason for the Review Request and supporting documentation provided by the Appellant directly online
- Edit Appellant information
- Upload disposition documents sent to the Agency via US Mail
- Add a note to a citation and see all comments added to the citation
- View the reason for the 2nd Level Administrative Hearing Request online and view the supporting documentation provided by the Appellant, directly online
- Print a receipt with or without registered owner information

Reporting:

Included

- Data Ticket offers 24 reports online for our Clients to generate, print and re-print 24/7. We provide real-time reports that can be generated for any timeframe required and we provide pre-processed/month-end reports that reflect the month-end view of data.
- All reports are available online and because we do not purge data unless specifically requested to do so by a Client, the data is available as long as the Agency is a Client.
- All reports are generated in HTML so our Clients can copy and paste the data into Excel for data manipulation purposes.
- If the Agency were to request a report that was not already available, Data Ticket would work with the Agency to design the report and provide it to the Agency at no cost.

Manual Payment Processing:

Included

- Manually received payments (checks, cash, money orders and credit card payments sent via US Mail) are received at our PO Box in Newport Beach where a bonded and insured courier picks up the mail daily and delivers it to our Newport Beach office
- On-site Mail Department opens, sorts and batches the payments before providing them to our on-site Data Entry Department
- After double-blind entry of each payment, the citations are updated by our Quality Assurance team
- Payments are then provided to our Accounting Department where daily deposit slips are completed and provided to a bonded, insured courier who takes them to the bank

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Registered Owner Information: Included

- Registered owner information for all citations issued on Illinois license plates
- Registered owner information for all citations issued on out of state license plates
- Data Ticket is a recognized Strategic Partner with NLETs and has access to registered owner information nationwide through the NLETs service
- Access to this system requires the use of the City's ORI for tracking purposes only; Data Ticket will utilize its own ORI for actually acquiring the out of state data
- **Turnaround time for acquisition of state registered owner information using NLETs is same day**

Customer Service: Included

- Data Ticket provides a live, bi-lingual, on-site Customer Service Department that is fully trained to answer questions related to citation issuance, payment, adjudication, fix-it tickets, if applicable, sign-offs, Delinquent Collections, Advanced Credit Reporting Collections and more
- All calls are recorded to quality assurance and recordings can be sent to the Agency at any time for review.
- Data Ticket's IVR is bi-lingual and accessible via several toll-free numbers; the IVR provides real-time information to the caller regarding current status, including the amount due
- The IVR accepts VISA, MasterCard, Discover, and American Express

Web Presence: Included

- Data Ticket's Solution is 100% web-based and Section 508 Compliant and is provided at: www.CitationProcessingCenter.com; this is a generic website in the sense that it is not Agency branded. This website allows for the Agency and the Agency's Patrons to access citations online
- If the Agency prefers to have an Agency branded website, one in which the look and feel mimics that of the Agency's website, Data Ticket can and will provide this feature to the Agency.

Conversion: Included

- Data Ticket will convert the citations currently with the Agency's existing vendor at no cost to the Agency
- Citations that have not had a payment and do not have a registered owner will immediately be sent to the appropriate DMV so as to obtain a registered Owner

Cost Increases:

Postal Rate Increase Offset – If postal rates increase during the term of the agreement, fees to DTI shall be raised immediately to offset the effect of the actual postal rate increase.

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CPI Increases – There will be NO CPI increases for the duration of the agreement.

Fees Charged to the Patron:

Credit/Debit Card Processing **\$3.50 per transaction**

- Data Ticket is PCI Compliant and provides for the ability to pay via VISA, MasterCard, Discover, and American Express on our website, www.CitationProcessingCenter.com, via our toll-free, bi-lingual Customer Service Representatives, and via our toll-free, bi-lingual IVR Solution
- There is **no charge to the Agency** for credit / debit card processing; however, the Patron is charged \$3.50 per transaction; this means the Patron can pay for a single or many citations at once and incur a single \$3.50 fee

Payment Plan Processing **variable cost**

An administrative fee will be assessed to Patrons who wish to participate in a payment plan. There is no charge to the Agency. This fee will cover the cost of the payment plan initiation, and the cost of a confirmation letter that is sent to the Patron confirming the details of the payment plan. The Agency will have the ability to determine whether Payment Plans are accepted and, if so, what the parameters for payment will be.

Credit Card Chargeback Processing **\$30.00 per transaction**

- If a chargeback occurs, a fee will be charged to the Patron for the processing of the chargeback
- No fee will be charged to the Agency