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### Complus Data Innovations, Inc. Contract Performance

The City has utilized the services of Complus Data Innovations (CDI) for parking ticket processing since November 2003. Last year, the City entered into a one-year agreement with CDI, with an option for an additional year, at the same cost as the original agreement. During Council discussion, Councilmember Easthope requested that staff provide an assessment of CDI's performance prior to extending the contract for an additional year. Below are observations regarding CDI's performance since December 2006.

### Product Integrity and Support

- System downtime has been reduced over previous years. In previous years, CDI's system would be down for technical reasons three to four times per year but still within contractual obligations for 99% availability. After major computer hardware capital improvements, the system has been down only once in the last year.
- There are concerns regarding the quality and durability of the new Casio hand held equipment, although CDI has provided repairs and replacements in a timely manner.
- There have been numerous programming problems related to placing the new units in service. Programming has been the single biggest area of difficulty. CDI has addressed these issues appropriately when they occur.

### Responsiveness

- CDI has consistently demonstrated a high level of commitment to the City's needs through daily communication.
- CDI has captured the scope and intent of the City's parking ticket collection and processing

system through this continuing relationship and by completing major project plans.

- CDI has established a good record of accomplishment for timely response to help requests, corrections, technical support and trouble shooting.
- Requests for custom reports have yielded satisfactory results, however the writ report is not functioning as requested.
- CDI conducts numerous on-site visits with technical and managerial representatives to review system performance and track customer service progress.

## Performance

- CDI achieved a 90 percent collection rate for 2006, which both meets industry benchmarks and continues their history of collection performance.
- CDI is providing supplies in a timely manner, by monitoring our use of supplies and providing replacements without orders being placed by City staff.
- CDI staff is very helpful by providing assistance on a routine basis. They were especially helpful with the re-installation of equipment at the new Code Enforcement location.
- CDI has addressed City issues outside the scope of their contractual obligations by automating various processes that were formerly manual processes handled by City staff.

New handheld units were placed in the field on December 20, 2006. There were some issues with the transition. One example of a programming problem and the manner in which CDI handled the issue is described below:

In July 2007, approximately 50 citations were issued with incorrect dates in two separate instances. Upon realizing the error, City staff voided the citations and notified CDI. CDI began investigating the source of the issue and determined the cause, which was related to placement of recently repaired units back into service. CDI implemented immediate appropriate actions to prevent it from occurring again. Additionally, CDI provided the City with a credit for all lost revenue resulting from the situation.

Administratively, the performance of CDI has been excellent. Although there have been some issues with the new handheld units in the field, CDI's performance has been satisfactory.

With any vendor, the City periodically re-evaluates the services provided and at what cost. Later this fiscal year, I plan to recommend to the City Administrator that CDI's contract be extended for an additional year. During the extended year, staff will issue a Request for Qualifications for parking ticket processing and re-evaluate CDI versus other applicants.

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