



## Legislation Text

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**File #:** 13-0775, **Version:** 1

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Resolution to Approve Agreement with Complus Data Innovations, Inc. for Parking Citation Collection Attached for your review and approval is a resolution to approve a professional services agreement with Complus Data Innovations, Inc., for parking citation issuance, processing, collection, and record management. The existing contract for services with Complus Data Innovations, Inc. (CDI), expires November 14, 2013.

The City issued RFP #849 in April 2013 for parking citation issuance, processing, collection, and record management services. Responses were received from eight companies: Aparc Systems, Brekford, CDI, Data Ticket, Duncan Solutions, Municipal Citation Solutions, T2 Systems, and Xerox. A committee with representatives from Police, Treasury, Customer Service, Information Technology, and the University of Michigan Parking Services was convened to review and evaluate responses.

The committee selected three finalists, CDI, Duncan Solutions, and Xerox, who were invited to make presentations and be interviewed by the committee the week of June 17, 2013. Each firm was instructed to make their presentations based on the life cycle of a parking citation. After reviewing the RFP responses and evaluating presentations, the committee met on June 21 and selected Complus Data Innovations, Inc. as the best possible solution for the City.

CDI has developed a customer service approach that our community has come to expect. They currently handle almost 10,000 inquiries annually from City of Ann Arbor citizens and visitors. Additional benefits of this new agreement include:

- Improved enforcement of parking for the University of Michigan - CDI will provide new handheld enforcement devices to University Parking Enforcement Staff. These devices will upload citations wirelessly allowing customers to view, pay, or contest their citations minutes after receiving them. In addition, University staff will be able to take photo of violations which greatly assist the City's adjudication of these citations when contested.
- Deployment of new handheld devices to the Community Standards Division - Community Standards Officers will be able to research, test, and select new handheld devices to improve enforcement.
- Unlimited training and support for all staff throughout the life of the agreement.

The greatest benefits of this new agreement are the cost to the City and the cost to our customers wishing to pay citations online. The City's cost over the previous five years has been \$2.28 per ticket issued. The cost under this new agreement will be \$1.92 per ticket issued, with no annual increases for the life of the contract including any extensions. This represents a combined savings to the City and University of \$46,800 annually.

Under our existing contract, CDI provides our customers with the ability to pay citation fines online for

a convenience fee of \$3.50 per citation. This additional fee can be burdensome when customers are attempting to pay multiple citations. The fee under this new agreement will be a per transaction fee of 3% with a minimum fee of \$2.95 per transaction. This fee structure is comparable to industry standards, and we believe that this change will alleviate the most common source of complaints from citizens and visitors.

CDI's proposal met all City requirements. CDI received Human Rights approval on May 28, 2013 and complies with the City's living wage ordinance.

The term of the contract is five years, with an option to extend the term an additional three years, at the City's pleasure. Approval of this resolution is recommended.

Prepared by: Matthew V. Horning, Treasurer

Reviewed by: Tom Crawford, CFO

Approved by: Steven D. Powers, City Administrator

Whereas, Complus Data Innovations' services under the terms of the current contract expire November 14, 2013;

Whereas, The City issued RFP #849 and determined Complus Data Innovations to be the best solution for the City;

Whereas, The parties have negotiated a contract which incorporates RFP #849 and Complus Data Innovations's response to it;

Whereas, Complus Data Innovations received Human Rights approval on May 28, 2013 and complies with the City's living wage ordinance; and

Whereas, Funds for this purpose are budgeted and available in the General Fund;

RESOLVED, That City Council approve a Services Agreement with Complus Data Innovations for parking citation issuance, processing, collection, and record management;

RESOLVED, That the Mayor and City Clerk be authorized and directed to execute the contract after approval as to substance by the City Administrator and approval as to form by the City Attorney; and

RESOLVED, That the City Administrator be authorized to take all necessary actions to implement this Resolution.