



Budgetary Proposal  
For  
Parking Permits

City of  
San Bruno

Submitted: October 20, 2021

The Turbo Data Systems, Inc. (TDS) Parking Permit program is designed to allow residents to apply for and purchase parking permits, and to allow the City to track their parking permit program online using the Permit Manager.

The system allows for annual permit renewals; either by letter generation and mailing, and/or electronic notification.

The system is cloud-based based with a "self-service" ability for residents to purchase their permits. The applicant can register for an account and upload required documents which can then be verified by the City or TDS.

Upon approval, the applicant will be notified to submit a permit request for the district/zone that they live in.

The permit management system is scalable and designed to handle multiple permit types:

- Virtual Permits – Use Vehicle plate
- Multiple physical permits and multiple combinations (stick-on, hangtag)
- Guest Permits
- Multiple Residential Zones/Districts
- Annual residential permits
- Business parking permits
- Oversize Vehicle

Permit pricing can be tier-structured, prorated or allow for special exceptions, discounts, pickup, delivery, etc. The system will allow both TDS and designated City staff to issue and administer permits as needed.

### **Description of Basic Service**

The process includes services for both online and manual over-the-counter permit processing.

Online processing includes:

- New account registration online.
- Review of account application and required documents
- Electronic notification of account approval or rejection to resident
- Permit application
- Review of permit application and required documents
- Electronic notification of permit approval or rejection to resident
- Online payment processing – via secure website
- Fulfillment

If desired, TDS will perform the verification of required documents (proof of residence verification, vehicle license information, etc.), data entry, maintenance functions, permit fulfillment and all required mailings.

TDS will provide Online Support to Agency personnel via email 8am-5pm Monday-Friday (excluding Holidays)

**Data Entry** - All uploaded documents will be available for viewing by City staff. TDS will manually enter all data as is appears on the application. Applicant will be notified if there is a discrepancy or error on the application. All correspondence sent to the applicant will be noted in the system to be viewed by city staff.

**Renewal Notification** - Annual renewals will be mailed and/or emailed to each account as specified by the City. The notice will provide permit account information and payment options, with instructions for payment online and by mail.

Other correspondence will be mailed and/or emailed as necessary (denial letters, requests for more information, etc.).

**City Online Access** - TDS will provide the City with cloud-based access to the Permit application. This access will allow City staff to search for specific information. The City will designate individuals who can have access the system.

**Resident Online "Self-Service" Access** - TDS will provide a cloud-based "self-service" website that residents can use to complete a permit application, upload required documents, and pay for their permits. The website will accept payments made with Visa, MasterCard or Discover. The website can display descriptions/FAQ related to the permit program, as well as provide forms and instructions for a manual permit application. A Link to the City website can also be provided.

Residents will have the option of saving the application prior to completion and returning to where they left off.

**Real-Time Enforcement** - The TDS permit management system was designed to interface directly with our ticketPRO magic mobile solution to provide real-time information on parking permits. Officers in the field will be able to check on permit status and receive pertinent information regarding annual, monthly and daily permits even on same day, including virtual permits. ticketPRO magic can search by Permit number as well as by Plate for virtual permits.

Permit Manager can integrate with License Plate Recognition (LPR) systems by providing current permit information such as type, status, lost, stolen, temporary, etc. TDS will work with the City's LPR vendor to ensure smooth integration.

**Reporting** - TDS will provide daily reporting showing the dollar amounts collected and deposited on a daily basis. Detail and management summary reporting will be provided online.

Monthly reporting will be provided showing the number of permits applied for, the number of permits pending and the number of permits issued. Financial and statistical reports will be customized as needed. Management reports will identify all activity.

Visual Mapping/Reporting is also available and provides management with an easy view of pertinent permit data and allocations.

## PROCESSING FEES – PERMIT MANAGEMENT

## ONE TIME STARTUP COST

\$2,500

Includes: Database Creation, System Setup of Tables, Project Management, Client Approval, Web-Based training, Web Site Customization

## MONTHLY SERVICE/CLOUD-HOSTING FEE

\$600

This fee will cover the basic maintenance and availability of the system for the public and the City:

- ALPR integration
- Online Account Registration
- Online Permit Applications by Public & Uploading of Documents
- Cloud Document Storage
- Allows Agency entered Permit Applications
- Dedicated FAQ; Info Panel Updates
- Unpaid Parking Citation Check; Requires Citation Payment prior to Permit Approval/Issuance.
- Self-Service Internet access 24/7 for the public to view their permit information
- Online Support for the Agency Staff via email 8am-5pm Monday-Friday (excluding Holidays)

## PROCESSING FEES – VIRTUAL/DIGITAL PERMITS

## PERMIT FEE – Virtual/Digital Permits

- Virtual Permits; Vehicle Plate is the permit
- PDF Permits; Printable paper permits for the Public/Agency
- Permit tracking for ticketPRO Enforcement Integration

\$1.00 per permit

## ACCOUNT REVIEW/MANUAL ACCOUNT ENTRY BY TDS

- Review and approval of new accounts by TDS
- Does not apply to accounts and documents submitted online
- Manual entry of new accounts and documents
- Accounts received by mail, email or phone to be entered

\$1.00 per account

## PERMIT APPLICATION REVIEW BY TDS

- Review and approval of new permit documents by TDS when required.
- Note: Current Menlo Park Over Night and Residential Permit Applications do not require review.

\$1.00 per approved application

## PROCESSING FEES – PHYSICAL PERMITS

Physical permits are traditional Decals, Stickers and Hangtags. Menlo Park has elected to utilize all Virtual/Digital permits. Physical permit pricing is provided for potential future permit utilization by the City.

**PERMIT FEE – Physical Permits**

- All Physical Permits qualify for this fee.
- Automatic application status email notifications
- Online Renewal Option for the Public
- Permit tracking for ticketPRO Enforcement Integration

**\$2.00 per permit****FULFILLMENT SERVICES - Performed by TDS staff**

- Includes manual entry of mailed/emailed accounts
- Review/Approval of submitted account documents
- Permit stock inventory management
- Issue approved permits and deliver via mail with letter

**\$2.50 per permit  
(plus 1st class postage)**

## ADDITIONAL SERVICES

**OTHER MAILED LETTER CORRESPONDENCE**

This fee will cover the mailing of a single page of information, such as a simple renewal letter or a rejection letter, etc. Other mailings outside of the fulfillment process can be negotiated.

**\$1.00 per letter  
(plus 1st class postage)****GROUP EMAIL CORRESPONDENCE**

This fee will cover the emailing of information to a group of accounts, such as a renewal reminder, special permit offers, etc. Text to be provided by Customer.

**\$75.00 per group email****CREDIT CARD PAYMENTS (Internet)**

A convenience fee of **5% of the amount paid** will be charged to the online customer for this service. This fee covers the cost of ongoing maintenance, agency support and enhancements of the web payment system, and includes daily and monthly reconciliation of all payments. (Fee subject to change).

**No Charge to Agency****CUSTOMIZATION CHARGES**

Customization charges will apply for development of any non-standard permit types, parameters, or other requirements not included in current getaPermit system.

**\$80 per hour****PERMIT STOCK/SUPPLIES****Supplied by Agency****COST INCREASES**

If postal rates increase during the term of this agreement, any per notice fee paid to TDS shall be raised immediately to offset the effect of the postal rate increase.

**Postal Rate  
Increase Offset**

**All quoted prices are valid 90 days from the date submitted**

**PROPRIETARY & CONFIDENTIAL**