



CITY OF SAN LUIS OBISPO

990 Palm Street ■ San Luis Obispo, CA 93401

Notice Requesting Proposals for

PARKING CITATION PROCESSING, Specification No. 91430

The City of San Luis Obispo is requesting proposals from qualified firms to provide parking citation processing, pursuant to Specification No. 91430. All proposals must be received by the Finance Department, City Hall, 900 Palm Street, San Luis Obispo, CA no later than 3:30 p.m. Pacific Standard Time, February 11, 2016.

Proposals received after said date and time will not be considered. To guard against premature opening, each proposal shall be submitted to the Finance Department in a sealed envelope plainly marked with the proposal title, specification number, proposing name, time and date of proposal opening. Proposals shall be submitted using the forms provided in the specification package.

Proposals packages may be obtained FREE at the City's website: www.slocity.org under Bids & Proposals, or by e-mailing your request to afuchs@slocity.org, or by faxing your request to the Public Works Department at (805) 781-7198. Please include your company name, street address, phone, fax, and e-mail address, along with the name and specification number of the proposal you are requesting.

Additional information may be obtained by contacting:

Alexander Fuchs, Parking Services Supervisor, (805) 781-7553 or afuchs@slocity.org.

Nicole Lawson, Supervising Administrative Assistant, (805) 781-7059 or nlawson@slocity.org



The City of San Luis Obispo is committed to including disabled persons in all of our services, programs and activities. Telecommunications Device for the Deaf (805) 781-7410.

Specification No. 91430

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Section A

DESCRIPTION OF WORK

The City of San Luis Obispo (“City”) invites the submittal of sealed proposals from qualified firms providing Parking Citation Processing and the option for an on-line Residential Parking Permit Program. The City requires well-managed and financially sound individuals or firms with demonstrated skills and technical ability, and high levels of customer service and satisfaction, to fulfill the requirements outlined in this RFP. The City requires that firms must have at least five years of experience with municipalities and/or college institutions, and provide references where comparable services are provided. Only those firms with verifiable experience in parking citation collection processing and (optional) on-line residential parking permit programs will be considered during this proposal process.

A. BACKGROUND

The City of San Luis Obispo Parking Services Division utilizes three full-time and three part-time parking enforcement officers to issue parking citations to individuals whom are in violation of the San Luis Obispo Municipal Code and/or California Vehicle Code. These citations are issued on a hand-held device (Samsung Android Note 4), and printed citations using O’Neil OC2 printers. These citations are placed on the vehicle, and notices are mailed to the registered owner as accessed through DMV database. Police Department’s Student Neighborhood Assistant Program (SNAP) utilizes six part-time officers whom issue parking citations as well. Parking Services Division’ Parking Enforcement Officers and the Police Department’s SNAP unit issue approximately 1,000 manual citations and 30,000 handheld computer written citations per year.

Beginning the late 1970’s, Parking Services began implementing and enforcing residential permit parking districts. The City currently has nine (9) residential permit parking districts that were formed at the request of residents living in impacted areas. Residents, whom reside within one of these nine districts, may purchase up to two permits per year, at \$10.00 each. Permits are issued in September each year, and expire in September the following year. Parking Services Department issues approximately 1,646 permits to 823 households. Currently all permits and notices are issued in-house through Parking Services Division. The City is considering moving to a web-based Residential parking permit program that allows a resident to purchase permits on-line and print temporary parking permits in the future.

B. SCOPE OF WORK

This Request for Proposal (RFP) is for an out-sourced parking citation processing contractor. The term of this Agreement awarded pursuant to this RFP, is intended to commence upon execution of an Agreement and extend for a period of five (5) years with an option to renew for two (2) additional two-year terms. Contractor shall meet all requirements of the specifications contained herein, as well as all legislated mandates by the State of California, California Vehicle Code, San Luis Obispo Municipal Code, and the City of San Luis Obispo. For any portion of this proposal that is performed by Sub-Contractors, see Section C, Special Terms and Condition Section of this proposal. See attachments for a sample printed parking citation and citation information for the past five years.

C. CITATION PROCESSING

The citation processing management system must be a hosted solution that serves to collect and format electronically or manually entered citations and related enforcement data such as photos, correspondence, etc. for processing. The system must provide for inquiries, maintenance, management reporting, and system administration capabilities. The Contractor will be responsible for all related fees for the system and will invoice the City based on an all-inclusive, per citation price. The hosted system must be

managed and maintained by the Contractor and meet the following requirements:

1. The system shall be capable of processing all manually and electronically issued citations. The current handhelds units are capable of a secure batch interface and include an option for wireless electronic citation data upload. The system shall be capable of immediately uploading the data using either process.
2. Contractor shall adhere to all timelines required by the California Vehicle Code (CVC). The timeline for citation processing is shown below and all costs shall be based accordingly. This time period is at the sole discretion of the City and may be changed at any time.
 1. Due date on printed citations: 21 days from date of issuance
 2. Due date on initial mailed notice: 14 days from mail date
 3. Grace period: 2 additional days
 4. Attempt collection through DMV hold: 37 days from the date of issuance.

After the two-day grace period is complete the Contractor shall add the applicable late fees and implement a DMV hold for in-state citations.

3. The system shall maintain and update a tow eligibility list for vehicles with five or more unpaid citations.
4. The Contractor shall maintain a record of all citations processed in the database. Such records shall contain at a minimum, payment information and history, collection efforts, photos, vehicle registration owner data, disposition, appeal history, outstanding collections record and any other information necessary to create an audit trail. All records and data remain property of the City and must be turned over by the Contractor to the City in a timely manner at the termination or expiration of the Agreement.
5. Contractor shall provide full integration with the California Department of Motor Vehicles (DMV) including the ability to place registration holds and release on-line on a daily basis with DMV confirmation. The vehicle registration hold must be placed in accordance with the California Vehicle Code and all other applicable laws. The timetable to establish a registration hold at DMV should be at the discretion of the City. Releases should take place within 24 hours.
6. Contractor will be responsible for maintaining and gathering all necessary and correct motorist data required for the citation processing. Contractor shall work with all other states DMV's to collect on any out-of-state citations issued. Similar processes for vehicle registration holds and releases shall be in place and compliant with all Federal and State laws.
7. The system shall provide a method for contesting citations in accordance with the City of San Luis Obispo's citation review process. The ability to complete the contest form and the first level administrative review shall be available on-line. The system capabilities should be described in detail including how the City would be alerted of pending reviews, letters that are generated through this process, and any other applicable information.
8. Contractor shall provide the necessary postage, correspondence, and ability to track forms to meet all applicable State and local laws regarding citation processing and adjudication. The City will provide all manual and handheld computer citation forms, unless otherwise agreed.

9. All notices and letters must include an interior envelope for return. The notices must meet with all U.S. Postal Service requirements and are subject to approval by City of San Luis Obispo.
10. The City currently owns eight (8) Samsung Android Note 4 and seven (7) O'Neil OC2 printers utilized by the parking enforcement officers to issue citations. The system must be capable of using this type of handheld or comparable handhelds must be provided by Contractor at no cost to the City. The Contractor must provide all support services necessary for maintenance and repair of the existing handhelds.
11. Contractor shall intake payments for parking citations. Contractor will then deposit funds into a City of San Luis Obispo account with deposit access only for the Contractor.
12. Partial Payment Notices will be mailed to those who do not pay the full fine and applicable penalty. The notice should indicate the amount that was paid and the remainder that is due. Samples of all forms, notices, letters, etc., must accompany the proposal and are subject to City approval.
13. Payment options must also include a payment plan. Contractor shall have a means by which partial payments can be identified and processed. Contractor shall provide the City with a report of partial payments on a monthly basis.
14. Contractor must provide information relating to over payments, if a refund is pending, and include the name and address for the refund.
15. Contractor will establish a method to insure processing and collecting of citations and complaints issued to out-of-state and out-of-country vehicles. Contractor should be prepared to pay all costs associated with the establishment of contracts with out of state' motor vehicle departments.
16. Contractor shall work with City to craft and approve all notices to be generated and mailed to debtors including layout and language. The City has final approval control over letter content including text and layout.
17. Contractor shall maintain record of all open parking citations for a period of five (5) years from the date of issuance.
18. Contractor shall provide to the City a monthly aging report with a "clean" month-end cut off. This report shall include all citations regardless of their current status (i.e. current, DMV, collections, etc.).
19. Contractor shall provide to the City a monthly report for all Superior Court of San Luis Obispo County fees associated with the Courthouse Construction Fund, County General Fund, Immediate and Critical Needs Account, State Court Facilities Fund, Trial Court Trust Fund, Equipment Assessment, Registration Assessment and Handicapped parking violations, special collections and bail increases in amounts specified in the California Vehicle Code (CVC).
20. Contractor shall offer a person whom has been cited the opportunity to pay their citation by mail, phone and via an online internet-based payment system. This online system shall comply with any applicable requirements for adequate security of personal information.

21. All records and data will be readily available for inspection and audit.
23. Contractor shall provide a system with sufficient security to restrict access only to authorized users. Contractor will provide a description of such security measures in their proposal.
24. Authorized users at San Luis Obispo shall have sole authority to void citations.
25. Appropriate San Luis Obispo staff will have unlimited access to online terminal inquiry and transmission of data capacity.

Section B

GENERAL TERMS AND CONDITIONS

The following requirements are applicable to sections D, E and F.

1. Contractor shall provide unlimited users to access the system. The Contractor must provide password protection for each user and also be able to limit the capabilities and functions per user.
2. Remote access for multiple City workstations must be available using a standard PC. Operating and or software costs must be included. Access to the database must be 100% web based and require no additional or 3rd party software to operate.
3. The system shall be dynamic and capable of adapting to changes in policy, user preferences, or future changes in processing requirements.
4. The system shall maintain a copy of all correspondence mailed and the mailing dates. The system shall also be capable of attaching notes to each citation or permits. Notes should capture the date, operator, reason for call, and any comments. The system must accommodate multiple notes per citation or permit and notes must be able to be seen by City staff remotely.
5. The City shall have remote capability to void citations or permits. Contractor shall void citations or permits upon request if desired by City.
6. Contractor shall be responsible for correcting all system malfunctions and errors attributable to the Contractor at no cost to the City.
7. The system must be capable of exporting all data in the system in a CSV or similar City approved format so that it may be uploaded to other software systems if desired by City. There are several applications this may be required for including but not limited to financial tracking, additional reporting or collection methods, Tiburon, and global system reporting.
8. Contractor shall maintain the management system database and system security in such a way as to provide complete confidentiality and protection from unwanted access.
9. A backup and recovery system must be provided for the management system database to include all information in the system. At a minimum, the system should be backed up multiple times throughout each day.

10. The system shall provide an interactive real time voice response system (IVR) for all inquiries. Contractor shall provide details of how the IVR system functions overall as well as specific instructions to the caller. The system shall include the following (at a minimum): real-time information, credit card processing for payment, custom greetings, multiple languages, and flexibility to add additional details or features as desired.
11. Contractor shall provide efficient, courteous, and professional service for all telephone calls and correspondence. A toll-free telephone number shall be provided for the public to obtain information, make inquiries, and make payments.
12. Customer service representatives shall be available to provide instructions and information on general parking policies and procedures, to handle complaints, and how to pay or contest citations. For complaints, a telephone response shall be provided within one (1) business day.
13. Contractor shall provide efficient, courteous and professional service for all telephone calls and correspondence. A toll free number shall be provided for the public to obtain information, inquires and make payments.
14. Deposits must be made daily in the City's required format and to the bank specified by the City. Daily notification of deposits including full details of the daily deposit will be sent to the City in a manner to be determined by City.
15. Contractor shall provide a comprehensive suite of standard financial and operational management reports that are parameter driven and may be sent to City on a regular basis in PDF and Excel formats. Contractor shall also provide additional reporting or Ad Hoc reporting as requested by City in same formats. City shall have the ability to access all reports remotely. Contractor agrees to provide any and all reports requested by City in the format requested and at no cost to City.
16. The City shall have the right to review and approve the use of any subcontractor for any portion of these services. The Contractor shall be responsible for ensuring that any subcontractors used operate within the terms of the agreement.
17. A full accounting must be made to the City by the 10th day of each month. Records of deposits, management reports, and statistical summaries of activity for the prior month, together with supporting detail, must be delivered as specified by the City.
18. All software updates and upgrades will be included. The City will receive any upgrades and updates within 3 months of release.
19. Contractor shall provide any equipment necessary to perform the services in this RFP. The cost for any additional equipment or supplies not included above will be reimbursed by the City only with prior written approval. These items may include but are not limited to upgraded equipment purchases, general supplies, citation paper, envelopes, and any other items required to perform services related to this RFP.
20. The system shall have the ability to allow the public to purchase a residential permit (optional) or pay for a citation using Visa, MasterCard, AMEX, or Discover for on-line payments or through the IVR system. Residents shall also have the option to pay by check via mail. The Contractor shall provide documentation that the system is certified in accordance with credit card processing

PCI-DSS and CISP standards. The on-line payment system shall be available 24 hours per day, 7 days per week, year-round with minimal downtime.

PROPOSAL REQUIREMENTS

1. **Requirement to Meet All Provisions.** Each individual or firm submitting a proposal (bidder) shall meet all of the terms, and conditions of the Request for Proposals (RFP) specifications package. By virtue of its proposal submittal, the bidder acknowledges agreement with and acceptance of all provisions of the RFP specifications.
2. **Proposal Submittal.** Each proposal must be submitted on the form(s) provided in the specifications and accompanied by any other required submittals or supplemental materials. Proposal documents shall be enclosed in an envelope that shall be sealed and addressed to the Department of Finance, City of San Luis Obispo, 990 Palm Street, San Luis Obispo, CA, 93401 **no later than February 11, 2016 by 3:30 Pacific Standard Time.** In order to guard against premature opening, the proposal should be clearly labeled with the proposal title, specification number, name of bidder, and date and time of proposal opening. No FAX submittals will be accepted.
3. **Insurance Certificate.** Each proposal must include a certificate of insurance showing:
 - a. The insurance carrier and its A.M. Best rating.
 - b. Scope of coverage and limits.
 - c. Deductibles and self-insured retention.

The purpose of this submittal is to generally assess the adequacy of the bidder's insurance coverage during proposal evaluation; as discussed under paragraph 12 below, endorsements are not required until contract award. The City's insurance requirements are detailed in Section E.

4. **Proposal Quotes and Unit Price Extensions.** The extensions of unit prices for the quantities indicated and the lump sum prices quoted by the bidder must be entered in figures in the spaces provided on the Proposal Submittal Form(s). Any lump sum bid shall be stated in figures. The Proposal Submittal Form(s) must be totally completed. If the unit price and the total amount stated by any bidder for any item are not in agreement, the unit price alone will be considered as representing the bidder's intention and the proposal total will be corrected to conform to the specified unit price.
5. **Proposal Withdrawal and Opening.** A bidder may withdraw its proposal, without prejudice prior to the time specified for the proposal opening, by submitting a written request to the Director of Finance for its withdrawal, in which event the proposal will be returned to the bidder unopened. No proposal received after the time specified or at any place other than that stated in the "Notice Inviting Bids/Requesting Proposals" will be considered. All proposals will be opened and declared publicly. Bidders or their representatives are invited to be present at the opening of the proposals.
6. **Submittal of One Proposal Only.** No individual or business entity of any kind shall be allowed to make or file, or to be interested in more than one proposal, except an alternative proposal when specifically requested; however, an individual or business entity that has submitted a sub-proposal to a bidder submitting a proposal, or who has quoted prices on materials to such bidder, is not thereby disqualified from submitting a sub-proposal or from quoting prices to other bidders submitting proposals.

7. **Communications.** All timely requests for information submitted in writing will receive a written response from the City. Telephone communications with City staff are not encouraged, but will be permitted. However, any such oral communication shall not be binding on the City.

CONTRACT AWARD AND EXECUTION

8. **Proposal Retention and Award.** The City reserves the right to retain all proposals for a period of 60 days for examination and comparison. The City also reserves the right to waive non-substantial irregularities in any proposal, to reject any or all proposals, to reject or delete one part of a proposal and accept the other, except to the extent that proposals are qualified by specific limitations. See the "Special Terms and Conditions" in Section C of these specifications for proposal evaluation and contract award criteria.
9. **Competency and Responsibility of Bidder.** The City reserves full discretion to determine the competence and responsibility, professionally and/or financially, of bidders. Bidders will provide, in a timely manner, all information that the City deems necessary to make such a decision.
10. **Contract Requirement.** The bidder to whom award is made (Contractor) shall execute a written contract with the City within ten (10) calendar days after notice of the award has been sent by mail to it at the address given in its proposal. The contract shall be made in the form adopted by the City and incorporated in these specifications.
11. **Insurance Requirements.** The Contractor shall provide proof of insurance in the form, coverages and amounts specified in Section E of these specifications within 10 (ten) calendar days after notice of contract award as a precondition to contract execution.
12. **Business Tax.** The Contractor must have a valid City of San Luis Obispo business tax certificate before execution of the contract. Additional information regarding the City's business tax program may be obtained by calling (805) 781-7134.

CONTRACT PERFORMANCE

13. **Ability to Perform.** The Contractor warrants that it possesses, or has arranged through subcontracts, all capital and other equipment, labor, materials, and licenses necessary to carry out and complete the work hereunder in compliance with any and all federal, state, county, city, and special district laws, ordinances, and regulations.
14. **Laws to be Observed.** The Contractor shall keep itself fully informed of and shall observe and comply with all applicable state and federal laws and county and City of San Luis Obispo ordinances, regulations and adopted codes during its performance of the work.
15. **Payment of Taxes.** The contract prices shall include full compensation for all taxes that the Contractor is required to pay.
16. **Permits and Licenses.** The Contractor shall procure all permits and licenses, pay all charges and fees, and give all notices necessary.
17. **Safety Provisions.** The Contractor shall conform to the rules and regulations pertaining to safety established by OSHA and the California Division of Industrial Safety.

18. **Public and Employee Safety.** Whenever the Contractor's operations create a condition hazardous to the public or City employees, it shall, at its expense and without cost to the City, furnish, erect and maintain such fences, temporary railings, barricades, lights, signs and other devices and take such other protective measures as are necessary to prevent accidents or damage or injury to the public and employees.
19. **Preservation of City Property.** The Contractor shall provide and install suitable safeguards, approved by the City, to protect City property from injury or damage. If City property is injured or damaged resulting from the Contractor's operations, it shall be replaced or restored at the Contractor's expense. The facilities shall be replaced or restored to a condition as good as when the Contractor began work.
20. **Immigration Act of 1986.** The Contractor warrants on behalf of itself and all subcontractors engaged for the performance of this work that only persons authorized to work in the United States pursuant to the Immigration Reform and Control Act of 1986 and other applicable laws shall be employed in the performance of the work hereunder.
21. **Contractor Non-Discrimination.** In the performance of this work, the Contractor agrees that it will not engage in, nor permit such subcontractors as it may employ, to engage in discrimination in employment of persons because of age, race, color, sex, national origin or ancestry, sexual orientation, or religion of such persons.
22. **Work Delays.** Should the Contractor be obstructed or delayed in the work required to be done hereunder by changes in the work or by any default, act, or omission of the City, or by strikes, fire, earthquake, or any other Act of God, or by the inability to obtain materials, equipment, or labor due to federal government restrictions arising out of defense or war programs, then the time of completion may, at the City's sole option, be extended for such periods as may be agreed upon by the City and the Contractor. In the event that there is insufficient time to grant such extensions prior to the completion date of the contract, the City may, at the time of acceptance of the work, waive liquidated damages that may have accrued for failure to complete on time, due to any of the above, after hearing evidence as to the reasons for such delay, and making a finding as to the causes of same.
23. **Payment Terms.** The City's payment terms are 30 days from the receipt of an original invoice and acceptance by the City of the materials, supplies, equipment or services provided by the Contractor (Net 30).
24. **Inspection.** The Contractor shall furnish City with every reasonable opportunity for City to ascertain that the services of the Contractor are being performed in accordance with the requirements and intentions of this contract. All work done and all materials furnished, if any, shall be subject to the City's inspection and approval. The inspection of such work shall not relieve Contractor of any of its obligations to fulfill its contract requirements.
25. **Audit.** The City shall have the option of inspecting and/or auditing all records and other written materials used by Contractor in preparing its invoices to City as a condition precedent to any payment to Contractor.
26. **Interests of Contractor.** The Contractor covenants that it presently has no interest, and shall not acquire any interest—direct, indirect or otherwise—that would conflict in any manner or degree with the performance of the work hereunder. The Contractor further covenants that, in

the performance of this work, no subcontractor or person having such an interest shall be employed. The Contractor certifies that no one who has or will have any financial interest in performing this work is an officer or employee of the City. It is hereby expressly agreed that, in the performance of the work hereunder, the Contractor shall at all times be deemed an independent contractor and not an agent or employee of the City.

27. **Hold Harmless and Indemnification.** *The Contractor agrees to defend, indemnify, protect and hold the City and its agents, officers and employees harmless from and against any and all claims asserted or liability established for damages or injuries to any person or property, including injury to the Contractor's employees, agents or officers that arise from or are connected with or are caused or claimed to be caused by the acts or omissions of the Contractor, and its agents, officers or employees, in performing the work or services herein, and all expenses of investigating and defending against same; provided, however, that the Contractor's duty to indemnify and hold harmless shall not include any claims or liability arising from the established sole negligence or willful misconduct of the City, its agents, officers or employees.*
28. **Contract Assignment.** The Contractor shall not assign, transfer, convey or otherwise dispose of the contract, or its right, title or interest, or its power to execute such a contract to any individual or business entity of any kind without the previous written consent of the City.
29. **Termination.** If, during the term of the contract, the City determines that the Contractor is not faithfully abiding by any term or condition contained herein, the City may notify the Contractor in writing of such defect or failure to perform. This notice must give the Contractor a 10 (ten) calendar day notice of time thereafter in which to perform said work or cure the deficiency.

If the Contractor has not performed the work or cured the deficiency within the ten days specified in the notice, such shall constitute a breach of the contract and the City may terminate the contract immediately by written notice to the Contractor to said effect. Thereafter, neither party shall have any further duties, obligations, responsibilities, or rights under the contract except, however, any and all obligations of the Contractor's surety shall remain in full force and effect, and shall not be extinguished, reduced, or in any manner waived by the termination thereof.

In said event, the Contractor shall be entitled to the reasonable value of its services performed from the beginning date in which the breach occurs up to the day it received the City's Notice of Termination, minus any offset from such payment representing the City's damages from such breach. "Reasonable value" includes fees or charges for goods or services as of the last milestone or task satisfactorily delivered or completed by the Contractor as may be set forth in the Agreement payment schedule; compensation for any other work, services or goods performed or provided by the Contractor shall be based solely on the City's assessment of the value of the work-in-progress in completing the overall workscope.

The City reserves the right to delay any such payment until completion or confirmed abandonment of the project, as may be determined in the City's sole discretion, so as to permit a full and complete accounting of costs. In no event, however, shall the Contractor be entitled to receive in excess of the compensation quoted in its proposal.

30. **Termination for Convenience.** Whenever it may be in the City's best interest, the City may terminate the agreement with 30 calendar day's written notice.

Section C

SPECIAL TERMS AND CONDITIONS

PROPOSAL FORMAT AND CONTENT

Proposing companies desiring to respond to this Request for Proposal (RFP) shall submit their proposal in sufficient detail to allow for a thorough evaluation and comparative analysis. The proposals should be as brief and concise as possible without sacrificing clarity. Proposals containing irrelevant material or an abundance of excessively vague language may be penalized in the screening process.

1. **Title Page.** The title page shall contain at a minimum the name of the contractor, RFP title, and date.
2. **Table of Contents.** There shall be a comprehensive table of contents included in the proposal. This index shall include a clear definition of the materials, identified by sequential page numbers and by section reference.
3. **Company Background.** The City is particularly interested in selecting a company that has extensive experience in Parking Citation Processing with an option to establish a Residential Parking Permit Program.. The City requires that firms must have at least five years' experience with municipalities and/or college institutions. A description of the company history, depth, and any value added services should be included here.
4. **Project Staffing.** Identify the person to be designated project manager and a detailed summary of his or her background. The City expects that the project manager shall be available by telephone on all occasions for discussion with City staff, and shall be locally available for meetings in person on short notice (one day).
5. **Organizational Chart.** Submit an organization chart showing the name of the project manager, other key personnel, and all supporting staff assigned to the project. The City reserves the right to approve the final staffing plan. Include a brief resume for applicable key personnel on the organizational chart. Specific responsibilities of project manager and key personnel should be listed in detail.
6. **Customer Service and Technical Support.** Provide a description of the customer service features and technical support abilities of the contractor. Include any training and staff development that would benefit the City of San Luis Obispo or its customers. Any additional features that would be relevant can also be included here. (i.e. IVR systems, websites, etc.).
7. **Sub-Contractors (if any).** Identify any sub-contractors that would be used. Give a detailed description of their involvement, scope of work, background, and responsibilities. The price proposed shall include any and all work to be done by sub-contractors, and the City will only process claims and payments to the prime Contractor. A list of sub-contractors to be hired shall be submitted as a part of the proposal. Also disclose whether or not the subcontractor is a subsidiary or is financially tied to the Contractor in any other manner. Use of sub-contractor does not relieve the Contractor of prime responsibility. City of reserves the right to approve all proposed sub-contractors.

8. **System Capabilities.** Provide a detailed description of the proposed parking citation, delinquent collection service and permit processing system proposed. Indicate the ability to meet and/or exceed the scope of services. Include any software and hardware details that will be provided to meet the scope of services. Describe any integration you have with other related products as well as the customization possibilities with the system.

PROPOSAL REVIEW PROCESS

The City may shortlist up to three (3) Contractors based on the submitted proposals and invites them to an interview process. In addition, the City may request that Contractors demonstrate their product either as part of the interview process or separately from it. The City, at its discretion, may make site visits to locations where the Contractors systems are in use. The contractors shall be evaluated on the following:

- Understanding of the work required by the City.
- Quality, clarity and responsiveness of the proposal.
- Demonstrated competence and professional qualifications necessary for successfully performing the work required by the City.
- Recent experience in successfully performing similar services.
- Proposed approach in completing the work.
- References.
- Background and experience of the specific individuals to be assigned to this project.
- Presentation Interviews.

As reflected above, contract award will not be based solely on price, but on a combination of factors as determined to be in the best interest of the City. After evaluating the proposals and discussing them further with the finalists or the tentatively selected contractor, the City reserves the right to further negotiate the proposed work and/or method and amount of compensation. Once prospective contractors have been evaluated by the evaluation panel, negotiations shall begin. If negotiations are unsuccessful, talks with that Contractor will be abandoned and negotiations will then commence with the next qualified Contractor, and so on, until a final agreement has been reached and a contract prepared. Staff will present their findings to the City Council, which, at its discretion, will award a contract.

Labor Actions In the event that the successful bidder is experiencing a labor action at the time of contract award (or if its suppliers or subcontractors are experiencing such a labor action), the City reserves the right to declare said bidder is no longer the lowest responsible, responsive bidder and to accept the next acceptable low proposal from a bidder that is not experiencing a labor action, and to declare it to be the lowest responsible, responsive bidder.

Failure to Accept Contract The following will occur if the bidder to whom the award is made (Contractor) fails to enter into the contract: the award will be annulled; any bid security will be forfeited in accordance with the special terms and conditions if a bidder's bond or security is required; and an award may be made to the next lowest responsible, responsive bidder who shall fulfill every stipulation as if it were the party to whom the first award was made.

Contract Term The contract term shall be for a period of five (5) years ("initial term") beginning on June 1, 2016 and ending on May 31, 2021. The City will have the option of two (2) additional two-year renewal options at the sole discretion of the Public Works Director.

Compensation Adjustment Original contract prices shall remain in effect through June 1, 2016. Beginning in year 2016, on July 1 of each year contract prices shall be increased by a percent equal to the

percentage increase in the U.S. Consumer Price Index/All Urban Consumers (CPI-U) from March in the previous year to February in the year of the adjustment.

Example: The original contract price is \$1,000 per month. This price remains in effect until June 30, 2016. The U.S. Consumer Price Index/All Urban Consumers (CPI-U) increases by 2.5 percent from March 2016 to February 2017. On July 1, 2016, the contract price increases by 2.5 percent from \$1,000 to \$1,025 per month. The new contract price applies to work completed after July 1, 2016. The same process repeats the following year.

Contractor Invoices The Contractor shall deliver a monthly invoice to the City that clearly identifies the name of the contract and the contract specification number.

Proposal Review and Award Schedule The City has developed the following list of key events from RFP issuance through notice of contract award. All deadlines are subject to change at the City of San Luis Obispo’s discretion.

	Key Events	Key Dates
1	Issue RFP	1-4-16
2	Deadline for contractor to submit any questions	1-15-16
3	City to post addendum for answers to any questions received	1-29-16
4	Proposal due date and time	2-11-16 by 3:30 P.S.T.
5	Complete proposal evaluations	2-26-16
6	Conduct finalist interviews	3- 14-16
7	Finalize staff recommendations	3-31-16
8	Award contract	4-18-16
5	Execute contract	5-2-16
6	Start work	6- 1-16

Accuracy of Specifications The specifications for this project are believed by the City to be accurate and to contain no affirmative misrepresentation or any concealment of fact. Bidders are cautioned to undertake an independent analysis of any test results in the specifications, as City does not guaranty the accuracy of its interpretation of test results contained in the specifications package. In preparing its proposal, the bidder and all subcontractors named in its proposal shall bear sole responsibility for proposal preparation errors resulting from any misstatements or omissions in the plans and specifications that could easily have been ascertained by examining either the project site or accurate test data in the City's possession. Although the effect of ambiguities or defects in the plans and specifications will be as determined by law, any patent ambiguity or defect shall give rise to a duty of bidder to inquire prior to proposal submittal. Failure to so inquire shall cause any such ambiguity or defect to be construed against the bidder. An ambiguity or defect shall be considered patent if it is of such a nature that the bidder, assuming reasonable skill, ability and diligence on its part, knew or should have known of the existence of the ambiguity or defect. Furthermore, failure of the bidder or subcontractors to notify City in writing of specification or plan defects or ambiguities prior to proposal submittal shall waive any right to assert said defects or ambiguities subsequent to submittal of the proposal.

To the extent that these specifications constitute performance specifications, the City shall not be liable for costs incurred by the successful bidder to achieve the project’s objective or standard beyond the amounts provided there for in the proposal.

In the event that, after awarding the contract, any dispute arises as a result of any actual or alleged ambiguity or defect in the plans and/or specifications, or any other matter whatsoever, Contractor shall immediately notify the City in writing, and the Contractor and all subcontractors shall continue to perform, irrespective of whether or not the ambiguity or defect is major, material, minor or trivial, and irrespective of whether or not a change order, time extension, or additional compensation has been granted by City. Failure to provide the hereinbefore described written notice within one (1) working day of contractor's becoming aware of the facts giving rise to the dispute shall constitute a waiver of the right to assert the causative role of the defect or ambiguity in the plans or specifications concerning the dispute.

Section D

FORM OF AGREEMENT

AGREEMENT

THIS AGREEMENT is made and entered into in the City of San Luis Obispo on _____, 2016 by and between the CITY OF SAN LUIS OBISPO, a municipal corporation, hereinafter referred to as City, and _____, hereinafter referred to as Contractor.

WITNESSETH:

WHEREAS, on January 4, 2016, City invited proposals for Parking Citation Processing and Residential Parking Permit Program per Specification No. 91430.

WHEREAS, pursuant to said request for proposal, Contractor submitted a proposal that was accepted by City for said Fine Collection and Residential Permit Parking Program.

NOW THEREFORE, in consideration of their mutual promises, obligations and covenants hereinafter contained, the parties hereto agree as follows:

1. **TERM.** The term of this Agreement shall be from the date this Agreement is made and entered, as first written above, through May 31, 2021.

2. **INCORPORATION BY REFERENCE.** City Specification No. 91430 and Contractor's proposal dated _____, are hereby incorporated in and made a part of this Agreement. To the extent that there are any conflicts between the City's specification and this Agreement and the Contractor's proposal, the terms of the City's specification and this Agreement shall prevail, unless specifically agreed otherwise in writing signed by both parties.

3. **CITY'S OBLIGATIONS.** For providing Parking Citation Processing and Residential Preferential Parking Permit Program as specified in this Agreement, City will pay and Contractor shall receive therefore payments based upon the actual quantities ordered and received by City and the unit prices bid by Contractor.

4. **CONTRACTOR'S OBLIGATIONS.** For and in consideration of the payments and agreements hereinbefore mentioned to be made and performed by City, Contractor agrees with City to do everything required by this Agreement and said Specifications.

5. **AMENDMENTS.** Any amendment, modification or variation from the terms of this Agreement shall be in writing and shall be effective only upon approval by the City Administrative Officer.

6. **COMPLETE AGREEMENT.** This written Agreement, including all writings specifically incorporated herein by reference, shall constitute the complete agreement between the parties hereto. No oral agreement, understanding or representation not reduced to writing and specifically incorporated herein shall be of any force or effect, nor shall any such oral agreement, understanding or representation be binding upon the parties hereto.

7. **NOTICE.** All written notices to the parties hereto shall be sent by United States mail, postage prepaid by registered or certified mail addressed as follows:

City	Finance Department City of San Luis Obispo 990 Palm Street San Luis Obispo, CA 93401
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Contractor	Name Address
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8. **AUTHORITY TO EXECUTE AGREEMENT.** Both City and Contractor do covenant that each individual executing this agreement on behalf of each party is a person duly authorized and empowered to execute Agreements for such party.

IN WITNESS WHEREOF, the parties hereto have caused this instrument to be executed the day and year first above written.

ATTEST:

CITY OF SAN LUIS OBISPO

City Clerk

By: _____
City Manager [or Mayor]

APPROVED AS TO FORM:

CONTRACTOR:

Name of Company

City Attorney

By: _____
Name of CAO/President
Its: CAO/President.

Section E

INSURANCE REQUIREMENTS

The Contractor shall procure and maintain for the duration of the contract insurance against claims for injuries to persons or damages to property that may arise from or in connection with the performance of the work hereunder by the Contractor, its agents, representatives, employees or subcontractors.

Minimum Scope of Insurance. Coverage shall be at least as broad as:

1. Insurance Services Office Commercial General Liability coverage (occurrence form (CG 0001)).
2. Insurance Services Office form number CA 0001 (Ed. 1/87) covering Automobile Liability, code 1 (any auto).
3. Workers' Compensation insurance as required by the State of California and Employer's Liability Insurance.

Minimum Limits of Insurance. Contractor shall maintain limits no less than:

1. General Liability: \$1,000,000 per occurrence for bodily injury, personal injury and property damage. If Commercial General Liability or other form with a general aggregate limit is used, either the general aggregate limit shall apply separately to this project/location or the general aggregate limit shall be twice the required occurrence limit.
2. Automobile Liability: \$1,000,000 per accident for bodily injury and property damage.
3. Employer's Liability: \$1,000,000 per accident for bodily injury or disease.

Deductibles and Self-Insured Retentions. Any deductibles or self-insured retentions must be declared to and approved by the City. At the option of the City, either: the insurer shall reduce or eliminate such deductibles or self-insured retentions as respects the City, its officers, officials, employees and volunteers; or the Contractor shall procure a bond guaranteeing payment of losses and related investigations, claim administration and defense expenses.

Other Insurance Provisions. The general liability and automobile liability policies are to contain, or be endorsed to contain, the following provisions:

1. The City, its officers, officials, employees, agents and volunteers are to be covered as insureds as respects: liability arising out of activities performed by or on behalf of the Contractor; products and completed operations of the Contractor; premises owned, occupied or used by the Contractor; or automobiles owned leased, hired or borrowed by the Contractor. The coverage shall contain no special limitations on the scope of protection afforded to the City, its officers, official, employees, agents or volunteers.
2. For any claims related to this project, the Contractor's insurance coverage shall be primary insurance as respects the City, its officers, officials, employees, agents and volunteers. Any insurance or self-insurance maintained by the City, its officers, officials, employees, agents or volunteers shall be excess of the Contractor's insurance and shall not contribute with it.
3. The Contractor's insurance shall apply separately to each insured against whom claim is made or suit is brought, except with respect to the limits of the insurer's liability.
4. Each insurance policy required by this clause shall be endorsed to state that coverage shall not be suspended, voided, canceled by either party, reduced in coverage or in limits except after thirty

(30) days' prior written notice by certified mail, return receipt requested, has been given to the City.

Acceptability of Insurers. Insurance is to be placed with insurers with a current A.M. Best's rating of no less than A:VII.

Verification of Coverage. Contractor shall furnish the City with a certificate of insurance showing required coverage. Original endorsements effecting general liability and automobile liability coverage are also required by this clause. The endorsements are to be signed by a person authorized by that insurer to bind coverage on its behalf. All endorsements are to be received and approved by the City before work commences.

Subcontractors. Contractor shall include all subcontractors as insured under its policies or shall furnish separate certificates and endorsements for each subcontractor. All coverages for subcontractors shall be subject to all of the requirements stated herein.

Section F

SUBMITTAL FORMS

Cost Proposal Submittal Form

The City is requesting proposals for Parking Citation and Residential Parking Permit Program. Each contractor shall fill out the following cost proposal in it's entirety. Cost proposals that are not complete will not be accepted, and the submitted proposal will be deemed incomplete. If there are any additional costs not included in this Cost Proposal, those costs must be identified on a separate sheet of paper and included as stated in this Request for Proposal. On a separate page, a detailed breakdown of the costs below as well as a detailed price list shall also be provided.

Item	Description- Citation Processing	Total Amount Per Citation
	Five Year Term (2016-2021)	\$
	First-Two Year Option Term (2021-2023)	\$
	Second-Two Year Option Term (2023-2025)	\$
Item	Description- Residential Parking Permit Program (OPTIONAL)	Total Cost per Permit
	Five Year Term (2016-2021)	\$
	First-Two Year Option Term (2021-2023)	\$
	Second-Two Year Option Term (2023-2025)	\$

REFERENCES

Number of years engaged in providing the services included within the scope of the specifications under the present business name:_____.

Describe fully the last five contracts performed by your firm that demonstrate your ability to provide the services included with the scope of the specifications. Attach additional pages if required. The City reserves the right to contact each of the references listed for additional information regarding your firm's qualifications.

Reference No. 1

Customer Name	
Contact Individual	
Telephone & FAX number	
Street Address	
City, State, Zip Code	
Description of services provided including contract amount, when provided and project outcome	

Reference No. 2

Customer Name	
Contact Individual	
Telephone & FAX number	
Street Address	
City, State, Zip Code	
Description of services provided including contract amount, when provided and project outcome	

Reference No. 3

Customer Name	
Contact Individual	
Telephone & FAX number	
Street Address	
City, State, Zip Code	
Description of services provided including contract amount, when provided and project outcome	

Reference No. 4

Customer Name	
Contact Individual	
Telephone & FAX number	
Street Address	
City, State, Zip Code	
Description of services provided including contract amount, when provided and project outcome	

Reference No. 5

Customer Name	
Contact Individual	
Telephone & FAX number	
Street Address	
City, State, Zip Code	
Description of services provided including contract amount, when provided and project outcome	

SAMPLE PRINTED PARKING CITATION –FRONT AND BACK

**CITY OF SAN LUIS OBISPO
PARKING CITATION**

You must respond to this citation within 21 calendar days of issuance date by (1) paying the amount due or (2) contesting the citation. See reverse side for additional information.

----- Citation -----
304125243

Date Time 04-29-2015 09:56:58
Officer 64595

----- VEHICLE INFORMATION -----
Plate 20324D1
State CA
VIN Not Readable
Permit
Make Ford
Style
Color GRAY
Reg. 12 2015

----- LOCATION -----
218 LOT 2

----- VIOLATION INFORMATION -----
10.52.050 \$ 33
EXPIRED METER VIOLATION

----- COMMENTS -----

TOTAL DUE: \$ 33.00

Mail your payment along with citation to:
City of San Luis Obispo
c/o Parking Citation Service Center
P.O. Box 11923
Santa Ana, CA 92711-1923
SEE REVERSE FOR DETAILS

CHARGE:

You are charged with a violation(s) of the parking provisions of the City of San Luis Obispo Municipal Code and/or the California Vehicle Code. The specific violation(s) and the penalty amount(s) are indicated on the front of this citation.

PAYMENT INFORMATION:
Make Checks Payable To
CITY OF SAN LUIS OBISPO

IN PERSON:
City of San Luis Obispo
Parking Services Office
1260 Chorro Street, Suite B
San Luis Obispo, CA

BY MAIL:
City of San Luis Obispo
c/o Parking Citation Service Center
P.O. Box 11923
Santa Ana, CA 92711-1923

CREDIT CARD:
Online www.paymycite.com/SLO
Phone (800) 801-9046

CONTESTING A CITATION:

If you would like to contest this parking citation please contact City of San Luis Obispo Parking Services Office (805) 781-7230, Monday-Friday 8:00am - 5:00pm, except holidays or appear in person and complete a Request for Citation Review Form. Citation review forms must be submitted within 21 days of receipt of the citation.

WARNING: Failure to respond to this parking citation **WITHIN 21 DAYS** will result in penalties and notification to the Department of Motor Vehicles to place your vehicle registration on hold until this citation has been paid in full or dismissed. Vehicles with 5 or more unpaid parking citations, may be towed or "booted" pursuant to California Vehicle Code Section 22651(i).

CURRENT BAIL SCHEDULE

CODE & SECTION	DESCRIPTION	PENALTY	LATE FEE ADDED
SLMC 10.12.050	INTERFERENCE WITH POLICE/AUTHORIZED OFFICER	\$93	\$123
SLMC 10.14.030	OBEDIENCE TO TRAFFIC CONTROL DEVICES	\$58	\$88
SLMC 10.14.090	UNAUTHORIZED PAINTING ON CURBS	\$58	\$88
SLMC 10.34.020	OVERNIGHT CAMPING (10pm - 6 am)	\$100	\$130
SLMC 10.36.020	STOPPING OR STANDING IN PARKWAYS PROHIBITED	\$33	\$63
SLMC 10.36.030	STOP/STAND/PARK IN VIOLATION OF CHAPTER	\$33	\$63
SLMC 10.36.040	NO PARKING ZONE - PROHIBITED PARKING - Also Taxi Zone (d)	\$53	\$83
SLMC 10.36.050	USE OF STREETS FOR STORAGE OF VEHICLES PROHIBITED	\$23	\$53
SLMC 10.36.070	REPAIRING OR GREASING VEHICLE ON PUBLIC STREET	\$23	\$53
SLMC 10.36.080	WASHING OR POLISHING VEHICLES	\$23	\$53
SLMC 10.36.090	PARKING ADJACENT TO SCHOOLS	\$23	\$53
SLMC 10.36.100	PARKING PROHIBITED ON NARROW STREETS	\$23	\$53
SLMC 10.36.110	PARKING ON GRADES	\$23	\$53
SLMC 10.36.120	UNLAWFUL PARKING - PEDDLERS, VENDORS	\$23	\$53
SLMC 10.36.130	EMERGENCY PARKING SIGNS	\$23	\$53
SLMC 10.36.140	LARGE/COMMERCIAL VEHICLE PARKING NEAR INTERSECTION	\$23	\$53
SLMC 10.36.150	NIGHTTIME PARKING OF LARGE VEHICLES	\$23	\$53
SLMC 10.36.160	NIGHTTIME PARKING OF VEH W/OPERATING AIR/REFRIGERATION	\$23	\$53
SLMC 10.36.200	PARKING IN A RESIDENTIAL PERMIT PARKING AREA	\$38	\$68
SLMC 10.36.230	PERMITS - DISPLAY OF PERMITS	\$28	\$58
SLMC 10.36.235	NO PERMIT LOT	\$33	\$63
SLMC 10.40.010	TIMED PARKING 10 MINUTES TO 10 HOURS (Overtime Parking)	\$38	\$68
SLMC 10.40.020	BACKING INTO PARKING SPACE PROHIBITED	\$28	\$58
SLMC 10.40.040	PARKING PARALLEL ON ONE-WAY STREETS	\$21	\$51
SLMC 10.40.050	DIAGONAL PARKING	\$21	\$51
SLMC 10.40.060	PARKING SPACE MARKINGS	\$33	\$63
SLMC 10.40.070	NO STOPPING ZONE	\$21	\$51
SLMC 10.40.080	ALL NIGHT PARKING PROHIBITED (3-5am)	\$38	\$68
SLMC 10.44.020	CURB MARKING TO INDICATE NO STOPPING/PARKING REGS.	\$23	\$53
SLMC 10.44.030	EFFECT OF PERMISSION TO LOAD/UNLOAD IN YELLOW ZONE	\$53	\$83
SLMC 10.44.040	EFFECT OF PERMISSION TO LOAD/UNLOAD IN WHITE ZONE	\$33	\$63
SLMC 10.44.050	STANDING IN ANY ALLEY	\$33	\$63
SLMC 10.44.070	DISABLED PARKING	\$338	\$368
SLMC 10.48.010	CERTAIN VEHICLES PROHIBITED IN CENTRAL DISTRICT	\$58	\$88
SLMC 10.48.020	ADVERTISING VEHICLES	\$33	\$63
SLMC 10.48.030	ANIMAL DRAWN VEHICLES	\$33	\$63
SLMC 10.48.040	TRUCK ROUTES	\$88	\$118
SLMC 10.48.050	COMM. VEHICLES PROHIBITED FROM USING CERTAIN STREETS	\$88	\$118
SLMC 10.48.060	MAX. GROSS WT. LIMITS OF VEHICLES ON CERTAIN STREETS	\$88	\$118
SLMC 10.52.040	PARKING METERS - OPERATIONAL PROCEDURES	\$23	\$53

SLMC 10.52.050	UNLAWFUL TO PARK AFTER METER TIME HAS EXPIRED	\$33	\$63
SLMC 10.52.060	UNLAWFUL TO EXTEND TIME BEYOND LIMIT	\$15	\$45
SLMC 10.52.070	IMPROPER USE OF METER	\$15	\$45
SLMC 10.52.080	PARKING METERS/STANDARDS - PROPER USE	\$15	\$45
SLMC 10.52.110	MOTORCYCLE SPACES	\$15	\$45
CVC 5204(a)*	CURRENT TAB IMPROPERLY ATTACHED	*25	
CVC 21113(a)	VEHICLE OR ANIMAL ON PUBLIC GROUNDS-MOVING	\$116	\$146
CVC 21113(b)	VEHICLE OR ANIMAL ON PUBLIC GROUNDS-PARKING	\$33	\$63
CVC 21113 (c)	DRIVEWAYS, PATHS, PARKING FACILITIES ON GROUNDS	\$33	\$63
CVC 22500.1	STOPPING/STANDING/PARKING: FIRE LANE	\$116	\$146
CVC 22500(a)	STOPPING/STANDING/PARKING: WITHIN INTERSECTION	\$33	\$63
CVC 22500(b)	STOPPING/STANDING/PARKING: ON A CROSSWALK	\$33	\$63
CVC 22500(c)	STOPPING/STANDING/PARKING: BETWEEN SAFETY ZONE	\$33	\$63
CVC 22500(d)	STOPPING/STANDING/PARKING: W/IN 15' FIREHOUSE ENTRANCE	\$33	\$63
CVC 22500(e)	STOPPING/STANDING/PARKING: PUBLIC/PRIVATE DRIVEWAY	\$33	\$63
CVC 22500(f)	STOPPING/STANDING/PARKING: ON SIDEWALK	\$33	\$63
CVC 22500(g)	STOPPING/STANDING/PARKING: ALONG/OPPOSITE OBSTRUCT	\$33	\$63
CVC 22500(h)	STOPPING/STANDING/PARKING: ON ROADWAY SIDE OF VEHICLE	\$33	\$63
CVC 22500(i)	IMPROPER PARKING IN BUS ZONE	\$263	\$293
CVC 22500(j)	STOPPING/STANDING/PARKING: IN TUBE OR TUNNEL	\$33	\$63
CVC 22500(k)	STOPPING/STANDING/PARKING: UPON BRIDGE EXCEPT AUTH	\$33	\$63
CVC 22500(l)	IMPROPER PARKING IN WHEELCHAIR ACCESS	\$263	\$293
CVC 22502(a)	CURB PARKING	\$33	\$63
CVC 22502(b)	PARKING OPPOSITE DIRECTION OF TRAFFIC	\$33	\$63
CVC 22502(c)	CURB PARKING - WHEELS MORE THAN 18 INCHES FROM CURB	\$33	\$63
CVC 22504(a)	UNINCORPORATED AREA PARKING	\$33	\$63
CVC 22505(a)	PARKING ON STATE HIGHWAY WHERE SIGN POSTED	\$33	\$63
CVC 22505(b)	POSTED NO PARKING - STATE HIGHWAY	\$33	\$63
CVC 22507	UNLAWFUL PARKING	\$33	\$63
CVC 22507.8 (a)	PARKING IN SPACE FOR DISABLED	\$338	\$368
CVC 22507.8 (b)	PARKING IN SPACE FOR DISABLED - OBSTRUCT/BLOCK	\$338	\$368
CVC 22507.8 (c)(1)	PARKING IN SPACE FOR DISABLED - ON LINES MARKED	\$338	\$368
CVC 22507.8 (c)(2)	PARKING IN SPACE FOR DISABLED - CROSSHATCHED LINES	\$338	\$368
CVC 22510	PARKING IN SNOW REMOVAL AREAS	\$3	\$33
CVC 22511.7	DISABLED ZONE	\$338	\$368
CVC 22512	VEHICLE UNATTENDED	\$116	\$146
CVC 22513	TOW CARS - PARKING ON FREEWAY	\$33	\$63
CVC 22514	FIRE HYDRANTS	\$63	\$93
CVC 22515(a)	UNATTENDED VEHICLES - SET BRAKES/STOP MOTOR	\$33	\$63
CVC 22515(b)	UNATTENDED VEHICLES - SET BRAKES/WHEELS/PREVENT MOVE	\$33	\$63
CVC 22516	LOCKED VEHICLE	\$116	\$146
CVC 22517	OPENING AND CLOSING DOORS	\$116	\$146
CVC 22520.5	VENDING ON FREEWAY RIGHT-OF-WAY	\$116	\$146
CVC 22520.5(a)	VENDING ON FREEWAY RIGHT-OF-WAY	\$116	\$146
CVC 22521	ILLEGAL TO PARK ON RAILROAD TRACKS	\$33	\$63

CVC 22522	PARKING NEAR SIDEWALK ACCESS RAMPS	\$288	\$318
CVC 22523(a)	VEHICLE ABANDONMENT- On Highway	\$283	\$313
CVC 22523(b)	VEHICLE ABANDONMENT	\$283	\$313
CVC 22650	UNLAWFUL REMOVAL OF UNATTENDED VEHICLE	\$116	\$146
CVC 22651(b)	VEHICLE PARKED/LEFT STANDING TO OBSTRUCT TRAFFIC	\$116	\$146
CVC 40225*	PROCESSING OTHER VIOLATIONS	*\$10	
CVC 40226*	FAILURE TO DISPLAY DISABLED PLACARD - ADMINISTRATIVE FEE	*\$25	
	LATE PAYMENT PENALTY	\$30	
*			
	All other fine amounts set by City Council pursuant to CVC 40203.5		

SAMPLE CONTEST FORM



REQUEST FOR CITATION REVIEW

City of San Luis Obispo

PLEASE **PRINT** CLEARLY AND LEGIBLY IN INK

NAME:	VEHICLE LICENSE PLATE	CITATION NUMBER:
ADDRESS:	DATE RECEIVED	PHONE NUMBER:
CITY, STATE, ZIP:		

This is a request for citation review only. Submittal of this request does not mean your citation will be automatically dismissed. Your request will be carefully reviewed. Be certain that you explain all of the facts and any extenuating circumstances clearly and completely. Photographs, diagrams or other evidence included or attached will not be returned to you. **Whenever possible include a copy of the citation. Retain the original copy of the citation.** You will be notified by mail of the disposition of your request.

The above is a true and accurate account of the facts surrounding the issuance of my citation, as I understand them and my reasons for believing this citation should be dismissed.

Signature: _____ Date: _____

****FOR PARKING SERVICES OFFICE USE ONLY****

Citation Decision: ___ Dismissed ___ Upheld **Mail Date:** _____

Reason: _____

Return Form to: City of San Luis Obispo Parking Services - 1260 Chorro Street, Suite B - San Luis Obispo, CA 93401
For More Information Phone (805) 781-7230

G:\Forms\Request For Citation Review 3/05

CURRENT CITATION INFORMATION

City of San Luis Obispo (170) Age Citation Receivables Detail By Issue Month For May 2015 Activity

Days	Issued Count	Closed Collection Rate	Closed Count	Open Count	Percent Of Total Open	Days	Issued Count	Violation Amount	Additional Amount	Total Amount
0-29	1,940	53.51%	1,038	902	46.49%	0-29	1,940	\$32,578.00	(\$93.00)	\$32,485.00
30-59	1,608	82.59%	1,328	280	17.41%	30-59	1,608	\$11,495.00	\$5,597.00	\$17,092.00
60-89	1,415	82.97%	1,174	241	17.03%	60-89	1,415	\$8,306.00	\$5,420.00	\$13,726.00
90-119	1,647	85.37%	1,406	241	14.63%	90-119	1,647	\$8,623.00	\$5,712.00	\$14,335.00
120-149	1,161	84.32%	979	182	15.68%	120-149	1,161	\$6,576.00	\$4,404.00	\$10,980.00
150-179	1,546	84.80%	1,311	235	15.20%	150-179	1,546	\$8,353.00	\$5,075.00	\$13,428.00
180-209	1,970	87.97%	1,733	237	12.03%	180-209	1,970	\$8,911.00	\$5,860.00	\$14,771.00
210-239	2,209	88.73%	1,960	249	11.27%	210-239	2,209	\$8,735.00	\$6,246.00	\$14,981.00
240-269	1,501	90.07%	1,352	149	9.93%	240-269	1,501	\$5,092.00	\$3,833.00	\$8,925.00
270-299	1,691	88.17%	1,491	200	11.83%	270-299	1,691	\$6,820.00	\$5,148.00	\$11,968.00
300-329	2,151	90.19%	1,940	211	9.81%	300-329	2,151	\$7,434.00	\$5,242.00	\$12,676.00
330-365	2,851	89.76%	2,559	292	10.24%	330-365	2,851	\$10,671.00	\$6,798.00	\$17,469.00
366-730	23,118	93.85%	21,696	1,422	6.15%	366-730	23,118	\$52,242.00	\$28,288.00	\$80,530.00
731-1095	24,738	94.66%	23,418	1,320	5.34%	731-1095	24,738	\$46,979.00	\$23,522.00	\$70,501.00
1096-1460	21,773	94.40%	20,553	1,220	5.60%	1096-1460	21,773	\$43,260.00	\$24,921.00	\$68,181.00
1461-1825	23,844	94.88%	22,622	1,222	5.12%	1461-1825	23,844	\$40,286.00	\$26,004.00	\$66,290.00
Totals	115,163	92.53%	106,560	8,603	7.47%	Totals	115,163	\$306,361.00	\$161,977.00	\$468,338.00