

Questions submitted 7/8/2015

- 1) What is the annual volume of citations?
- 2) Who is your current vendor?
- 3) Do you currently use any electronic handheld ticket writers?

Answers: 7/8/2015

- 1) Approximately 2,400 – 2,500
- 2) No current vendor
- 3) No electronic handheld ticket writer

Additional questions & Answers 7/15/2015

1. What system or vendor does the College currently use for processing parking citations? Fortuna Police Department 707-725-7600
 2. Will prior data need to be converted to the new system? If so, how many years' worth of parking citations are currently being considered for conversion? No conversion of previous records.
 3. What is the College's currently expected timeframe for award? College of The Redwoods Business office 707-476-4120 will have those details. When is the College expecting the new systems to be in place relevant to award date? Within 6 weeks of award date, if feasible.
 4. How many citations are issued per year? 2012 calendar year = 2316 citations issued. 2013 calendar year = 2432. 2014 calendar year = 1568 (abnormal, due to reduced student worker availability during one semester). 2015 to date = 1056.
 5. How many notices are sent? Notices are sent on all citations if not paid within 14 days of issuance.
 6. Is there a backlog of unpaid citations and collections? Yes
 7. Do you currently issue paper tickets today? Yes If so, how many? 2012 calendar year = 2316 citations issued. 2013 calendar year = 2432. 2014 calendar year = 1568 (abnormal, due to reduced student worker availability during one semester). 2015 to date = 1056.
 8. Please provide more information on payment processing. Fortuna Police Dept. Handles the payment processing. 707-725-7600
 9. Is the College interested in appeals processing? Yes, the vendor will be processing appeals.
 10. Please provide examples of notices and letters (if any). No notices or letters from College of The Redwoods. Fortuna Police Dept. sends all notices and letters.
- Parking permit administration:
 - How many permits were issued in 2013 and 2014? Approx. 4,500 each year And what is the type and cost of the individual permit types? First Staff permit is free, \$15 for an additional Staff permit, Student permits are \$40 per Fall or Spring semester. Student Annual permit is \$65, Student Summer permit is \$15. Motorcycle permits are \$20 per Fall or Spring semester or \$33 per year. A motorcycle permit is free as a second permit once you have purchased a vehicle permit. Replacement permit is \$5.
 - Do these include permits requiring credentials? (e.g., residential or business permits). If so, is the validation of credentials to be performed by the City or by the Vendor? No validation of credentials.
 - Do these include permits available to the general public? The general public may buy a parking permit but very few, if any, are purchased.

- Does the College of the Redwoods currently have a permit portal on the Internet that we can view as a starting point? **No portal.**
- Parking violation control.
 - Is there a vendor currently providing these service? Is so, what company? **Yes, Fortuna Police Dept.(707-725-7600) processes all citations.**
 - Is citation issuance to be included in the proposal? **College of The Redwoods Parking enforcement will be issuing all citations.**
 - If so, how many citations were written in 2013 and 2014? **2012 calendar year = 2316 citations issued. 2013 calendar year = 2432. 2014 calendar year = 1568 (abnormal, due to reduced student worker availability during one semester). 2015 to date = 1056.**
 - Is the College of the Redwoods currently using handheld enforcement (ticket-writing) devices? If so, which? **Not using hand held devices.**
 - How many handheld devices will be needed? **10 should be sufficient.**
 - Is collection of delinquent citation fees to be included in the proposal? **Yes.**
 - Are DMV lookups for delinquent violators to be included in the proposal? **Yes.**
 - Is so, how many notices are to be sent to delinquent violators? **Delinquent notices are currently sent on all citations if still unpaid within 14 days of issuance.**
 - If delinquent violator noticing is to be included, what percentage of total citations were uncollected in 2013 and 2014? **3% to 5% uncollected.**
 - What was the total citation revenue collected in 2013 and 2014? **Approx.. \$13,000.**
 - Does the College of the Redwoods provide an on-line (web-based- portal for citation payment currently? **No.**
 - Is the College of the Redwoods interested in an on-line portal for citation and payment? **Yes.**
 - Is the College of the Redwoods interested in an on-line dispute portal for citations? **Yes.**