



## City Council Staff Report

**From: City Manager**

**Report Type: CONSENT CALENDAR**

**Lead Department: Police**

**Meeting Date: April 17, 2023**

Report #:2303-1156

### **TITLE**

Approval of Amendment #3 with Professional Account Management LLC, dba Duncan Solutions Contract (C17164727) in the Amount of \$80,000 and to Extend the Contract Term to April 28, 2024 for Parking Citation Management; CEQA Status – Not a Project.

### **RECOMMENDATION**

Staff recommends that Council approve and authorize the City Manager or designee to execute Amendment #3 to Contract Number C17164727 with Professional Account Management/dba Duncan Solutions to increase compensation by \$80,000, for a new total not-to-exceed amount of \$800,000, and to extend the contract term to April 28, 2024.

### **EXECUTIVE SUMMARY**

The Office of Transportation and the Police Department have separate contracts with Duncan Solutions to respectively administer the parking permit program and to facilitate parking citation processing and collection. This attached amendment with Duncan Solutions extends the term for the Police Department contract to align with the Office of Transportation, in preparation for the next competitive solicitation for comprehensive parking permit and citation management services.

### **BACKGROUND**

Parking enforcement throughout the city is divided between the two departments. The Police Department is primarily responsible for timed parking enforcement in commercial zones and enforcing the state vehicle code and city municipal code throughout the city including most Stanford property in City jurisdiction. The Office of Transportation is primarily responsible for enforcing the municipal code as it relates to the Residential Parking Program. Police Department employees provide physical enforcement for their department while Office of Transportation contracts the physical parking enforcement service to a vendor. The Police Department does not issue permits while Office of Transportation manages a parking permit

program. Both departments use a service provider to process and collect fees and fines for the issued citations, in conjunction with the Administrative Services Department.

## **ANALYSIS**

The City of Palo Alto contracted with Duncan Solutions to facilitate parking citation processing and collections in 2016 for the Police Department. The original contract value was not to exceed \$653,000<sup>1</sup>. The contract was extended and expires April 30, 2023<sup>2</sup>. Office of Transportation maintains a separate residential permit parking program also using the same provider for citation processing, contract number C19171363, with a not to exceed amount \$627,000 and is due to expire March 31, 2024<sup>3</sup>. Before this extension, both department contracts total \$1,280,000.

The attached contract extension would align the end dates for the two contracts. By extending the Police Department contract to align closer to the expiration of Office of Transportation contract, staff would have sufficient time to further explore options for a consolidated and more comprehensive parking strategy between the two departments, if feasible. This would allow the departments to enhance coordination on services offered to the community, parking enforcement strategies, and to determine whether one service provider can meet the operational needs across programs.

## **FISCAL/RESOURCE IMPACT**

Apart from the total not-to-exceed amount, updated to accommodate the extension, and the contract ending date, the terms and conditions of the original contract remain unchanged, including the original costs for services. The FY2023 Adopted Police Department Operating Budget has sufficient funding for this contract; no additional budgetary action required. Funding for the term that ends in FY2024 will be subject to Council's adoption of that budget during the normal budget cycle; no additional funding requirement is expected.

## **STAKEHOLDER ENGAGEMENT**

This contract was reviewed and coordinated with internal departments including legal, procurement, and financial functions to ensure alignment with City policies and procedures.

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<sup>1</sup> City Council, December 5, 2016, Agenda Item #4, SR #7179

<https://www.cityofpaloalto.org/files/assets/public/agendas-minutes-reports/reports/city-manager-reports-cmr/yr-archive/2016/id-7179.pdf>

<sup>2</sup> City Council, May 23, 2022, Agenda Item #10, SR #14437

<https://portal.laserfiche.com/Portal/PdfViewer.aspx?file=https%3A%2F%2Fportal.laserfiche.com%2FPortal%2FElectronicFile.aspx%3Fdocid%3D59502%26repo%3Dr-704298fc%26pdfView%3Dtrue%5B%7B%22num%22%3A3%2C%22gen%22%3A0%7D%2C%7B%22name%22%3A%22XYZ%22%7D%2Cnull%2Cnull%2Cnull%5D>

<sup>3</sup> City Council, June 24, 2019, Agenda Item #5, SR 10241 #14437

<https://www.cityofpaloalto.org/files/assets/public/agendas-minutes-reports/reports/city-manager-reports-cmr/yr-archive/2019/id-10241.pdf>

**ENVIRONMENTAL REVIEW**

Adoption of this amendment is not a project under CEQA.

**ATTACHMENTS**

Attachment A: City of Palo Alto Contract #C17164727 Amendment No. 3

**APPROVED BY:**

Andrew Binder, Police Chief