



Turbo Data Systems, Inc. Contract Extension: Proof of Payment

Finance Committee
August 26, 2019
Agenda Item #7

Background

- JPB award Turbo Data Systems, Inc. (TDS) Proof-of-Payment agreement in June 1, 2018.
- 2-year base agreement with option to extend for 8-years.
- Base agreement expires on May 31, 2020.
- January 16, 2019 staff presented Contract status to the Board.
- Approve amendment to the contract with TDS to extend the contract term for an additional eight-years until May 31, 2028
- Increase the contract capacity by \$446,400 from \$150,000 to \$596,400



Scope of Work (SOW)

- TDS provides services in the following areas
 - Citation processing
 - Citation payment collection
 - Lease of handheld ticketwriter units
 - Maintenance support
 - Data reporting



Benefits to the Contract Extension

- TDS will provide uninterrupted service for Fare Evasion citation processing and adjudication.
- Increase ticketwriter units to enhance enforcement.
- Reduce lease cost per month for handheld ticketwriter units.



Overview of Proof-of-Payment Program

- Adopted new Fare Enforcement Ordinance on January 4, 2018
- New Fare Enforcement Program launch July 2018
- Incremental rollout
- All conductors must take an 8-hour mandatory Proof-of-payment course and pass two exams
 - trained on procedures
 - techniques for conducting fare checks:
 - demeanor, diffusing conflict, de-escalation



Goals of Fare Ordinance

- Standardize “Zero-Tolerance” approach to ensure equity
- Identifying and penalizing fare evaders
- Reduce court congestion
- Standardize adjudication process
- Standardize electronic issuance procedures
- Reducing the amount of incidents of assaults on conductors
- Provide a safer commuter rail system
- Recoup money lost due to fare evasion

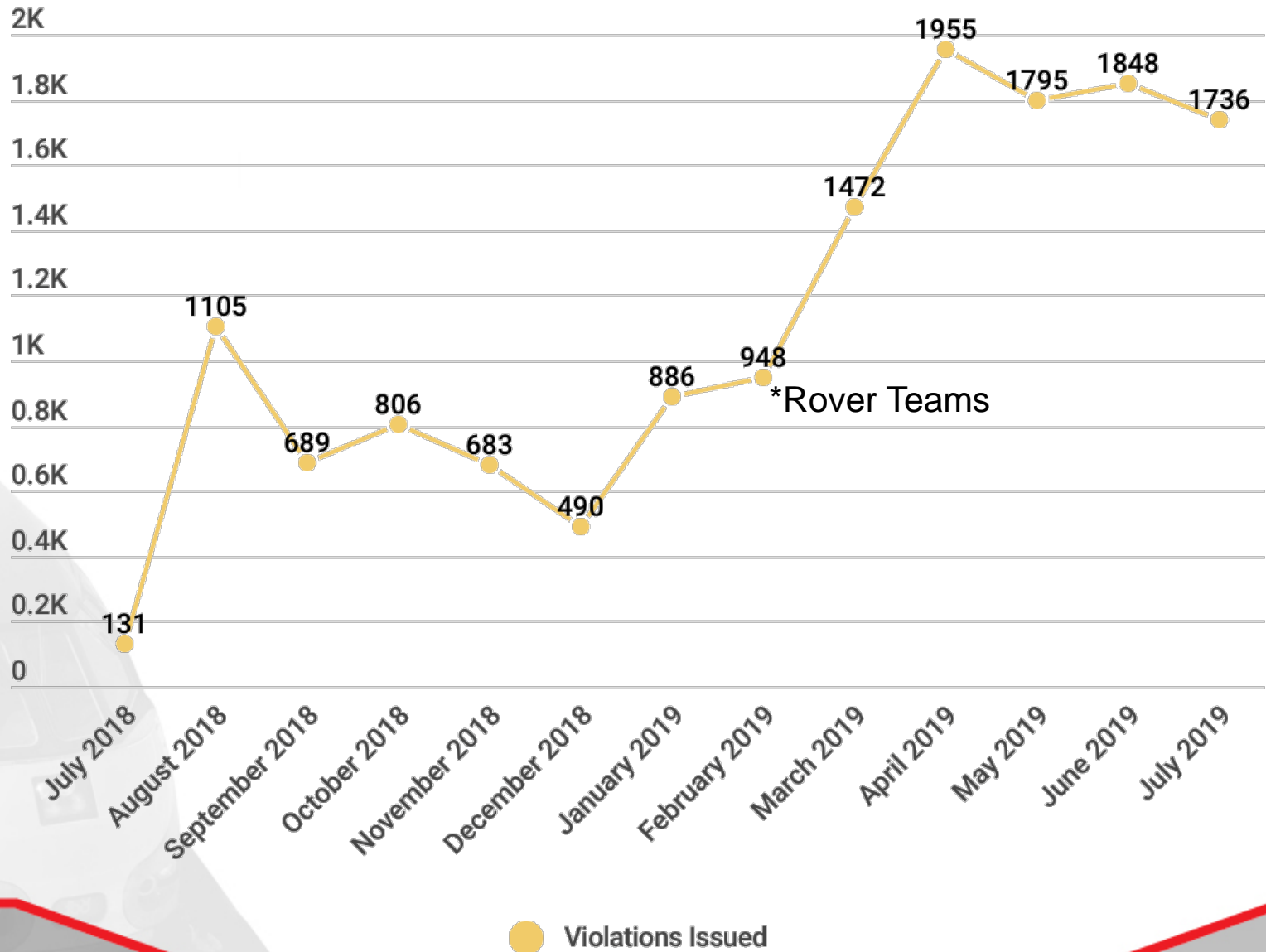


Proof-of-Payment: July 1, 2018 – July 31, 2019

- Total Notice of Violations for Fare Evasion Given: 14,550
 - Closed: 10,143
 - 7 out of every 10 people ticketed paid
 - Open: 4,407
 - In the review process or payment deadline has not past.
 - Delinquent: 3,031
 - Late Penalty \$75
 - 100% Closure Rate
 - Collection Services
 - Franchise Tax Board Collection Services
 - 3rd Offense or Greater
 - Fare Evasion Citation by Transit Police
 - Ejection
 - Exclusion for 90 days



Proof-of-Payment : By the Numbers



Proof-of-Payment

- Fare recovery from the Proof-of-Payment program: \$578,579
- Fare enforcement identifies, deters, and penalizing fare evaders on Caltrain.
- Standardize “Zero-Tolerance” approach to ensure equity with consistent inspection across routes and times of day.
- Enhances safety for both the conductors and Caltrain passengers.