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

JPB Board of Directors
September 5, 2019
Agenda Item #5 (j)
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

*Rover Teams
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.