

ATTACHMENT 4

**CITY OF LAKE FOREST
DEPARTMENT OF PUBLIC WORKS
REFERENCE CHECK**

Parking Permit Processing Program and Optional Service Citation Processing

Agency: Contact Info: Phone: Email:	Contact #1: City of Seal Beach, Police Dept. Captain Michael Ezroj 562-799-4100 mezroj@sealbeachca.gov	Contact #2: City of Napa Tony Valadez 707-257-9272 tvaladez@cityofnapa.org	Contact #3: Paso Robles Police Dept. Donna King 805-227-7486 dking@prcity.com
QUESTIONS	RESPONSE	RESPONSE	RESPONSE
1. What were the services performed?	Data Ticket manages the parking citations, parking permits, parking appeals and collections.	They are our parking citation processor, parking permit vendor, and hearing officers for 2nd level appeals.	Citation processing, e-cite software, and vendor integrations.
2. How would you rate the quality of work?	5 - Outstanding. They have done a fantastic job for the City of Seal Beach.	5 – Very responsive. Occasional mistakes, which they fix quickly.	5
3. How well did they adhere to budget?	5 - They have been spot on for pricing additional items that we have sought out from them.	I've never had them go over budget in the 4 years that I've been with the City.	5
4. Rate the day-to-day communication with the firm.	5 - They answer all questions in a timely manner. They have resolved technical issues very quickly even during non-business hours and weekends.	5 – Their client services team handles the day-to-day issues and are very responsive.	5
5. Would you hire the firm again?	100%. They have done a fantastic job for us, and this is why we are expanding their scope within the city.	Yes	Yes
6. Do you have any additional comments or information regarding your experience with the firm?	Their staff is outstanding and very nice to work with. They have provided us great service.	They have been the City of Napa's citation processor for over 10 years now. We recently went out to bid last year as we were required to do so and selected Data Ticket to continue their services with the City. We have added on services like parking permit capabilities and collections through the FTB which has been very effective in the City collecting citation fees that otherwise were not being paid.	The staff at Data Ticket has been excellent to work with. Implementation went quickly and smoothly. I typically receive same day response to any inquiries and often receive responses within 1 hour.

Scale 1-5: 1= Very Poor 2 = Poor 3 = Fair 4 = Good 5 = Very Good