

**CITY OF TEMECULA  
AGENDA REPORT**

**TO:** City Manager/City Council

**FROM:** Jennifer Hennessy, Director of Finance

**DATE:** January 13, 2026

**SUBJECT:** Approve Non-Exclusive Services Agreement With Data Ticket, Inc. for Administrative and Parking Citation Processing

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**PREPARED BY:** Ward Komers, Assistant Director of Finance  
Tina Rivera, Purchasing Administrator

**RECOMMENDATION:** That the City Council approve a five-year Non-Exclusive Services Agreement with Data Ticket, Inc. for Administrative and Parking Citation Processing Services in the amount of \$250,000.

**BACKGROUND:** The City of Temecula has utilized Data Ticket, Inc. for citation processing services for many years. The City contracts with the Riverside County Sheriff's Department for law enforcement services, and Data Ticket supports parking citation processing, collections, and adjudication for citations issued within the City. Over time, the City expanded its citation programs to include administrative citations issued by the Community Development Department's Code Enforcement Division.

On December 8, 2015, the City Council approved a five-year professional services agreement with Data Ticket, Inc., dba Revenue Experts, for parking citation processing in the amount of \$150,000. In January 2016, the City Council adopted Ordinance No. 16-01, authorizing the issuance of administrative citations. As a result of this policy change, the City and Data Ticket executed a First Amendment to the agreement on March 28, 2017. That amendment expanded the scope of services to include administrative citation processing and reduced the cost for first-level review of parking citation adjudications, which were required to be handled internally by the City pursuant to State law. The First Amendment increased the total contract amount by \$12,000.

In response to changes in State law related to parking citation payment plans, including Assembly Bill 503, the City and Data Ticket entered into a Second Amendment on October 8, 2018. This amendment added services related to administering indigent parking citation payment plan options, as required under the California Vehicle Code, without increasing the overall contract amount.

On February 22, 2021, the City executed a Third Amendment to the agreement to ensure continuity

of citation processing services. This amendment extended the contract term through December 31, 2025, increased the contract amount by \$60,000, and updated administrative provisions to reflect current operational needs. The Third Amendment was executed under the City Manager's emergency authority during the COVID-19 local emergency to ensure uninterrupted citation processing services.

With the existing agreement and amendments approaching expiration, the City now proposes to replace the prior contractual framework with a new, consolidated, five-year Non-Exclusive Services Agreement. The proposed Agreement incorporates parking and administrative citation processing services under a single contract, supports both the Riverside County Sheriff's Department and the Code Enforcement Division, and reflects updated service requirements, pricing, and operational practices. The new Agreement will extend services through December 31, 2030.

Services provided by Data Ticket include data entry for handwritten and electronic citations, bilingual customer service, payment processing, citation database updates, appeal coordination with certified Hearing Officers, access to California and nationwide DMV registered owner information, delinquent notice processing, and detailed reporting. The Agreement also expands these services to fully support administrative citation processing, including management of the Franchise Tax Board Interagency Intercept Program and comprehensive reporting.

Exhibit C of the Agreement contains the vendor's Scope of Services and fee schedule. Under the Agreement's Incorporation and Conflict Control section, the City's terms supersede any conflicting provisions within vendor-prepared exhibits.

**FISCAL IMPACT:** Adequate funds are included within the Fiscal Year 2025-26 Temecula Sheriff's Department and Community Development Code Enforcement Division's Operating Budgets. Cost of services are offset by revenue received from remittance of paid parking and administrative citations. For the remaining years of the Agreement, funds will be adequately appropriated within the Temecula Police Department and Community Development Code Enforcement Division budget for parking and administrative citation processing services.

**ATTACHMENTS:** Non-Exclusive Services Agreement