

City of Hesperia STAFF REPORT



DATE: August 04, 2026
TO: Mayor and Council Members
FROM: Rachel Molina, City Manager
BY: Casey Brooksher, Assistant City Manager
SUBJECT: Contract Amendment with Data Ticket, Inc. for Collection Services

RECOMMENDED ACTION

It is recommended that the City Council authorize the City Manager to approve an amendment of \$427,750 to the existing contract with Data Ticket, Inc., for a revised not-to-exceed amount of \$880,000, and extend the contract through June 30, 2027, for the continued management and collection of citations, cost recovery, appeals, and additional hearing officer services for Code Enforcement, Police, Building and Safety, and Animal Control.

BACKGROUND

In 2012, the City contracted with Data Ticket, Inc. (Data Ticket) to provide for the management and collection of citations, cost recovery, appeals and hearing officer services. In 2015, the City also re-instituted the use of the special assessment program offered by the County of San Bernardino for collection of outstanding fines. These two programs are used in conjunction to collect fines and fees due from enforcement procedures.

Staff has used Data Ticket for the management, monitoring and collection of several City functions including: hearing officer services, parking citation processing, processing of citations related to the Police Multiple Response Program, Off-Highway Vehicle citations, DUI fee collection, Building and Safety Administrative Fines, and select Animal Control and Code Enforcement cases where collection through means other than the special assessment program is the most appropriate method of collection. For example, parking citation processing must be adjudicated and serviced by an agency authorized to make inquiries with the California Department of Motor Vehicles; Data Ticket maintains that authority. In addition, unpaid parking citations are recovered through the DMV registration process, which typically occurs annually.

The Data Ticket contract is unique in that the City and Data Ticket maintain a joint escrow account through which revenue and payments are processed. Data Ticket collects fines on behalf of the City and reconciles the amount due to the City each month after payment of associated service fees. The utilization of Data Ticket allows the City to pay service fees on a per citation basis and prevents the need to hire additional staff to provide the citation processing, monitoring, and collection services. As such, funds for Data Ticket are budgeted annually to accommodate these processing costs based upon the anticipated service level needed each year.

ISSUES/ANALYSIS

Over time, the number of citations issued across City departments and enforcement programs has increased, resulting in a corresponding increase in citation processing activity, associated service costs, and related revenue recovery. During the current contract period with Data Ticket, total revenue recovery related to the various citation administrative functions provided by Data Ticket total \$2.1 million collected and remitted to the City thus far.

Based on the recent increase in citation processing activity and expenditure trends, the requested amendment of \$427,750 is necessary to cover current contract costs along with additional funds for anticipated costs through the proposed extended term of Fiscal Year 2026–27.

CITY GOAL SUPPORTED BY THIS ITEM

Financial Health - Maintain a balanced budget and adequate reserves

FISCAL IMPACT

Funding for this contract has been included in the annual operating budget.

ALTERNATIVE(S)

1. Provide alternate direction to staff.

ATTACHMENT(S)

None