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Office of the Sheriff



SANTA BARBARA COUNTY

HEADQUARTERS

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March 24, 2016

BILL BROWN

Sheriff - Coroner

BERNARD MELEKIAN

Undersheriff

STATIONS

Buellton
140 W. Highway 246
Buellton, CA 93427
Phone (805) 686-8150

Carpinteria
5775 Carpinteria Avenue
Carpinteria, CA 93013
Phone (805) 684-4561

Isla Vista
6504 Trigo Road
Isla Vista, CA 93117
Phone (805) 681-4179

Lompoc
3500 Harris Grade Road
Lompoc, CA 93436
Phone (805) 737-7737

New Cuyama
70 Newsome Street
New Cuyama, CA 93254
Phone (661) 766-2310

Santa Maria
812-A W. Foster Road
Santa Maria, CA 93455
Phone (805) 934-6150

Solvang
1745 Mission Drive
Solvang, CA 93463
Phone (805) 686-5000

Sheriff - Coroner Office
66 S. San Antonio Road
Santa Barbara, CA 93110
Phone (805) 681-4145

Main Jail
4436 Calle Real
Santa Barbara, CA 93110
Phone (805) 681-4260

COURT SERVICES CIVIL OFFICES

Santa Barbara
1105 Santa Barbara Street
P.O. Box 690
Santa Barbara, CA 93102
Phone (805) 568-2900

Santa Maria
312 E. Cook Street, "O"
P.O. Box 5049
Santa Maria, CA 93456
Phone (805) 346-7430

Ms. Maria Millsaps
2015-2016 Santa Barbara County Grand Jury
Grand Jury Chambers
Santa Barbara County Courthouse
1100 Anacapa Street
Santa Barbara, California 93101

RE: Response to the Santa Barbara County Grand Jury Report Entitled "*Parking Citation Payment Problems with the Sheriff's Office – Not an Easy Way to Pay*"

Dear Ms. Millsaps:

Enclosed please find the Santa Barbara County Sheriff's Office response to the 2015-2016 Santa Barbara County Grand Jury Report entitled "*Parking Citation Payment Problems with the Sheriff's Office – Not an Easy Way to Pay*".

Please do not hesitate to contact me if I can provide any additional information.

Sincerely,

BILL BROWN
Sheriff – Coroner

Enclosure

SANTA BARBARA COUNTY SHERIFF'S OFFICE
RESPONSE TO THE SANTA BARBARA COUNTY GRAND JURY 2015-16 REPORT
"PARKING CITATION PAYMENT PROBLEMS WITH THE SHERIFF'S OFFICE –

Not an Easy Way to Pay"

FINDINGS AND RECOMMENDATIONS

***Finding 1:** No evidence could be found that a performance review of the contract was ever conducted.*

***Recommendation 1:** That the Santa Barbara Sheriff's Office conducts regular performance reviews of the parking citation processing contract.*

Response to Finding 1: The Sheriff's Office agrees with this recommendation. Any future contract should have built in performance measures that can be monitored. A review of these performance measures will be conducted prior to annual contract renewals.

***Finding 2:** There is no option to pay in person or with cash.*

***Recommendation 2:** That the Santa Barbara Sheriff's Office, in recognition of the need of some citizens to pay in cash, initiate a mechanism to pay in person or with cash.*

Response to Finding 2: The Sheriff's Office agrees with this recommendation. The Sheriff's office will look to any future vendor to provide a variety of payment options. These options ideally will include paying cash at a Sheriff's station, mail-in payments and on-line payment options.

***Finding 3:** Parking citations are not processed in a timely manner.*

***Recommendation 3:** That the Santa Barbara Sheriff's Office develop procedures to ensure parking citations are processed in a timely manner.*

Response to Finding 3: The Sheriff's Office agrees with this recommendation. The Sheriff's Office strives to have all reports and citations completed and turned in for processing by the end of the Officer's shift. Processing records in a timely manner is a top priority of our Records Bureau and procedures currently exist to ensure that records are processed as expeditiously as possible. Any third party vendor that the Sheriff's Office contracts with for Parking Citation processing will be held to the same standards and those standards will be outlined as a performance measure of the contract.

***Finding 4:** Some citations were sent to a debt collection agency even though payment was made within statutory guidelines as required by California Vehicle Code § 40207.*

Recommendation 4: *That the Santa Barbara Sheriff's Office develop procedures to ensure that parking citations paid within statutory timelines are not sent to debt collection agencies.*

Response to Finding 4: The Sheriff's Office does not agree with this recommendation. The Sheriff's Office contracts with a Vendor to provide parking citation processing. That Vendor collects payment on behalf of the Sheriff's Office and reconciles payments received with the Sheriff's Office on a regular basis. All financial transactions and processing are outside of the Sheriff's Office direct control.

In the past 18 months, the Sheriff's Office identified only 2 citations that were paid by the violator, but sent to collections by Duncan Solutions. In both circumstances, The Sheriff's Office stepped in to assist the payee with communicating with Duncan Solutions and the Collections agency to clear the mistake. The Sheriff's Office always strives to provide the best customer service possible; however records and payment management conducted by a third party vendor is outside of our control.

Finding 5: *The most recent annual contract renewal with the vendor, CN13914, expired June 30, 2013.*

Recommendation 5: *That the Santa Barbara Sheriff's Office enter into a new contract with a qualified vendor that will consistently process parking citations expeditiously.*

Response to Finding 5: The Sheriff's Office agrees with this recommendation. The Sheriff's Office is currently in the process of identifying qualified vendors. Vendors will be considered on several key elements; Technology and ease of use in the field, customer service, user interface, ease of use to the payee, willingness to establish and adhere to recurring performance measures and responsiveness to customer concerns / problems.

The Sheriff's Office is confident that we can identify and establish a relationship with a qualified vendor prior to FY 2016/17.