



CITY OF PARK RIDGE

MEMORANDUM

DATE: October 27, 2014
TO: Shawn Hamilton
FROM: Michael Fricano
RE: Parking/Municipal Ticket Collections

Status Update October 2014

In 2008, the City contracted with Professional Account Management (PAM), a subsidiary of Duncan Solutions to process and collect City issued citations. In November 2011, City staff delivered a report to the City Council that identified issues with the collection of outstanding tickets. The main issues impacting the collection of outstanding fines were the lack of a true partnership between the City and PAM and little to no oversight by the City over the process for ticket collections by PAM. In February 2012, staff requested and received approval from the City Council to write off tickets that were deemed uncollectible as a result of the effort made to correct the issues identified in November 2011 with the collection of outstanding tickets. During 2013 and beyond, City staff has continued to work with PAM to correct the issues and move the outstanding tickets through the collection process.

Since the last Council update:

1. Boot program has resulted in 11 cars being immobilized and over \$30,000 collected
2. Boot program has resulted in 2 cars being commandeered
3. Collection efforts since August 2012 have resulted in over \$51,000 collected
4. Increased streamlining and efforts by City Staff working with Duncan on the collection process has the City already surpassing revenue budgeted for FY15
 - a. FY15 Budget - \$8,000
 - b. FY15 Actual - \$8,367.83
5. Completed the transition to having Duncan send all notices except the 3rd notice (right after adjudication still done by City Staff)
6. City Staff is working on suspending licenses for individuals with 10 or more outstanding tickets
7. City was approved for the Illinois Debt Recovery Program
8. Re-establishing the ticket process for 236 tickets that City Staff identified as not completing the process
 - a. Worked with Duncan to re-write coding that was initially set up incorrectly
9. Transition Municipal tickets to Duncan to improve tracking progress and collection efforts

Attachments to this memo are the following:

Timeline pre-2012 - City's historical relationship with Duncan solutions (previous documents presented to Council)

Duncan Aging report – Report outlining outstanding municipal and parking tickets in and not in collections as of Sept. 22, 2014. Depicting breakdown of amounts from 2004-2014 that are due to the City.

Our Mission: THE CITY OF PARK RIDGE IS COMMITTED TO PROVIDING EXCELLENCE IN CITY SERVICES IN ORDER TO UPHOLD A HIGH QUALITY OF LIFE, SO OUR COMMUNITY REMAINS A WONDERFUL PLACE TO LIVE AND WORK.

Timeline post-2012 – Update to the Council on the City’s relationship and collection efforts with Duncan since 2012

Ticket process – An outline of the ticket process from inception to collections

Municipal Code Collection 20-1-8 – outlines the legal authority for collections

Next Steps the City plans to take:

1. City staff will establish a collection policy to enforce the license suspension and Illinois Debt Recovery program (completed by 4/30/15)
2. Collection of municipal tickets post the collection policy
3. City staff will continue to analyze PAM’s collection ability
 - a. Surrounding towns return on collections
 - b. Surrounding towns outstanding collection amounts
4. City staff will produce a RFP for ticketing/collection service (contract expires September 2015)