

Collection Update

- November 2011 through February 2012
 - Finance Department works with Duncan to verify tickets that should be brought to Council and written off (historically the council has not approved or been presented tickets to be written off)
 - February 12, 2012 over \$61,000 is approved to be written off (tickets that were issued from 2002-2007 that were uncollectable)
- March 2012
 - City staff re-establishes boot program
 - City Staff mails boot notices
 - City Staff applies boot to immobilize vehicle
 - City staff working with Police Department ensures that hand written tickets do not include names and addresses due to the finding in *Senne v Village of Palatine*
 - City Staff goes to Skokie to physically review tickets that had not gone to adjudication to ensure that none had been paid and could finish the ticket process
 - City Staff works with Duncan to create fields on the Municipal entry so court dates can be entered in their system
- April - July 2012
 - Duncan begins sending 4th notices
 - Duncan begins mailing 13-1-1 notices
 - City Staff works with Duncan to enter Municipal violations into their system for efficient tracking of ticket issuance and payment
- August 2012
 - City Staff works with Duncan on 13-1-1 notice and late fee coding
 - City Staff finalizes contract with Duncan
- September 2012
 - Duncan sends out second notice for 13-1-1 violations
 - City renews contract with Duncan
 - City receives 6 new hand held devices for ticket issuance
 - City re-establishes collection protocol with PAM (Professional Account Management)
 - City works with Duncan to receive separate checks for better tracking of payments to the General Fund and the Parking Fund
- October – December 2012
 - City receives and reviews tickets for collections sent from Duncan
 - City submits \$382,076 worth of tickets into collection with PAM (tickets range from 2007-2012)
- January - February 2013
 - City staff works with Duncan to continue monitor and clean up the ticket process
 - Duncan is now sending 1st, 2nd, and 4th notices

- City Staff still sends the 3rd notice, which is sent after adjudication
- March 2013
 - City Staff works with Duncan on why the City has so many tickets with no Registered Owner information
 - Duncan provides breakdown showing that Park Ridge has a 93.4% hit rate on registered owner information (only Schaumburg is higher)
- April - July 2013
 - City Staff works with Duncan to produce a monthly report to track ticket issuance and ticket collection
 - City Staff receives another file of individuals that are eligible for collections and to be reviewed
- August – Sept 2013
 - City Staff works with Duncan to receive a hot sheet report (a report that identifies individuals to be booted)
 - City Staff works with Duncan to get a boot letter template done so Duncan can automate the booting notification
 - City Staff works with Duncan to identify any possible reasons why tickets are still being held up
 - Tickets do not have a valid address
 - Trial outcome upheld
 - Coding for Duncan originally meant that once an individual is found guilty in adjudication the ticket process stopped
- Oct 2013
 - City Staff works with Duncan on hand held download problems
 - Numerous times residents call or come in to pay and their ticket has not downloaded properly into the Duncan system
 - City Staff works with Duncan to have the information hosted on their servers to resolve this problem
 - City Staff works with Duncan to get a third check issued every month – a collection check (this is to better track the revenue received from collections)
- Nov - Dec 2013
 - Boot letters are sent for the first time from Duncan
 - Boot
- Jan 2014 – March 2014
 - City Staff works with Duncan to merge accounts to better identify individuals on the boot list and streamline the process even further
- April 2014 – June 2014
 - City Staff works with Duncan to update their electronic tickets and the system to coincide with upcoming Municipal Code changes
 - City Staff finalizes new coding for so individuals who are found guilty in adjudication will continue on the ticket process (effect of 236 tickets that were being stalled)

- City Staff works with Duncan on another recommendation to send notices that are known to be invalid to keep the ticket process going (300 tickets)
 - Pending on management/council decisions
- City is approved to have the State Comptroller's Office collect ticket monies
 - Illinois Debt Recovery Offset Portal System
- City Staff working data to suspend driver licenses for individuals who have 10 or more outstanding tickets