

TOWN OF PALM BEACH

Information for Town Council Meeting on: October 10, 2023

To: Mayor and Town Council

Via: Kirk Blouin, Town Manager

From: Robert Miracle, Deputy Town Manager

Re: Status Report of Delinquent Accounts and Request for Authorization to Write-off Uncollectible Accounts

Date: September 30, 2023

STAFF RECOMMENDATION

Staff recommends that the Town Council authorize staff to write off the balances identified in the report and summarized below:

Type of Charge	Write off Amount	FY2023 Revenue Collected	% of Write off vs. Total Revenue
EMS Charges	\$154,753	\$405,923	38.12%
Fire False Alarms	\$1,296	\$31,396	.4%
Code Enforcement	\$2,450	1,979,850	.001%
Parking Tickets (FY2020)			
Tickets	\$61,865	\$979,676	.06%
Penalties	\$73,145	\$234,144	31.2%
Total	\$293,509	\$3,630,989	.08%

GENERAL INFORMATION

Status of Delinquent Accounts - Year End Update

Attached is the September 30, 2023, Status of Delinquent Accounts report for your review. This report includes outstanding code enforcement liens and false alarm fees Contractors. The total amount of delinquent accounts on this report equals \$104,896.86. Most of the balance is made up of code enforcement liens. The numerous small amounts under code enforcement liens represent code enforcement administrative fees.

EMS Collections

Fire-Rescue is requesting the authority to write off \$154,753.00 in uncollectible EMS fees. The Town has contracted with EMS Management and Consultants, Inc. (EMSMC) to bill and collect EMS fees. The Town has also contracted with Security Collection Agency to collect the delinquent EMS and other outstanding accounts. EMSMC sends the uncollectible accounts to SCA on a monthly basis.

The total amount due on EMS accounts is shown below.

Total amount due on EMS accounts as of September 01, 2023: \$276,616.83

Total amount of delinquent accounts as of September 01, 2023: \$137,721.39

The collection rate for the FY2022 dates of service is currently 72%, the collection rate for the FY2023 dates of service is currently 56 %

Total revenue from EMS fees for FY2023: \$405,923

Code Enforcement

Code Enforcement write-offs total \$2450.00 for 8 cases. The attached memorandum from Carla Marcote, Code Enforcement Specialist, provides individual explanations per case.

Fire False Alarms – Contractor

Fire False Alarms, Contractor write-offs total \$1296.29. The balance consists of eight accounts, COD Mechanical, Absolute Tile & Stone, Aichemy in Art, Davisa Maintenance Group, FTDS Door Service, Josh Semior Maintenance, Spectra Contract Flooring, Promar Building Service. All eight were sent Certified Letters – no response. Also numerous calls and emails to try and collect but no response to those as well.

Parking Tickets

Revenues from parking tickets and associated penalties for FY23 were \$91,448.61 higher than FY22.

Last year, Town Council authorized staff to write off unpaid tickets issued during fiscal year 2019. We are requesting that the Town Council authorize staff to write off outstanding parking tickets and penalties issued prior to September 30, 2020, totaling \$135,010. This total consists of original tickets issued in the amount of \$61,865 and \$73,145 in penalties. These tickets have been sent to the collection agency and all efforts have been made to collect these tickets. The collection agency will continue to pursue these outstanding tickets.

The chart below compares FY2022 vs. FY2023 write off and receivable balances.

Comparison of FY2022 vs. FY2023 Receivable Report

Write off Amounts

Type of Charge	FY2022	FY2023
EMS Charges	\$126,311	\$154,753
Code Enforcement Fines	.00	\$2,450
Parking Tickets	\$99,485	\$135,010
Fire False Alarms	\$444	\$1,296

Balance of Delinquent Accounts

Type of Charge	FY2022	FY2023
Code Enforcement Liens	\$3,205,750	\$103,400
False Alarm Accounts	\$990	\$1,497
EMS Charges	\$139,663	\$137,721
Parking Tickets		
Tickets	\$348,495	\$453,980
Penalties	\$355,565	\$432,271

Revenues from above sources

Type of Charge	FY2022	FY2023
Code Enforcement Liens	\$418,025	\$1,979,850
EMS Fees	\$430,561	\$405,923
Parking Tickets and Penalties	\$888,227	\$979,676
False Alarm Revenues	\$58,540	\$63,121