

# TOWN OF PALM BEACH

Information for Town Council Meeting on: November 12, 2019

---

To: Mayor and Town Council

Via: Kirk Blouin, Town Manager

From: Jane Le Clainche, Director of Finance

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

Date: October 31, 2019

---

## **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	FY2019 Revenue Collected	% of Write off vs. Total Revenue
EMS Charges	\$150,331	\$429,995	35%
Code Enforcement Fees	\$400	\$318,425	.0013%
<b>Parking Tickets (FY2016)</b>			
Tickets	\$70,574	\$474,027	15%
Penalties	<u>\$85,415</u>	<u>\$112,805</u>	76%
<b>Total</b>	<b>\$306,720</b>	<b>\$1,335,252</b>	<b>22.9%</b>

## **GENERAL INFORMATION**

### **Status of Delinquent Accounts - Year End Update**

Attached is the September 30, 2019, Status of Delinquent Accounts report for your review. This report includes outstanding code enforcement liens, false alarm fees and fire prevention fees. The total amount of delinquent accounts on this report equals \$2,463,020.29. Most of the balance is made up of code enforcement liens. The numerous small amounts under code enforcement liens represent code enforcement administrative fees.

Overall, aside from the code enforcement liens, the alarms and fire prevention accounts are mostly current and collection letters have been sent to the parties involved. This delinquent account report is prepared monthly and distributed to the Planning, Zoning and Building, Public Works, Fire-Rescue and the Police Departments to monitor for collection opportunities.

## **EMS Collections**

Fire-Rescue is requesting the authority to write off \$150,330.59 in uncollectible EMS fees. The Town had 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 30, 2019: \$181,926

Total amount of delinquent accounts as of September 30, 2019: \$39,728

The collection rate for the FY2018 dates of service is currently 75.4%, the collection rate for the FY2019 dates of service is currently 69.9%

Total revenue from EMS fees for FY2019: \$429,995

## **Code Enforcement**

Code Enforcement write-offs total \$400.00 for 2 cases. The attached memorandum from Benjamin Alma, Code Enforcement Manager, provides individual explanations per case.

## **Parking Tickets**

The Town uses a collection agency, Enforcement Technology (ET) to collect on delinquent and out-of-state parking tickets. During FY18, their efforts to collect on delinquent tickets have produced \$15,675 in additional parking ticket revenue. ET has been paid \$6,480 for their efforts during the year.

Revenues from parking tickets and associated penalties for FY19 were \$101,325 lower than FY18. The decrease in ticket revenue is due to several reasons. The parking control unit was not fully staffed during the year; Mar-A-Lago leased 80 parking spots at Phipps Ocean Park during the year; The Royal Palm Lot was closed due to the construction of the Recreation Center; More RPP Parking spots were granted throughout the year; Parking kiosks were removed for hurricane Dorian; and parking control officers were used for crowd control and to process Town IDs in preparation for the potential hurricane. In addition, the parking unit is utilized for traffic control during POTUS visits, to enforce construction right of way parking complaints, and for school crossing guards.

Last year, Town Council authorized staff to write off unpaid tickets issued during fiscal year 2015. We are requesting that the Town Council authorize staff to write off outstanding parking tickets and penalties issued prior to September 30, 2016, totaling \$155,989. This total consists of original tickets issued in the amount of \$70,574 and \$85,415 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 FY2018 vs. FY2019 write off and receivable balances.

### **Comparison of FY2018 vs. FY2019 Receivable Report**

#### **Write off Amounts**

<b>Type of Charge</b>	<b>FY2018</b>	<b>FY2019</b>
EMS Charges	\$165,682	\$150,331
Code Enforcement	\$1600	\$400
Recreation Camp Fees	\$0	\$0
Parking Tickets	\$163,818	\$155,989

#### **Balance of Delinquent Accounts**

<b>Type of Charge</b>	<b>FY2018</b>	<b>FY2019</b>
Code Enforcement Liens	\$2,232,075	\$2,462,425
Fire Prevention Fees	\$1,709	\$666
False Alarm Accounts	\$73	\$2,572
EMS Charges	\$158,530	\$181,926
Parking Tickets		
Tickets	\$302,530	\$257,195
Penalties	\$279,375	\$251,663

#### **Revenues from above sources**

<b>Type of Charge</b>	<b>FY2018</b>	<b>FY2019</b>
Code Enforcement Liens	\$310,845	\$318,425
EMS Fees	\$430,929	\$429,995
Parking Tickets and Penalties	\$687,646	\$586,832