



Office of Communications

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IMPACT OF TEAM COLLECTIONS

Team Collections

Team Collections is a multi-departmental group comprised of members of the Legal Department and Finance Division, but also greatly assisted by members of Code Enforcement, Permitting and Planning.

Currently, Team Collections specifically targets the Municipal Fee, Refuse Fee and Business and Occupation Tax accounts for collections. The team takes a multi-directional, escalating approach at collections using tactics that include, but are not limited to, letters, phone calls, director-filed returns/assessments, liens and civil suits. Audits are now being added to the arsenal.

The City also contracts out some Municipal and Refuse collection to Rossman & Co. collections agency. For the most part, Rossman takes the first crack at delinquent accounts and Team Collections picks up with what Rossman cannot collect. Rossman's fee is 18% of the amount collected.

Team Collections first began tracking these combined numbers in the 3rd quarter of FY 2014. From the 3rd quarter of FY 2014 through the 4th quarter of FY 2015, Team Collections brought in at least **\$453,201.20** in actual dollars. (This number may be a bit low as its tracking mechanisms were not perfected in the beginning.) For the same time period, Rossman collected **\$1,579,916.22** (fees subtracted out). The total collected for the general fund between Team Collections and Rossman was **\$2,033,117.42**.

Revenue Audit Supervisor

Since being hired June 30, Anna Neil, in response to postings from Nick Ciccarello, has collected **\$3,700** in delinquent municipal and refuse fees. She has also set up several payment plans for several old accounts with large balances that have been untouched for some time. The payment plans for refuse total **\$12,434**. The payment plans for municipal total **\$11,356**.

Neil also has collected **\$5,210** in B&O taxes and **\$40** in business licenses as a result of her research into identifying older accounts that have misreported or have gone untouched.

Neil also has prepared one assessment with assistant city attorney Ericka Hostetter for a landlord in the amount of **\$92,000**. They have met with the landlord's attorney and have given them until Sept. 17 to contact the city again.