



Agenda Item #: \_\_\_\_\_

# Staff Report

## City of Manhattan Beach

**TO:** Members of the Finance Subcommittee

**THROUGH:** Bruce Moe, Finance Director

**FROM:** Steve S. Charelian, Revenue Services Manager

**DATE:** November 15, 2013

**SUBJECT:** Consideration of Bad Debt Write-Off's for Referral to Collection Agency (Financial Credit Network) from July 1, 2013 through September 30, 2013

---

### RECOMMENDATION:

Staff recommends that the Finance Subcommittee: receive and file the attached summary report of write-offs within the authority of the Finance Director (not to exceed \$2,500).

### FISCAL IMPLICATION:

Financial Credit Network, the City's collection agency, is paid a commission on the money collected. The commission percentage ranges from 25% on regular collections to 35% for collections requiring legal action. The agency provides an initial 15-day grace period. During that period any money collected by the agency will be remitted back to the City without charge.

### BACKGROUND:

On May 17, 2011 City Council approved a policy delegating write-off authority to the Finance Director for uncollectable accounts receivable up to \$2,500. Write-offs of \$2,500 to \$7,500 require the approval of the Finance Subcommittee. Any write off of uncollectible accounts receivables greater than \$7,500 requires City Council approval. Additionally, City Council approved a contract with Financial Credit Network for services related to uncollectible debt.

### DISCUSSION:

The City reviewed, processed and sent to collections all outstanding bad debts from January 1, 2013 through March 31, 2013

- Ambulance Billing: \$114,883.65 (July 1, 2013 to September 30, 2013)
- Utility Billing: \$ 7,269.81 (July 1, 2013 to September 30, 2013)
- Miscellaneous A/R \$ 6,548.25 (July 1, 2013 to September 30, 2013)

Agenda Item #: \_\_\_\_\_

The write-off process is that once the appropriate authority has approved the debt for write-off, the collection agency will be contacted and provided the pertinent information to begin the collection process. Depending upon the collection time and effort, the collection agency will share between 0% and 35% of the amount collected.

By way of reporting, the Finance Subcommittee receives periodical reports for ratification of all write-offs.

**Attachments:**


1. Summary of write-offs (not to exceed \$2,500) from July 1, 2013 through September 30, 2013.



# Memorandum

## City of Manhattan Beach

**TO:** Bruce A. Moe, Finance Director

**FROM:** Steve S. Charelian, Revenue Services Manager 

**DATE:** October 28, 2013

**SUBJECT:** Write-Offs for Ambulance Billing, Utility Billings and Miscellaneous Accounts Receivables – Covering Period: July 1, 2013 – September 30, 2013

---

In order to maximize revenues from delinquent account holders, the services of an outside collection agency is required. The City contracts with Financial Credit Network (FCN). The City Council approved write-off limits are:

<u>Authority</u>	<u>Write Off Limits</u>
Finance Director	\$0 - \$2,500
Finance Subcommittee	\$2,501 - \$7,500
City Council	\$7,501+

The attached individual write-off amounts are all less than \$2,500 (the maximum allowable write-off limit set by policy for the Finance Director). The collection process commences after numerous attempts by City Staff to make the collections in-house. The grand totals for Ambulance, Utility (water and refuse) and Miscellaneous A/R billing are:

Write-Off Period July 1, 2013 to September 30, 2013

	<u>Dollar Amount</u>	<u>Number of Accounts</u>
- Ambulance Billing:	\$114,883.65	81
- Miscellaneous Accounts Receivable	\$ 6,548.25	9
- Utility Billing (water & refuse)	\$ 7,269.81	32

Attachments (detailed write off reports):

1. Ambulance Billing
2. Miscellaneous Accounts Receivable
3. Utility Billing (water & refuse)

City of Manhattan Beach - Finance Department

Ambulance Bad Debt Collections

	East Name	Bus Name	Tip Date	CMB BATCH DATE	Route	Incident	Balance	Street
1	ADAMS	MARY	11/21/2012	10/3/2013	12373022	122828	\$ 42.29	
2	AGUILAR	AMOS	3/22/2013		1396135	130678	\$ 1,632.50	
3	AIGNER	JESSICCA	3/2/2013		1363693	130527	\$ 1,821.25	
4	ALEXANDER	CHRIS	10/27/2012		12338297	122607	\$ 1,741.25	
5	ALVARADO	EDUARDO	4/18/2013		13116983	130911	\$ 1,823.25	
6	BAHADAR	PABLA	3/7/2013		1363902	130564	\$ 1,827.25	
7	BASANT	GARG	7/4/2012		12209179	121623	\$ 1,483.71	
8	BRADFORD(PARENT)	CHARLIE	5/28/2012		12164427	121272	\$ 334.20	
9	BRAZEAU	BRENDA	12/25/2012		12398495	123111	\$ 1,731.25	
10	CAMACHO	FERNANDO	12/19/2012		12398540	123058	\$ 1,741.25	
11	CANILE	STEPHANIE	1/21/2013		1332750	130191	\$ 1,819.25	
12	CEBULL	IANA	9/16/2012		12288355	122277	\$ 231.85	
13	CLARK	KISHA	1/23/2013		1332102	130211	\$ 1,816.25	
14	CORNISH	GWENDOLINE	8/13/2012		12246777	121975	\$ 100.00	
15	COSTANZO	SARAH	3/8/2013		1363853	130581	\$ 1,819.25	
16	CRAIG	KIM	4/4/2013		1395970	130768	\$ 1,820.25	
17	CUMMINGS	KIOYA	3/13/2013		1363705	130614	\$ 1,821.25	
18	EBRAHIMIAN	VIVIAN	2/25/2013		1361368	130493	\$ 1,371.75	
19	EDEN	JANET	12/8/2012		12399129	122961	\$ 249.25	
20	ESPEVO	ADRIAN	12/13/2012		12398575	123014	\$ 1,731.25	
21	ESTOQUE	VANESSA	2/7/2013		1357590	130346	\$ 1,293.25	
22	ESTOQUE	VANESSA	3/13/2013		1363588	130538	\$ 364.65	
23	FERNANDEZ(PARENT)	JOSEPH	6/19/2012		12185480	121463	\$ 364.20	
24	FLYNN	MICHELYN	10/16/2011		11285585	112486	\$ 1,271.25	
25	FRAUSTO	GABRIELLA	12/7/2012		12398587	122955	\$ 1,705.25	
26	FRAZIER	PATTY	12/30/2012		12398694	123150	\$ 1,742.25	
27	FRIEDRICH(PARENT)	LAUREN	1/17/2013		1332831	130149	\$ 1,811.25	
28	GERRY	THOMAS	10/11/2012		12330091	122475	\$ 1,200.50	
29	GILLILAND	BRANDON	3/26/2013		1396439	130713	\$ 731.04	
30	GOMEZ	ERIC	12/15/5721		1395942	130764	\$ 1,872.75	
31	GORDON	JOHN	1/20/2013		1332774	130179	\$ 1,882.00	

City of Manhattan Beach - Finance Department

Ambulance Bad Debt Collections

Case No.	Last Name	First Name	DOB	Incident Date	CMB BATCH DATE	Run #	Incident	Balance	Sheet
32	GREELY	CHRISTOPHER		12/20/2012		12398369	123065	\$ 480.15	
33	GUERRERO	JOHN		4/18/2013		13117063	130909	\$ 1,823.25	
34	HEALY	THOMAS		1/21/2013		1332772	130187	\$ 1,829.25	
35	HORN	JEREMIAH		7/27/2013		13211707	131830	\$ 1,778.25	
36	JACKSON	QMI		1/29/2013		1337998	130262	\$ 374.25	
37	JOIRE	BRIDGET		1/8/2013		1332136	130080	\$ 1,722.15	
38	KJINTE	JAZAMIRA		2/19/2013		1357489	130441	\$ 2,016.75	
39	KOIZUMI	MAMI		1/18/2013		1332815	130156	\$ 1,720.25	
40	LEE	FLETCHER		2/7/2013		1357566	130348	\$ 369.55	
41	LEE	SOONAM		2/22/2013		1361291	130466	\$ 1,719.25	
42	LEWIS	DARNELL		1/24/2013		1338008	130218	\$ 1,153.00	
43	LLACA (PARENTS)	CHIARA		4/29/2013		13116718	131003	\$ 1,818.25	
44	MANCINI	DAVID		2/24/2013		1361365	130477	\$ 1,810.25	
45	MARTINEZ	EDWIN		3/18/2013		1385026	130654	\$ 1,719.25	
46	MATINYEN	NARINE		5/15/2013		13147453	131149	\$ 50.00	
47	MCKEENDELAFIELD	REBECCA		2/4/2013		1357632	130317	\$ 259.25	
48	MCLEAN	MICHAEL		1/23/2013		1332688	130205	\$ 1,719.25	
49	MCRAE	JOHN		4/8/2013		13114539	130801	\$ 1,900.00	
50	MILLER	GLORIA		3/18/2013		1301745	1301745	\$ 200.00	
51	MITCHELL(PARENT)	RICKY		11/7/2012		12363921	122704	\$ 1,746.25	
52	MOISE	MARIE		3/7/2013		1363889	130569	\$ 1,813.25	
53	MONTERROSO	MONICA		2/13/2013		1357521	130382	\$ 1,737.25	
54	MULLIGAN	MARIE		1/21/2013		132755	130193	\$ 1,337.24	
55	NAKADA	MARISSA		1/19/2013		1332787	130164	\$ 1,860.25	
56	NELSON	VALERIE		10/31/2012		12338198	122647	\$ 1,782.25	
57	PASSENTI	JOSEPH		3/3/2013		1363583	130541	\$ 1,979.25	
58	PATTERSON	DAVID		10/28/2012		12338287	122616	\$ 320.25	
59	PERLMUTTER	SELENA		12/25/2012		12398504	123114	\$ 1,741.25	
60	PIERCE	RICHARDO		2/10/2013		1357555	130347	\$ 1,719.25	
61	QUINN	KRISTINE		2/6/2013		1357603	130335	\$ 1,847.25	
62	QUINN	KRISTINE		2/24/2013		1361251	130486	\$ 1,756.25	

City of Manhattan Beach - Finance Department

Ambulance Bad Debt Collections

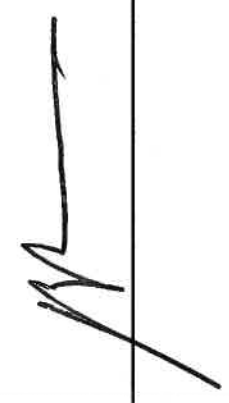
Last Name	First Name	Birth Date	CMB BATCH DATE	Run Incident	Balance	Street	
63	QUINN	KRISTINE	3/4/2013	1363567	130550	\$ 1,860.25	
64	QUINN	KRISTINE	3/7/2013	1363900	130563	\$ 1,847.25	
65	QUINN	KRISTINE	3/13/2013	1363699	130613	\$ 1,861.25	
66	RIKE	JORDAN	12/15/2012	12398616	123026	\$ 1,744.25	
67	RODRIGUEZ	DINA	4/29/2013	13116702	131007	\$ 1,822.25	
68	RODRIGUEZ	MARIA	1/15/2013	1332111	130131	\$ 1,894.25	
69	RUPERT	JENNIFER	5/31/2013	13150172	131283	\$ 1,851.25	
70	SAKOUTIS	IAN	8/26/2012	12282888	122072	\$ 99.12	
71	SALGUEDO	HERMES	1/14/2013	1332124	130128	\$ 1,847.25	
72	SOTO	ALVARO	3/3/2013	1363614	130534	\$ 1,820.25	
73	SPENCER	JAMES	4/22/2013	13116786	130945	\$ 1,153.00	
74	SUNADA	HELEN	1/20/2013	1332778	130174	\$ 1,989.25	
75	TAYLOR	MARK	7/19/2012	1226073	121771	\$ 1,751.25	
76	THOMAS	BARBARA	10/31/2012	12338185	122649	\$ 1,731.25	
77	TRIGGS	STEPHEN	12/24/2012	12398489	123102	\$ 1,744.25	
78	VELASQUEZ	OSCAR	4/27/2013	13117990	130992	\$ 1,823.25	
79	WEINHEIMER	STEVEN	4/30/2013	13116706	131012	\$ 1,692.25	
80	WILLIAMS(PARENT)	PARIS	4/19/2013	13117199	130922	\$ 452.50	
81	WILLIAMS	CHAUNCEY	8/15/2012	12282580	121991	\$ 600.00	
					Total Due:	\$ 114,883.65	

Date: 10/29/13



Revenue Services Manager: \_\_\_\_\_

Finance Director: \_\_\_\_\_



Miscellaneous Accounts Receivable Approval for Write-Off for Financial Credit Network

INVOICE NUMBER	CUSTOMER ID	DATE	AMOUNT	Initial Invoice	1st Final Notice	2nd Final Notice	Final Collections	TYPE	NAME/MAILING ADDRESS	PHONE NUMBER
15-03117	002616	5/13/2013	\$ 190.00	✓	✓	✓	✓	False Alarm	Island Sport	
12-03200	003585	3/17/2013	\$ 953.70	✓	✓	✓	✓	Sidewalk Repair	Stephen/Danielle Radl	
15-03099	004692	4/29/2013	\$ 1,589.47	✓	✓	✓	✓	P.D. Cost Recovery	Michael Alan Bark	
12-03243	005685	3/17/2013	\$ 897.60	✓	✓	✓	✓	Sidewalk Repair	Marcia Helfer	
12-03226	006225	3/17/2013	\$ 93.50	✓	✓	✓	✓	Sidewalk Repair	Wendy Austin	
15-03127	006340	5/29/2013	\$ 1,588.98	✓	✓	✓	✓	P.D. Cost Recovery	Stacey Arielle Wilson	
15-03144	006402	6/19/2013	\$ 190.00	✓	✓	✓	✓	False Alarm	Chez Soi	
15-03184	006402	7/31/2013	\$ 285.00	✓	✓	✓	✓	False Alarm	Chez Soi	
15-03223	006402	8/29/2013	\$ 760.00	✓	✓	✓	✓	False Alarm	Chez Soi	
			<b>\$ 6,548.25</b>							

Date: 10/29/13



Revenue Services Manager: \_\_\_\_\_

Finance Director: \_\_\_\_\_

Account #	Account Status	Primary Cust Name	Customer Phone	Last Bill Date	Prime Location Address	Closed Date	Balance Due
1	37-0394020-11	c	SABO, ANNE			2/28/2013	46.64
2	17-1420000-05	c	YONEYANA, LISA			6/3/2013	211.04
3	20-0212220-03	c	GLEN, DOUGLAS			6/3/2013	118.66
4	45-0119010-05	c	KAYSER, MRS NORMA D			6/6/2013	244.72
5	45-0256010-08	c	LEE, MEGOH			5/28/2013	81.56
6	62-0144056-11	c	OLAIZ, MATTHEW			5/31/2013	62.95
7	72-0908010-16	c	KORDIC, JULI			5/31/2013	433.42
8	26-1069367-05	c	DONOVAN, KEVIN			6/3/2013	192.73
9	30-0434014-12	c	MAYER, LANCE			6/14/2013	128.61
10	83-1460032-13	c	WELCH-TENNER, JESSICA			6/14/2013	690.77
11	89-0152010-01	c	PERSHING, BEVERLY			6/7/2013	152.1
12	11-0101000-15	c	SUH, YUN JOO YOO/SUNG YUP			6/21/2013	471.1
13	75-0114320-01	c	RATCLIFFE, SUZANNE			6/25/2013	197.02
14	90-0074010-12	c	MORRIS, GEORGE			6/24/2013	261.37
15	40-0179011-03	c	BUDILL, ALDEN/STEVE			6/28/2013	68.72
16	83-1553043-04	c	CRISOSTOMO, HERMILO			7/1/2013	147.14
17	10-1208002-08	c	POPE, KEVIN			7/9/2013	351.13
18	63-0293010-07	c	MCNUTT, JIM			7/2/2013	115.61
19	75-0321011-06	c	ANDREX COMPANIES			7/15/2013	377.37
20	11-0200150-04	c	BAGHERI, AZITA			7/8/2013	668.85
21	11-0801400-09	c	MAIN, NATALIE			7/15/2013	363.03
22	36-0332020-08	c	MANHATTAN AVE RETREAT LLC			7/19/2013	142.97
23	42-0586011-09	c	KORDICH, DANIEL			7/15/2013	48.36
24	47-0569011-06	c	ROSS, LORRIE			7/15/2013	544.62
25	50-0446039-03	c	SIMMONS, GAYE			7/18/2013	86.52
26	80-1006200-05	c	DIXON, LUKE			7/15/2013	125.32
27	38-0573312-13	c	CARANO, NINA			7/24/2013	80.6
28	38-0607500-02	c	LANTING, WILLIAM			8/6/2013	128.86
29	83-1444010-13	c	YORNAK, AGATA			7/30/2013	117.27
30	56-0247021-02	c	ARGOS, TERI			8/9/2013	337.89
31	75-0321011-07	c	REIMERT, ROBERT			8/15/2013	37.31
32	59-0787200-01	c	GUICHARD, KIMBERLY/JUSTIN			8/26/2013	236.55
							<b>7269.81</b>

Date: 10/29/13



Revenue Services Manager: \_\_\_\_\_

Finance Director: \_\_\_\_\_