

Collections Overview  
As of 12/31/2014

Billing Type	Collection Remedies	Overall Collection %	Delinquent Accounts (including late payment penalties)		Statute of Limitations	Recorded as Revenue When	Write-Off Policy
			\$ Balance Outstanding 30+ days	\$ Balance Outstanding 120+ days			
<b>Property Taxes</b>	Lien on Real Prop-Foreclosure Attachment / Garnishment of Bank Acct Seize Personal Property, Levy and Sell NCDMV - Vehicle Registration Block NCDOR Debt Setoff Collection Civil Suit Note: Small Claims Court costs \$126	99.4%	\$2,369,474 <sup>1</sup>	N/A	None	Billed	10 Years
<b>Utility Fees</b>	Discontinue Service Lien on Real Prop - Owners Only Deposit on Account - Tenants Only NCDOR Debt Setoff Collection Civil Suit Note: Small Claims Court costs \$126	99.5%	569,284 <sup>2</sup>	N/A	4 Yrs-Water 3 Yrs-Sewer 3 Yrs-Stormwater	Billed	4 Yrs-Water 3 Yrs-Sewer 3 Yrs-Stormwater
Largest Misc. Billing Types:							
<b>Contractual in Nature:</b>							
Landfill	Discontinue Service	99.9%	43,671	42,538	3 Yrs	Billed	3 Yrs
Events - Coliseum	NCDOR Debt Setoff Collection	99.5%	41,780	27,468	3 Yrs	Billed	3 Yrs
State & Fed Grants	Civil Suit	97.3%	746,367	535,739	3 Yrs	Billed	3 Yrs
State of NC -Gen Fund	Note: Small Claims Court costs \$126	99.0%	272,381	272,381	3 Yrs	Billed	3 Yrs
State of NC -St & Sidewalk Fund		91.3%	839,421	489,062	3 Yrs	Billed	3 Yrs
Parking Decks/Lots-Monthly		99.1%	19,882	13,222	3 Yrs	Billed	3 Yrs
Technical Services - Radio Svc		95.3%	833,664	465	3 Yrs	Billed	3 Yrs
Franchise Agreements		96.4%	131,001	131,001	3 Yrs	Billed	3 Yrs
Parks & Recreation Rentals		98.1%	83,797	42,012	3 Yrs	Billed	3 Yrs
Other (Rentals, Misc)		99.6%	285,446	215,679	3 Yrs	Billed	3 Yrs
<b>Regulatory in Nature:</b>							
False Burglar Alarms	NCDOR Debt Setoff Collection	94.7%	144,162	87,722	3 Yrs	Billed	3 Yrs
Fire Violation - Reinspection	Civil Suit	97.2%	7,064	6,314	None	Billed	(Proposed-Inactive status after 3 Yrs)
Fire Violation	Note: Small Claims Court costs \$126	39.0%	636,704	610,954	None	Billed	" "
Zoning, Housing Code Enforce.		28.4%	<sup>3</sup> 516,701	279,001	None	Billed	" "
Noise Ordinance		42.1%	550	550	None	Billed	" "
Other (Violations, Misc)		97.9%	5,223	4,948	None	Billed	" "
Subtotal Misc. Billing Types			<u>\$4,607,814</u>	<u>\$2,759,056</u>			
Total Misc. Billings Aging:							
Current	-		\$1,015,424				
30-59 days	-		\$427,682				
60-89 days	-		\$1,076,064				
90-119 days	-		\$345,012				
120+ days	-		<u>\$2,759,056</u>				
Delinquent	-		<u>\$4,607,814</u>				
Total	-		<u>\$5,623,238</u>				
<b>Parking Ticket Fines/Penalties</b>	NCDOR Debt Setoff Collection Towing and Booting-\$230,000 collected Civil Suit Note: Small Claims Court costs \$126	74.3%	\$2,914,003	\$2,673,114	None	Cash Collected	10 Years (Proposed-Inactive status after 2 Yrs)

<sup>1</sup> Reported as of 6/30/14

<sup>2</sup> In addition, \$1,669,437 is inactive, (primarily bankruptcy, judgment, etc) as revised 1/22/15; \$569,284 balance reported above is 60+ days old

<sup>3</sup> 92.3% overall collection rate at 12/31/13; new fine & penalty schedule implemented 3/1/14