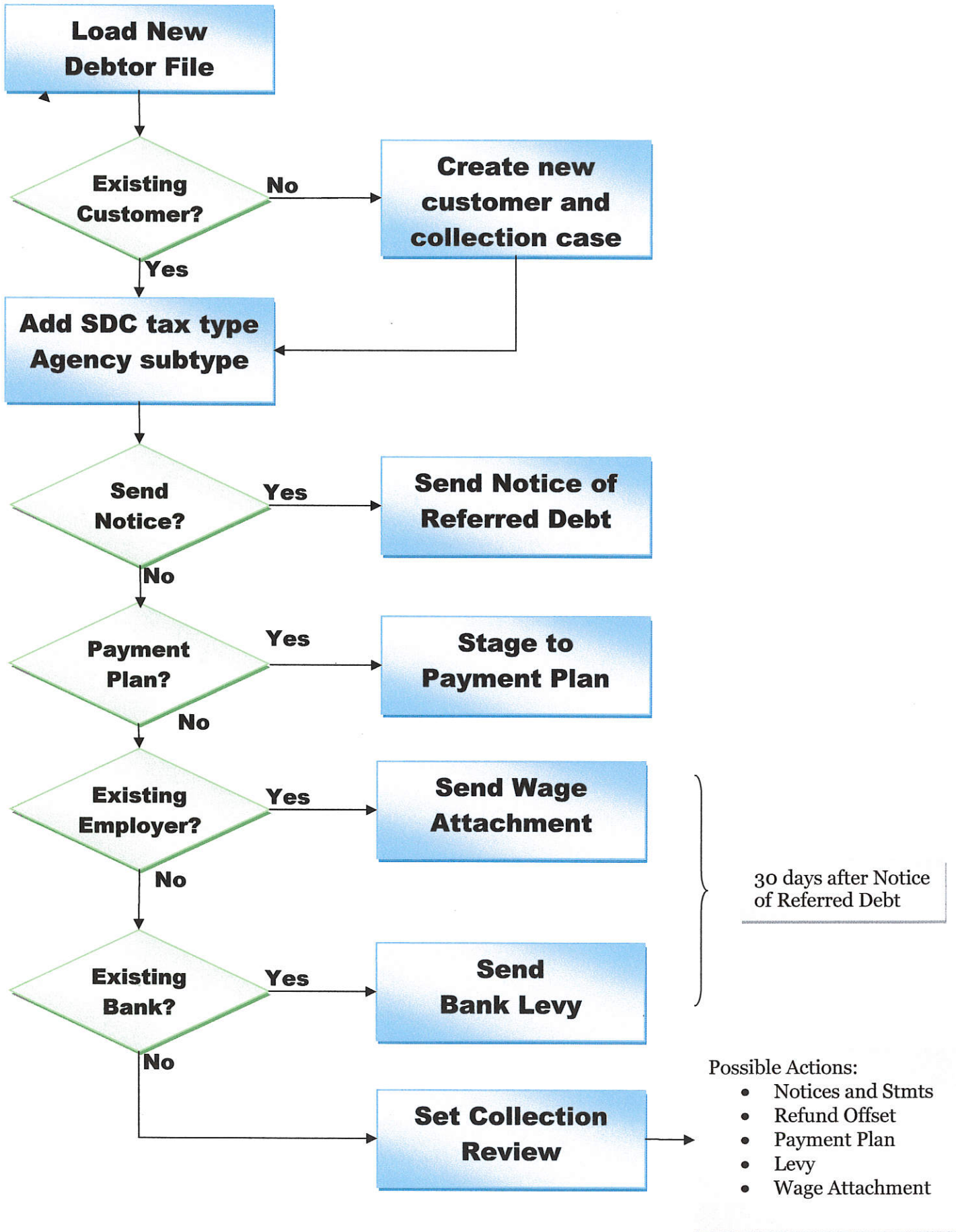


DOR Compliance Bureau
High Level Process Flow



June 30, 2016

CITY OF MILWAUKEE – OUTSTANDING DEBT WORKGROUP

Report of Outstanding Debt – City of Milwaukee Fire Department (MFD)

- Collection agency - Harris & Harris
- Current Contract – December 1, 2012 through November 30, 2015 with two one year options to extend.
 - 1st extension is currently in place, expires November 30, 2016

Total outstanding debt:

The Milwaukee Fire Department has had a soft billing company in place through Intermedix beginning in July 2007. A collection agency was first established with the MFD on December 1, 2012 with the first batch of aged accounts being received from Intermedix in September of 2013. This first batch of aged accounts totaled 2,907 accounts worth \$2,219,351 in gross collectibles.

As of May 31st 2016, the gross collections per year are as follows:

- 2013 = \$3,049
- 2014 = \$35,176
- 2015 = \$545,389
- 2016 = \$510,217 (1-1 to 5-31 2016)

TOTAL = \$1,093,831

See attached Milwaukee Charge Payment Analysis Report for more detailed information.

Implementation of the 2005 recommendations of the Outstanding Debt Task Force:

The Milwaukee Fire Department did not have a representative on the 2005 Outstanding Debt Work Group. No debt collection systems were in place for the MFD at that time.

MILWAUKEE CHARGE PAYMENT ANALYSIS BY DATE OF TRANSACTION



Year of Transaction	Month of Transaction	Count of Accounts Received	Gross Collectables	Additional Write Offs	Net Collectables	Collected This Month	Remaining Open Accounts Count	Balance Due	Accounts to Trip Count	Amount to Trip	Number of Trip Payments Received	Amount of Trip Payments Received	Gross Collections	Agency Collections
2013	September	2,907	\$2,219,351	\$661,177	\$1,558,173	\$3,747	1,795	\$1,465,760	0	\$0	0	\$0	\$0	\$0
	October	0	\$0	\$0	\$0	\$0	0	\$0	0	\$0	0	\$0	\$1,713	\$1,713
	November	0	\$0	\$0	\$0	\$0	0	\$0	0	\$0	0	\$0	\$1,231	\$1,231
	December	0	\$0	\$0	\$0	\$0	0	\$0	0	\$0	0	\$0	\$105	\$105
2013 Total		2,907	\$2,219,351	\$661,177	\$1,558,173	\$3,747	1,795	\$1,465,760	0	\$0	0	\$0	\$3,049	\$3,049
Year of Transaction	Month of Transaction	Count of Accounts Received	Gross Collectables	Additional Write Offs	Net Collectables	Collected This Month	Remaining Open Accounts Count	Balance Due	Accounts to Trip Count	Amount to Trip	Number of Trip Payments Received	Amount of Trip Payments Received	Gross Collections	Agency Collections
2014	January	991	\$884,485	\$31,273	\$853,212	\$2,158	881	\$774,636	0	\$0	0	\$0	\$2,511	\$2,511
	February	0	\$0	\$0	\$0	\$0	0	\$0	0	\$0	0	\$0	\$2,234	\$2,234
	March	0	\$0	\$0	\$0	\$0	0	\$0	0	\$0	0	\$0	\$3,533	\$3,533
	April	50	\$30,027	\$30,027	\$0	\$0	0	\$0	0	\$0	0	\$0	\$1,010	\$1,010
	May	0	\$0	\$0	\$0	\$0	0	\$0	0	\$0	0	\$0	\$424	\$424
	June	0	\$0	\$0	\$0	\$0	0	\$0	0	\$0	0	\$0	\$1,439	\$1,439
	July	737	\$523,845	\$13,614	\$510,231	\$645	584	\$452,119	0	\$0	0	\$0	\$225	\$225
	August	0	\$0	\$0	\$0	\$0	0	\$0	0	\$0	0	\$0	\$755	\$755
	September	0	\$0	\$0	\$0	\$0	0	\$0	0	\$0	0	\$0	\$4,948	\$4,948
	October	1,328	\$1,111,378	\$57,836	\$1,053,542	\$2,767	1,149	\$948,772	0	\$0	0	\$0	\$409	\$409
	November	747	\$623,600	\$21,502	\$602,098	\$1,190	664	\$557,533	0	\$0	0	\$0	\$1,312	\$1,312
	December	2,083	\$1,190,275	\$540,413	\$649,862	\$1,005	889	\$493,328	0	\$0	0	\$0	\$16,377	\$16,377
2014 Total		5,936	\$4,363,609	\$694,665	\$3,668,944	\$7,764	4,167	\$3,226,387	0	\$0	0	\$0	\$35,176	\$35,176
Year of Transaction	Month of Transaction	Count of Accounts Received	Gross Collectables	Additional Write Offs	Net Collectables	Collected This Month	Remaining Open Accounts Count	Balance Due	Accounts to Trip Count	Amount to Trip	Number of Trip Payments Received	Amount of Trip Payments Received	Gross Collections	Agency Collections
2015	January	0	\$0	\$0	\$0	\$0	0	\$0	5,368	\$4,267,258	0	\$0	\$3,008	\$3,008
	February	1,524	\$1,107,405	\$704,245	\$403,160	\$250	528	\$351,272	1,784	\$1,358,460	249	\$108,811	\$124,699	\$15,888
	March	2,545	\$1,493,191	\$277,416	\$1,215,775	\$4,586	1,475	\$1,123,075	63	\$49,875	179	\$70,011	\$81,078	\$11,067
	April	0	\$0	\$0	\$0	\$0	0	\$0	408	\$100,054	274	\$106,436	\$117,200	\$10,764
	May	3,211	\$2,500,941	\$28,727	\$2,472,214	\$10,386	2,962	\$2,305,833	2,029	\$1,340,791	71	\$25,898	\$43,149	\$17,251

June	382	\$168,266	\$727	\$167,539	\$400	331	\$150,589	352	\$154,049	37	\$11,781	\$36,371	\$24,590
July	339	\$276,521	\$1,137	\$275,384	\$327	323	\$259,281	2,458	\$2,092,894	31	\$13,124	\$24,780	\$11,656
August	2,239	\$937,019	\$12,654	\$924,365	\$6,477	1,811	\$787,594	337	\$151,107	34	\$6,465	\$15,427	\$8,962
September	284	\$179,475	\$696	\$178,779	\$587	254	\$164,977	449	\$219,221	27	\$5,722	\$31,652	\$25,930
October	297	\$152,484	\$304	\$152,180	\$523	260	\$135,873	1,694	\$763,312	30	\$12,006	\$34,902	\$22,896
November	499	\$278,494	\$2,218	\$276,276	\$1,810	448	\$251,480	286	\$148,933	13	\$2,860	\$23,119	\$20,259
December	494	\$279,738	\$1,687	\$278,051	\$0	473	\$270,238	1	\$671	2	\$461	\$10,006	\$9,544
2015 Total	11,814	\$7,373,532	\$1,029,810	\$6,343,722	\$25,347	8,865	\$5,800,211	15,229	\$10,646,626	947	\$363,575	\$545,389	\$181,815

Year of Transaction	Month of Transaction	Count of Accounts Received	Gross Collectables	Additional Write Offs	Net Collectables	Collected This Month	Remaining Open Accounts Count	Balance Due	Accounts to Trip Count	Amount to Trip	Number of Trip Payments Received	Amount of Trip Payments Received	Gross Collections	Agency Collections
2016	January	308	\$208,089	\$1,969	\$206,119	\$477	281	\$197,841	451	\$260,632	56	\$20,414	\$28,864	\$8,450
2016	February	420	\$225,390	\$2,621	\$222,769	\$1,415	405	\$216,767	391	\$260,160	514	\$172,149	\$184,615	\$12,466
2016	March	253	\$159,242	\$1,338	\$157,904	\$3,394	237	\$151,979	277	\$195,564	400	\$126,725	\$136,078	\$9,353
2016	April	204	\$112,808	\$411	\$112,397	\$500	198	\$111,726	390	\$213,872	346	\$112,196	\$117,947	\$5,751
2016	May	267	\$147,315	\$0	\$147,315	\$0	267	\$147,315	232	\$148,756	120	\$34,817	\$42,714	\$7,897
2016 Total		1,452	\$852,843	\$6,340	\$846,503	\$5,786	1,388	\$825,628	1,741	\$1,078,984	1,436	\$466,300	\$510,217	\$43,916
Grand Total		22,109	\$14,809,335	\$2,391,993	\$12,417,343	\$42,643	16,215	\$11,317,986	16,970	\$11,725,609	2,383	\$829,875	\$1,093,831	\$263,956

2014 CALENDAR YEAR KOHN LAW FIRM PLACEMENTS

	REAL ESTATE	PERSONAL PROPERTY	DO NOT ACQUIRE R/E	RAZE	PROPERTY DAMAGE
TOTAL PLACED	7,971	1,254	192	13	283
\$ PLACED	\$24,108,672	\$856,369	\$1,205,552	\$200,179	\$514,323
PRE SUIT COLLECTIONS TO DATE	\$12,302,344	\$340,772	\$156,073	\$9,950	\$88,130
POST SUIT COLLECTIONS TO DATE	\$5,793,229	\$213,063	\$73,023	\$29,166	\$105,396
TOTAL COLLECTIONS TO DATE	\$18,095,573	\$553,835	\$229,096	\$39,116	\$193,526
LIQUIDATION %	75.1%	64.7%	19.0%	19.5%	37.6%
FEE %	10.7%	10.8%	9.1%	14.0%	17.1%

TOTAL PLACEMENTS & COLLECTIONS - INVENTORY ANALYSIS May 2016

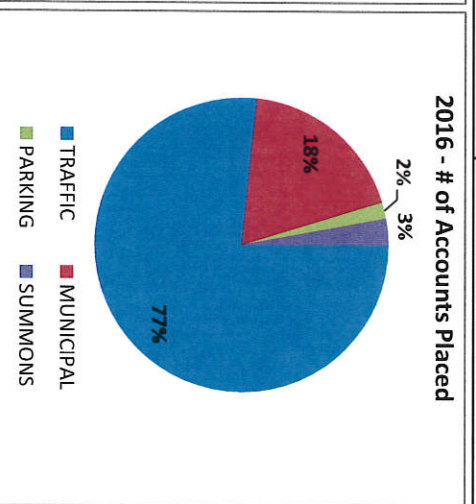
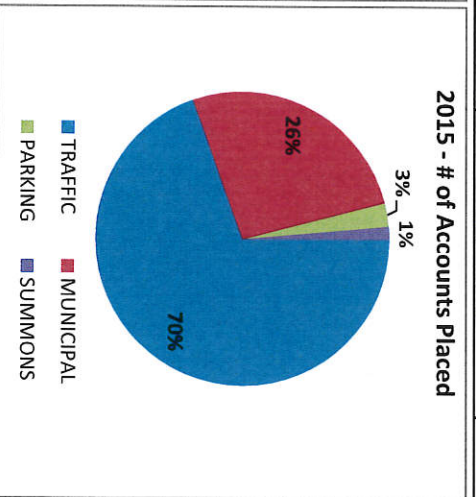
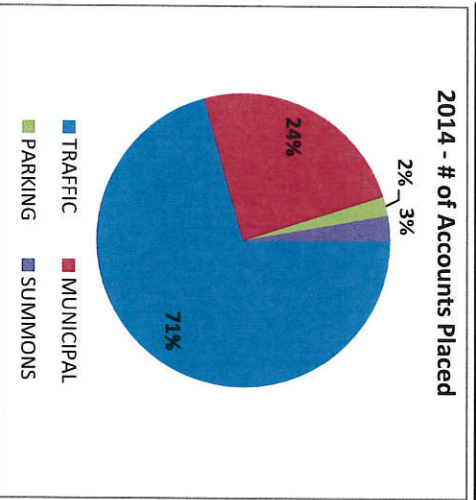


	# OF ACCOUNTS	\$ PLACEMENTS	AVG BALANCE	TOTAL MONTHLY COLLECTIONS	% OF COLLECTIONS TO PLACEMENTS
2016 PROJECTIONS	51,991	\$9,760,987	\$188	\$3,957,967	40.5%
Jan-16	5,582	\$1,084,452	\$194	\$251,136	23.2%
Feb-16	4,395	\$801,679	\$182	\$848,300	105.8%
Mar-16	4,429	\$766,964	\$173	\$593,655	77.4%
Apr-16	3,694	\$671,634	\$182	\$371,084	55.3%
May-16	3,563	\$742,349	\$208	\$297,830	40.1%
Jun-16	0	\$0		\$0	
Jul-16	0	\$0		\$0	
Aug-16	0	\$0		\$0	
Sep-16	0	\$0		\$0	
Oct-16	0	\$0		\$0	
Nov-16	0	\$0		\$0	
Dec-16	0	\$0		\$0	
2016 TOTALS	21,663	\$4,067,078	\$188	\$2,362,005	58.1%
Jan-15	5,339	\$1,060,955	\$199	\$367,514	34.6%
Feb-15	3,690	\$894,231	\$242	\$809,284	90.5%
Mar-15	3,316	\$787,698	\$238	\$539,410	68.5%
Apr-15	3,663	\$809,654	\$221	\$496,973	61.4%
May-15	3,093	\$732,040	\$237	\$270,895	37.0%
Jun-15	4,104	\$800,120	\$195	\$265,958	33.2%
Jul-15	4,559	\$990,317	\$217	\$259,570	26.2%
Aug-15	4,098	\$1,226,743	\$299	\$183,535	15.0%
Sep-15	3,784	\$844,133	\$223	\$175,429	20.8%
Oct-15	3,737	\$850,678	\$228	\$198,778	23.4%
Nov-15	3,520	\$765,388	\$217	\$230,121	30.1%
Dec-15	3,866	\$786,228	\$203	\$183,735	23.4%
2015 TOTALS	46,769	\$10,548,185	\$226	\$3,981,202	37.7%
Jan-14	6,440	\$1,204,973	\$187	\$198,617	16.5%
Feb-14	6,483	\$1,249,678	\$193	\$1,516,322	121.3%
Mar-14	4,850	\$923,396	\$190	\$779,155	84.4%
Apr-14	4,901	\$895,681	\$183	\$736,100	82.2%
May-14	3,785	\$754,430	\$199	\$330,344	43.8%
Jun-14	4,959	\$941,011	\$190	\$355,639	37.8%
Jul-14	6,225	\$1,086,551	\$175	\$233,661	21.5%
Aug-14	5,235	\$1,018,621	\$195	\$184,229	18.1%
Sep-14	4,840	\$1,045,034	\$216	\$190,506	18.2%
Oct-14	5,795	\$1,081,754	\$187	\$189,530	17.5%
Nov-14	3,616	\$728,519	\$201	\$172,259	23.6%
Dec-14	4,603	\$898,332	\$195	\$204,106	22.7%
2014 TOTALS	61,732	\$11,827,980	\$192	\$5,090,468	43.0%
2013 TOTALS	81,198	\$14,066,908	\$173	\$4,357,994	31.0%
2012 TOTALS	91,386	\$15,680,313	\$172	\$4,753,592	30.3%
2011 TOTALS	85,445	\$13,290,842	\$156	\$4,513,955	34.0%
2010 TOTALS	89,720	\$14,053,882	\$157	\$4,391,106	31.2%
GRAND TOTALS	477,913	\$83,535,188	\$175	\$29,450,322	35.3%

TOTAL INVENTORY ANALYSIS May 2016



	# OF ACCOUNTS	\$ PLACEMENTS	AVG BALANCE	TOTAL MONTHLY COLLECTIONS
TRAFFIC	16,607	\$1,979,157	\$119	\$1,275,218
MUNICIPAL	4,024	\$1,082,192	\$269	\$505,419
PARKING	392	\$69,728	\$178	\$104,738
SUMMONS	640	\$936,001	\$1,463	\$476,630
2016 TOTALS	21,663	\$4,067,078	\$188	\$2,362,005
TRAFFIC	31,707	\$3,827,718	\$121	\$1,915,680
MUNICIPAL	12,088	\$3,378,042	\$279	\$877,354
PARKING	1,189	\$240,949	\$203	\$219,624
SUMMONS	640	\$936,001	\$1,463	\$476,630
2015 TOTALS	45,624	\$8,382,710	\$184	\$3,489,288
TRAFFIC	43,618	\$4,884,960	\$112	\$2,715,155
MUNICIPAL	15,075	\$4,064,631	\$270	\$1,258,317
PARKING	1,322	\$319,731	\$242	\$336,829
SUMMONS	1,717	\$2,558,658	\$1,490	\$780,167
2014 TOTALS	61,732	\$11,827,980	\$192	\$5,090,468
2013 TOTALS	81,198	\$14,066,908	\$173	\$4,357,994
2012 TOTALS	91,386	\$15,680,313	\$172	\$4,688,339
2011 TOTALS	85,445	\$13,290,842	\$156	\$4,513,955
2010 TOTALS	89,720	\$14,053,882	\$157	\$4,391,106
GRAND TOTALS	455,105	\$77,302,635	\$170	\$26,531,150



CITY OF MILWAUKEE - MFD ALS Accounts

6/21/2016 - Harris & Harris Collections

CITY OF MILWAUKEE - EMS	TOTAL ACCOUNTS FOR MILWAUKEE ADDRESSES ONLY	18,006	
	ZIP CODES		% per ZIP
	NONE	1	0.01%
	43202	1	0.01%
	53081	1	0.01%
	53166	1	0.01%
	53201	42	0.23%
	53202	312	1.73%
	53203	31	0.17%
	53204	1,306	7.25%
	53205	497	2.76%
	53206	1,792	9.95%
	53207	576	3.20%
	53208	1,206	6.70%
	53209	1,582	8.79%
	53210	1,170	6.50%
	53211	165	0.92%
	53212	1,312	7.29%
	53213	72	0.40%
	53214	261	1.45%
	53215	1,250	6.94%
	53216	1,278	7.10%
	53217	43	0.24%
	53218	1,400	7.78%
	53219	279	1.55%
	53220	218	1.21%
	53221	467	2.59%
	53222	350	1.94%
	53223	520	2.89%
	53224	520	2.89%
	53225	659	3.66%
	53226	44	0.24%
	53227	138	0.77%
	53228	68	0.38%
	53233	404	2.24%
	53234	14	0.08%
	53235	9	0.05%
	53237	1	0.01%
	53263	1	0.01%
	53290	1	0.01%
	53295	13	0.07%
	54985	1	0.01%
CITY OF MILWAUKEE - EMS	TOTAL ACCOUNTS FOR WISCONSIN ADDRESSES NOT MILWAUKEE	2,024	11.24%
CITY OF MILWAUKEE - EMS	TOTAL ACCOUNTS FOR OUT OF STATE ADDRESSES	1,253	6.96%
CITY OF MILWAUKEE - EMS	GRAND TOTAL OF ALL ACCOUNTS	21,283	



Department of Public Works
Administration

Ghassan Korban
Commissioner of Public Works
Preston Cole
Director of Operations

TO: Ghassan Korban, Commissioner
FROM: Dawn Crowbridge
DATE: June 23, 2016
RE: Current Outstanding Debt and Collection Process

Debt as of June 20, 2016

Three invoices for conduit duct rental	\$650,115.44
Various outstanding invoices	\$234,380.53
Disputed contractor invoices	<u>\$ 18,183.79</u>
Total	\$902,679.76

Collection Process:

- Accounts Receivable billings and payments are updated and reviewed daily.
- An invoice is generated by Public Works giving the debtor 30 days from the date of the invoice to pay.
- After 30 days, the City Treasurer's office generates a second letter (dunning letter) if the invoice remains unpaid. This letter grants the debtor an additional 30 days to pay.
- After 60 days without payment, the City Treasurer's office generates a final dunning letter. The debtor is instructed to submit payment within the next 15 days or the invoice may be submitted to Kohn Law Firm for collection/legal action.
- After the additional 15 days has passed, the invoice is sent to the Kohn Law Firm for collection/legal action if the debtor's total invoices are \$100 or more.

There is currently \$774,940.38 in DPW debt being handled by the Kohn Law Firm.

- There is a waiting period of six months for unpaid invoices under \$100. After that period has passed without payment, the invoices are considered uncollectable.

Exceptions:

- Insurance Companies may need longer than this timeframe to complete their investigation. If the City has not heard from the insurance company by the end of the 75-day period, our department will call the company regarding the status of the claim. Insurance companies are forwarded to the Kohn Law Firm if they are disputing liability or if they dispute the cost of the necessary repairs.
- A contractor who has not made payment at the end of the 75-day period will be contacted by our department prior to referral to the Kohn Law Firm. If the contractor has a contract with the City of Milwaukee, their payments will be held until the invoice is paid. Our department sends a letter informing the contractor of this action.
- A contractor's disputed invoice will be handled internally by designated Public Works staff. If a resolution cannot be reached, the invoice will be referred to the Kohn Law Firm.

Milwaukee Water Works

Safe, Abundant Drinking Water.

MEMORANDUM

TO: Ghassan Korban, P.E., Commissioner of Public Works

FROM: Carrie M. Lewis, Superintendent *cm*

DATE: June 28, 2016

SUBJECT: Delinquent Accounts

Per your request, following is a description of the two types of receivables that Milwaukee Water Works (MWW) has that may lead to outstanding debts.

One is Sundry Receivables and relates to receivables that result from damages caused to MWW properties, such as hydrant damages, contractor related damages, emergency hose connection, miscellaneous charges for services, etc. The monthly average of Sundry Receivables for 2015 was \$71,662.49, excluding amounts related to suburban billings transferred to their respective tax rolls. The Water Claims Specialist works with the various parties to collect on these receivables. After MWW has made unsuccessful attempts to contact and collect payment from an individual or company, sundry invoices are referred to Kohn Law Firm. A total of 24 files was referred to Kohn Law Firm in 2015.

Delinquency on Sundry Receivables has not been significant due to the relative amount of the total receivables. The current system of working with Kohn Law Firm appears to be sufficient for this group of receivables.

The other and major type of receivables arises from charges on the Municipal Services Bill, including Water, Milwaukee Metropolitan Sewerage District, Local Sewerage, Storm Water Management, Solid Waste and Snow and Ice Removal. State Statute and Public Service Commission of Wisconsin (PSC) administrative code specify the timeline and tax roll requirement for water charges. City ordinances specify the process for non-water charges.

Municipal Services Bills are sent weekly to approximately 15,000 accounts, with each account receiving a quarterly bill. The collection process is as follows:

Milwaukee Water Works

Safe, Abundant Drinking Water.

November 16, 2015

Martin Matson, Comptroller
City of Milwaukee
200 East Wells, Room 401

RE: Placement of Special Charges on the 2015 Tax Roll

Dear Mr. Matson:


In response to your letter dated September 24, 2015, following are the final totals of the number of items and dollar amount of special charges to be placed on the 2015 tax roll related to Delinquent Water Fees (Code 93), Delinquent MMSD Sewer Charges (Code 9D), Delinquent Solid Waste and Snow & Ice Fees (Code 8S) and Delinquent City Sewer and Storm Water Fees (Code 8T).

	Fund	Code	Accounts	Amount
Water	41	93	16,019	\$8,184,760.21
MMSD Sewer	46	9D	15,537	\$5,240,400.42
Solid Waste/Snow & Ice	01	8S	25,562	\$10,657,958.66
City Sewer/Storm Water	49	8T	19,237	\$7,208,608.25

Please Note: Code 9D only includes MMSD charges which are accounted for in Fund 46.

If you have any questions, please contact Ms. Nichelle Jackson at ext. 2828.

Very truly yours,


Carrie M. Lewis, Superintendent
Milwaukee Water Works



Agency Collection Programs

Maximize your collection efforts



R Wisconsin Department of
Revenue

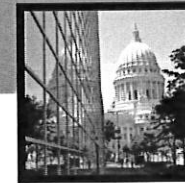
Agency Collections



Balance your debt collection program:

- Statewide Debt Collection (SDC) – full collection services
- Tax Refund Interception Program –refunds and other payments pay certified debts
- Private Collection Agencies

Agency Collections



DOR Setoff hierarchy - Section 71.93, Wis. Stats.

Refunds are setoff in the following order:

1. Wisconsin Department of Revenue (DOR) administered debts
2. Child support debts referred by DCF
3. Restitution debts, first to SDC debts, then TRIP debts
4. SDC debts, first to State Agencies, then to local governments
5. TRIP debts, first to State Agencies, then to local governments
6. Federal government debts
7. TRIP debts referred by Tribal governments
8. Other states' debts

Agency Collections



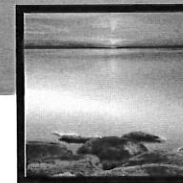
SDC

State Debt Collection Program

Sec. 71.93(8), Wis. Stats.

- **State agencies are required**
- **Local governments and courts may participate**

Agency Collections



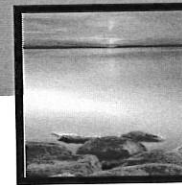
SDC

State Debt Collection Program

The difference between SDC and TRIP is that DOR becomes collector of the SDC debt.

Agency must stop all collections

Agency Collections



SDC

State Debt Collection Program

DOR collection services include:

- Payment plan
- Wage attachment
- Levy of assets
- Refund offset

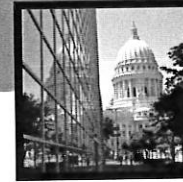
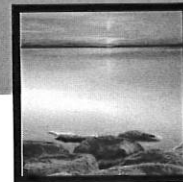
Agency Collections



Debts to refer

- Debt balance > \$50
- Debt amount must be final
- Aged at least 90 days
- Debtor has not paid, or entered into payment plan

Agency Collections



Debts are certified with:

- **Social Security Number (SSN)**
- **Driver's License Number (DLN)**
- **Federal Employer Identification Number (FEIN)**

***Note:** If you do not have one of the three types above, you may need to hire a collection agency to locate the identifier for you.*

Agency Collections



Professional Placement Services (PPS) provides skip tracing service to agencies such as a Social Security Number (SSN) or Federal Employer Identification Number (FEIN).

PPS Contact Information:

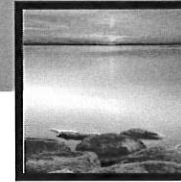
Karri Thiesenhusen

Tel: 877-220-4106

Email: skip@paypps.com



Agency Collections

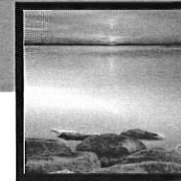


How do I submit the debts to DOR?

Debts are submitted electronically:

- My Tax Account (MTA): single entries
- File Transfer – secure file transfer protocol server (sFTP): multiple debts in a bulk file.

Agency Collections



Referral Notice

- Lets the customer know of your intent to certify the debt to DOR
- 30 days prior to referral
- Provide opportunity for debtor to resolve the debt or provide information as to why the debt may not be owed.

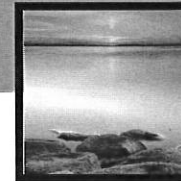
Agency Collections



DOR Collection Fee

- Debtor is assessed the fee
- Fee = 15% (\$35 minimum) of amount referred
- Fee is satisfied first by statute

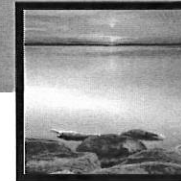
Agency Collections



Interest

- You specify the interest rate, if any.
- After fees are satisfied, payments are applied to interest, then debt amount.

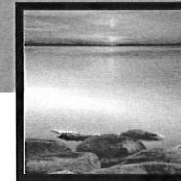
Agency Collections



Debt balances and updates to debt

- Adjust debt balance either up or down, only if the amount originally sent was in error
- Collection fee, and interest automatically adjust based on new balance

Agency Collections



Debt Recall

- Use if the debt was certified in error
- DOR will write off remaining balance and return debt to the agency.

Agency Collections



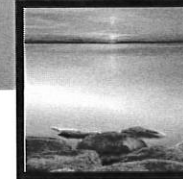
Payments received by agency

- If you receive a payment by check – send the check to DOR
- If you receive an electronic payment – contact us. We will work out the easiest method to resolve.

NOTE: If you receive the payment after referral – DOR's collection fee is due.



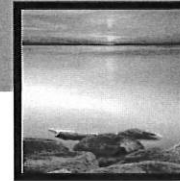
Agency Collections



Reports

- Agency Summary
 - Complete listing of active debtors
 - Bankruptcy info
 - Current balance
 - Collections to date
 - Collection stage

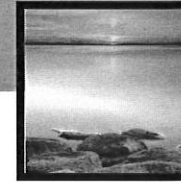
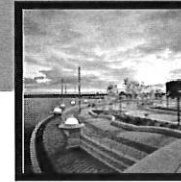
Agency Collections



Reports

- Return debt
 - Listing of debts we are returning to your agency.
 - Return reasons include: Satisfied, uncollectible, deceased, minbalance, recalled, mismatchid and businessclosed.

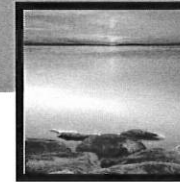
Agency Collections



Reports

- Payments
 - Monthly distribution
 - Amounts collected by debtor report
 - Payments are sent by ACH 3 business days after payment report

Agency Collections



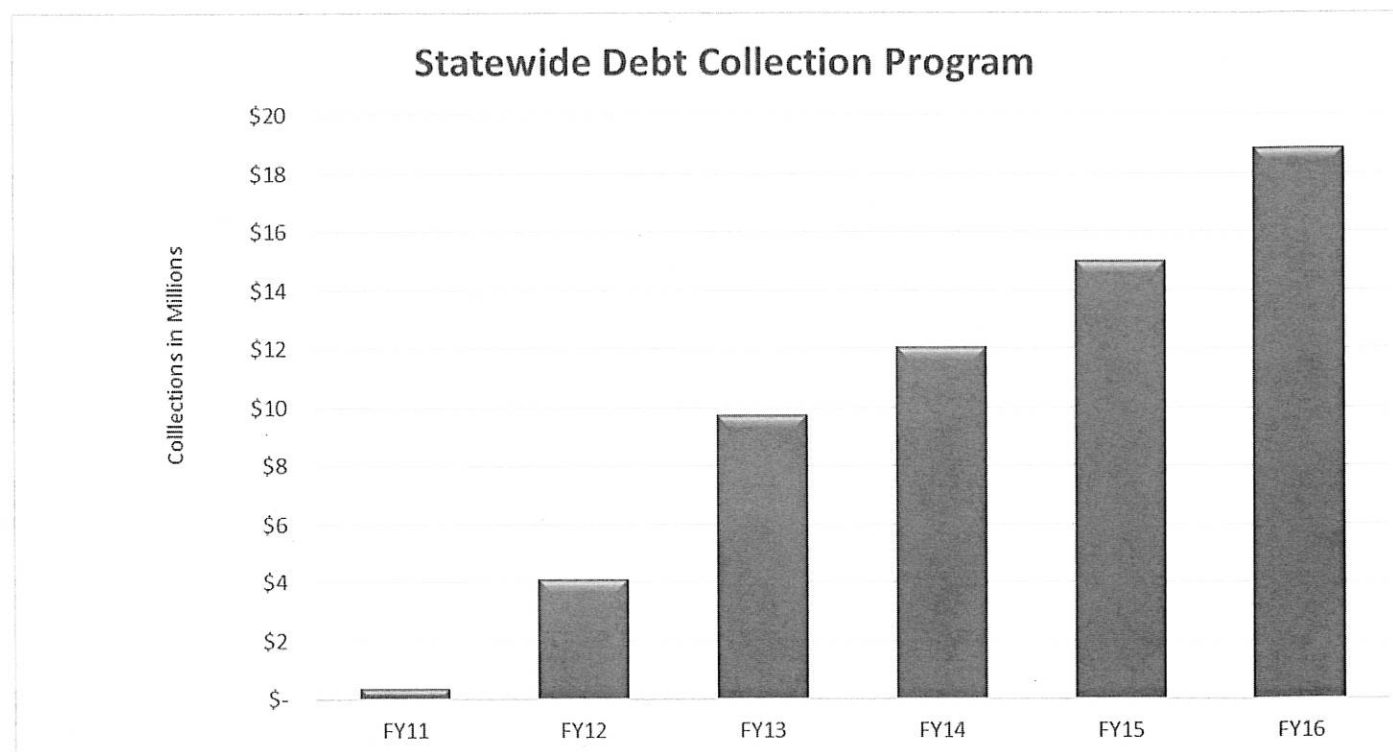
Collection success

- 216 agencies – state, court and local government
- Debt Roll: \$70 Million
- Collections:
 - FY 2012: \$4.1million,
 - FY 2013: \$9.7 million,
 - FY 2014: \$12.0 million,
 - FY 2015: \$15.0 million,
 - FY 2016 to date: \$19 million

Agency Collections



- FY (July 1st - June 30th) as of 5/30/2016.



Agency Collections

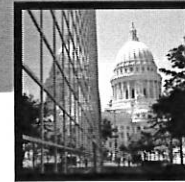
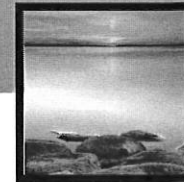


SDC Payments

- 36% Voluntary
- 32% Wage Attachment
- 19% Refund Offset
- 11% Levy

Other less than 1% include: Unclaimed property, vendor setoff

Agency Collections



SDC University Study

- 2010 UW campuses used TRIP to recover @ \$2 million
- 2012 UW campuses transitioned to SDC program recovery \$3.6 million
- 2013: \$7.2 million
- 2014: \$8.5 million
- 2015: \$8.7 million

2016: \$9.5 million

Agency Collections



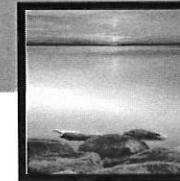
To enroll in SDC program, please contact joseph.mugenga@revenue.wi.gov or 608-264-0344 to obtain:

- Agency agreement
- Banking information form

For more information about SDC program, please review:

- SDC User Guide
- My Tax Account - SDC User Guide

Agency Collections



TAX REFUND INTERCEPTION PROGRAM (TRIP)

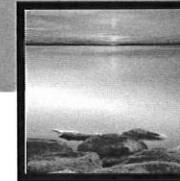
For information about TRIP program, please review:

- [My Tax Account – TRIP Registration and User Guide](#)
- [Operation Manuals and Policy Guides](#)
- <http://www.revenue.wi.gov/ise/trip/index.html>

Contact Information:

- Use *My Tax Account – TRIP Inquiry* to send questions with confidential information or
- Use trip@revenue.wi.gov for non-confidential questions

Agency Collections



QUESTIONS?

Milwaukee Municipal Court
Debt Owed by City and Non-City Residents, 2012 - 2016 YTD Judgments

Year	Cases	Defendants	City Residents	% of Dfnds	Non-City Residents	% of Dfnds	Total Judgments	City Residents	% of Dfnds	Non-City Residents	% of Dfnds	Total Paid/Stayed**	City Residents	% of Dfnds
2012	127,948	55,218	47,069	85.24%	8,149	14.76%	\$ 19,225,332.62	\$ 16,590,736.09	86.30%	\$ 2,634,596.53	13.70%	\$ 8,889,224.27	\$ 7,259,424.94	81.67%
2013	105,117	47,563	40,851	85.89%	6,712	14.11%	\$ 16,772,923.89	\$ 14,134,802.40	84.27%	\$ 2,638,121.49	15.73%	\$ 7,289,070.29	\$ 5,736,719.80	78.70%
2014	76,364	37,606	32,552	86.56%	5,054	13.44%	\$ 13,699,320.50	\$ 11,584,832.57	84.57%	\$ 2,114,487.93	15.43%	\$ 5,366,156.26	\$ 4,195,566.34	78.19%
2015	67,358	35,636	30,384	85.26%	5,252	14.74%	\$ 12,271,016.55	\$ 10,246,503.26	83.50%	\$ 2,024,513.29	16.50%	\$ 4,172,793.76	\$ 3,133,823.74	75.10%
2016 YTD*	26,465	15,658	13,636	87.09%	2,022	12.91%	\$ 4,510,030.58	\$ 3,840,899.89	85.16%	\$ 669,130.69	14.84%	\$ 886,262.70	\$ 680,747.37	76.81%

*YTD through May 31, 2016

**Totals include both payments and amounts stayed by the Judge; stays may be granted for any reason including time served, community service or by the Judges' discretion

Non-City Residents	% of Dfnds	Current Balance	City Residents	% of Dfnds	Non-City Residents	% of Dfnds	Rate of Payment	City Residents	Non-City Residents	Referred to Collections	% of Dfnds	City Residents	% of Dfnds
\$ 1,629,799.33	18.33%	\$ 8,051,137.00	\$ 7,257,610.20	90.14%	\$ 793,526.80	9.86%	46.24%	43.76%	61.86%	\$ 14,668,359.80	76.30%	\$ 13,098,499.55	68.13%
\$ 1,552,350.49	21.30%	\$ 8,063,746.83	\$ 7,152,122.53	88.69%	\$ 911,624.30	11.31%	43.46%	40.59%	58.84%	\$ 12,842,343.22	76.57%	\$ 11,149,386.82	66.47%
\$ 1,170,589.92	21.81%	\$ 7,255,949.15	\$ 6,454,965.80	88.96%	\$ 800,983.35	11.04%	39.17%	36.22%	55.36%	\$ 10,218,858.18	74.59%	\$ 8,947,961.08	65.32%
\$ 1,038,970.02	24.90%	\$ 7,430,667.73	\$ 6,571,845.78	88.44%	\$ 858,821.95	11.56%	34.01%	30.58%	51.32%	\$ 8,604,317.65	70.12%	\$ 7,481,332.93	60.97%
\$ 205,515.33	23.19%	\$ 3,524,988.58	\$ 3,089,291.12	87.64%	\$ 435,697.46	12.36%	19.65%	17.72%	30.71%	\$ 1,402,074.46	31.09%	\$ 1,257,457.46	27.88%

Non-City Residents	% of Dfnds
\$ 1,569,860.25	8.17%
\$ 1,692,956.40	10.09%
\$ 1,270,897.10	9.28%
\$ 1,122,984.72	9.15%
\$ 144,617.00	3.21%