

**Parking & Hearings
Collection Rate**

	2007	2008	as of 3/31/09 2009 *	Total	% of Total
Citation Amount:					
Citation Amount Issued	5,081,930	4,699,270	4,184,565	13,965,765	60%
Penalties & DMV Holds	3,159,846	3,284,144	2,852,019	9,296,009	40%
Total	<u>8,241,776</u>	<u>7,983,414</u>	<u>7,036,584</u>	<u>23,261,774</u>	
Collections:					
Citations Paid	3,282,760	3,232,680	2,561,605	9,077,045	
Penalties & DMV Holds	1,692,566	1,615,550	977,210	4,285,326	
Appealed Reductions	414,155	312,055	162,073	888,283	
Voids	894,241	598,133	219,150	1,711,524	
Other Reductions **	968,637	1,197,948	1,044,283	3,210,868	
Total Collected	<u>7,252,359</u>	<u>6,956,366</u>	<u>4,964,321</u>	<u>19,173,046</u>	
Balance Pending	<u>989,417</u>	<u>1,027,048</u>	<u>2,072,263</u>	<u>4,088,728</u>	
Collection Rate	88.0%	87.1%	70.6%	82.4%	

* 2009 represents only a partial year and citations have not been subject to the entire collection process. Accounts are sent to collection after 9 months.

** Includes valid handicap, valid registration)

Process Improvements:

- Initiated 3rd Collection Notice prior to being sent to collection
- Initiated Boot Notice
- Upgrades system for updates on DMV addresses
- Upgrades system to access California DMV addresses

Submitted At Meeting

Date 4/23/09 Item #10