



City of Bloomington Common Council

Legislative Packet – Addendum

(Issued on Wednesday, 05 May 2021)

Wednesday, 05 May 2021

Regular Session – 6:30 pm

For a schedule of upcoming meetings of the Council and the City's boards and commissions, please consult the City's [Calendar](#).

City of Bloomington: Parking Citation Process

OFFENDER IDENTIFIED

1st Notice is the citation.

2nd Notice is sent after 14 days and it has doubled from the date of issuance.

Then citation(s) is turned over to collection agency 60 days after letter is sent.

Total: 74 days

OFFENDER UNIDENTIFIED

1st Notice is the citation.

Send to ROVR agency to provide owner identification usually receive offender information within 7-10 days (will continue to repeat until identified). Fee is \$1.95 per record received.

Information has to be manually enter from report received.

2nd Notice picked up automatically in system to create letters (schedule task in management system) when it linked to owner.

Then citation(s) is turned over to collections agency 60 days after letter is sent.

Total before sent to collections: 74+ depends on if they are ever identified

COLLECTIONS: CAPITAL RECOVERY SYSTEMS, LLC

Current Debtors: 17,197

Current Citations: 39,997

Amount Outstanding: \$1.5 M

Since contract 2012 citations has paid in full: 23,652

Since contract 2012 total amount collected: \$1.2 M

Since contract 2012 CSR has received for services: \$289,780

Collection Fee: 30% added to each citation

Average Citation: \$70.12

Collections Rate: 40.5%

Payment Plans Debtors: 12 individuals* for 53 citations totaling \$2556

(*CRS explained normally individuals do not choose a payment plan on low balance debts.)

Collection Efforts: Skip tracing to find address and phone numbers of debtor, collections letters and calling

CITY OF BLOOMINGTON TOWING

15.48.030 - Towing and storage charges. The maximum amount that an authorized towing service may charge for hooking up, towing or removing a vehicle under this chapter may not exceed \$135.00, except where special treatment may be required. Special treatment, including dollying, may not exceed an additional \$25.00. The maximum amount that may be charged for storage of vehicles shall not exceed \$25.00 per day. The storage fee may not begin to accrue until twenty-four hours have passed since the vehicle arrived at the storage facility.

What is the time frame and process followed if a vehicle is sold by Tow Company?

Rick's Towing

Title search must be done within 72 hours which is a requirement. After owner information received from title search each owner must receive a certified letter of impoundment and outstanding charges needing to be paid in full to release vehicle which is a requirement.

Legal Notice is required before auction: (post in newspaper) and wait 30 days.

Estimated total days is anywhere between 45-60 days.

April 29, 2001 spoke with Lori

AMS Towing

Titles search must be done within 72 hours which is a requirement. A third party service is used, Indiana Lien, which does the search process and sends out certified notification(s) of impoundment, and all outstanding charges needing to be paid in full for the vehicle to be released.

Legal Notice is required before auction: (post in newspaper) and wait 30 days.

Estimated total days is anywhere between 60-90 days.

April 29, 2021 spoke with Matt

Chandler's Towing

Titles search must be done within 72 hours which is a requirement. A third party service is used, Indiana Lien, which does the search process and sends out certified notification(s) of impoundment, and all outstanding charges needing to be paid in full for the vehicle to be released.

Legal Notice is required before auction: (post in newspaper) and wait 30 days.

Estimated total days is anywhere between 45-60 days.

April 29, 2021 spoke with Cody

Ken's Towing

Titles search must be done within 72 hours which is a requirement. A third party service is used, Indiana Lien, which does the search process and sends out certified notification(s) of impoundment, and all outstanding charges needing to be paid in full for the vehicle to be released.

Legal Notice is required before auction: (post in newspaper) and wait 30 days.

Estimated total days is anywhere between 45-60 days

April 30, 2021 spoke with Ken