

Revenue Enhancement: A Team Effort

Efficient, Sustained Efforts Will
Bring Success

Problem Statement: How does HMMS effectively collect unpaid permit revenue?

- Uncollected revenue is a problem at the federal, state, and local level
- Many facilities do not pay their permit in a timely manner in violation of Monterey County Ordinances (MCC10.04.020, 10.65)
- Facilities are sent updated invoices by office support staff that remind them of this issue
- Our office inspects once every year to three years
- Implement practice of preinspection permit balance checks

Solutions to Enhance Revenue Collection

- List provided by supervisor regarding nonpay facilities
- Conduct the annual inspection, note this violation and others
- Some may not be due for several months—can do permit sweeps
- Follow up with a nonpayment letter with a deadline sent certified-mail

Solutions and Remedies-Post Inspection Letter Sent

- Contact the operator to discuss and provide methods to remedy
- Every correspondence is an opportunity, document everything
- If no payment received, send 2nd letter discussing an office meeting (administrative enforcement hearing)-pending management approval
- Refer to collections that is assisting all County Departments through the Auditor-Controllers Office

Synergy with the Bureau

- These revenue collection efforts will help provide management with additional resources
- This revenue will help EHB to deliver the 10 Essential Services
- How, possible FTE positions, allocate money to programs in need

