

## **COMMITTEE OF THE WHOLE - JUNE 18, 2007**

### **ENFORCEMENT SERVICES WEBSITE / ON-LINE TICKET PAYMENT**

#### **Recommendation**

The Commissioner of Legal and Administrative Services & City Solicitor, in conjunction with the Senior Manager of Enforcement Services, recommends:

That Groupe Techna be selected as the preferred Vendor; and,

That the Mayor and City Clerk be authorized to execute an Agreement.

#### **Economic Impact**

There is no economic impact to initiate the system. Customers will pay a \$2.00 per ticket fee to the vendor. Starting in 2008, there will be a \$1,700.00 annual service contract fee.

#### **Communications Plan**

The public can be advised of the ability to pay parking tickets on-line through the City Page and information added onto the City Website.

In addition, as new tickets are ordered, the website will be included as a payment option on the reverse side of the document.

#### **Purpose**

This report is to provide information on the Enforcement Services Website and the on-line parking ticket payment option.

#### **Background - Analysis and Options**

On December 12, 2005 (Item 21, Report 68), staff reported to Council on the costs of implementing an on-line ticket payment system. At that time, the number of vendors was limited and the estimated cost to the City would have been between \$10,000.00 - \$24,000.00.

Since that report, a number of vendors were identified and invited to present proposals. With the assistance of the ITM Department, staff had the opportunity to meet with three such vendors and review their proposals. These companies were: PayTickets.ca, Paymentus and Groupe Techna.

Pay Ticket.ca represented a significant cost to the City for installation and usage. The vendor could not use real-time data, which presented operational difficulties for City staff.

Paymentus indicated they would absorb the cost of development of a system, but there were unresolved issues around potential licensing costs of accessing data from different systems in order to use real-time data.

Groupe Techna also proposed a "no cost" installation for the City. This company did not have any licensing issues as they own part of the system already in use with the City of Vaughan.

#### **Process**

The on-line payment process will be simple for the customer to use. The vendor's website will be seamlessly linked to the City website. The customer will enter the ticket and license plate number. The program will verify the fine owing and then invite the customer to pay via credit

card. Should the customer select this option, a \$2.00 service charge will be added to the fine. This charge is subsequently paid to the vendor.

Once the transaction has been processed, the parking records in the City database will be automatically updated and an electronic receipt issued.

Groupe Techna is requesting a three year contract with a one year option. As stated, there is no initial cost to the City. The \$2.00 per transaction paid by the customer is paid to the vendor. Starting in 2008 there will be a \$1,700.00 annual service contract fee. This fee is to cover the cost of trouble shooting or upgrading software as required.

Groupe Techna is currently working with the ITM Department to facilitate a smooth launch and minimize any risks to the City.

It is anticipated that this service will be launched this summer or fall.

To coincide with the launch of this service, Enforcement Services staff, in conjunction with Corporate Communications, are launching a departmental website that is accessed through the main City website. This website provides a wide cross-section of information to the public, including:

- How to make a complaint, including an electronic complaint form;
- Parking information, including on-line payment, First Attendance process, and frequently asked questions;
- Useful links to other agencies, such as York Regional Police, RoadWatch and Greening Vaughan;
- The site can also be used for hot topics, such as graffiti, Tree By-law, Pesticide By-law;
- City By-laws will be available on-line.

This website will showcase the work performed by the Department, while providing a conduit for the public to access services offered by the Department.

#### Next Steps

In order to finalize the on-line payment process, the Agreement between Groupe Techna and the City needs to be signed. Legal Services has reviewed the contract.

#### **Relationship to Vaughan Vision 2007**

This report is consistent with Vaughan Vision as it speaks to service excellence and innovative solutions.

The necessary resources have been approved and allocated.

#### **Regional Implications**

Not applicable.

#### **Conclusion**

This expansion of technology in the Enforcement Services Department will enhance customer service by enabling on-line ticket payment.

**Attachments**

None

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Respectfully submitted,

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