

COMMITTEE OF THE WHOLE - DECEMBER 5, 2005

ON-LINE TICKET PAYMENT AND PARKING PERMITS

Recommendation

The Commissioner of Legal and Administrative Services recommends:

That this report be received for information purposes

Economic Impact

While a firm price for this project would need to be negotiated, it is estimated that the online ticket payment would cost approximately \$10,000. for set up and then a recurring annual cost to a maximum of \$24,000. An internally developed system would cost between \$25-30,000.

The online visitor parking permit costs have not been determined but are estimated at between \$25-30,000.

Purpose

To provide information relating to the online payment of parking fines and obtaining of visitor parking permits.

Background - Analysis and Options

Staff have inquired with the Town of Richmond Hill as they use an online ticket payment process through an external company, Paytickets.ca. Staff there indicated that there has not been a significant increase in tickets being paid and there has not been a decrease in the number of disputes of tickets. Further, Richmond Hill estimates that less than 15% of their tickets are being paid online.

Information from Paytickets.ca is that initial set up costs are approximately \$10,000. This cost is to set up the backend processes to communicate live with the ticket database that the City uses. There is also an additional cost to the City per transaction of up to \$1.30 to a maximum of \$12,000. per year, in addition to a monthly service fee of \$500.

Using an estimate of 15% usage and the monthly service fee, the cost to the City to have this option available would be \$13,000. If usage increased to 25% or above the annual cost would be \$24,000.

There is also a cost component to the user. The consumer will also be charged a \$1.50 "handling fee" by the company to use this method of payment.

Preliminary estimates provided by the Chief Information Officer are that an in-house developed program would have a one time cost of between \$25,000. - \$50,000. Should this be a desirable option the cost could be fine tuned. The benefit to this option is that there is no ongoing costs like those from Payticket.ca.

The online payment process would reduce the workload of the Parking Coordinator, but only minimally. It is estimated that online payments would save no more than 20 hours of work for the position of the course of a year.

Online Visitor Parking Permits

The City of Vaughan has offered Visitor Parking Permits for two years. This initiative was approved on June 23, 2003 (Item 60, Report 51). These permits are offered for sale for \$5.00 each with a monthly maximum of 5 per household. In order to obtain a permit the homeowner or representative must attend to the Enforcement Services office during business hours. Permits are not available after 4:30 p.m. Monday to Friday.

The cost for the development of an online parking permit system would have to be finalized by the Chief Information Officer, but the estimated cost would be similar to the projection for online ticket payments. To date, less than 500 permits have been sold in 2005. At that rate, repayment of the investment is many years away.

Relationship to Vaughan Vision 2007

This report is in keeping with Vaughan Vision by delivering the best service possible. The necessary resources have yet to be allocated or approved.

Conclusion

While online parking ticket payment and online visitor parking permits are value added services, the cost of development and operation is excessive when compared to the rate of return that can be expected.

Attachments

None.

Report prepared by:

Tony Thompson
Senior Manager, Enforcement Services

Respectfully submitted,

Robert J. Swayze
Commissioner of Legal & Administrative Services