

TO: Administration and Finance Executive Committee

FROM: Lisa Sheppard, Provincial Offences Coordinator

DATE: September 10, 2019

SUBJECT: On-Line Payment Software for Fines and Offences – Provincial Offences

BACKGROUND

Paytickets.ca is an online banking solution managed by the Royal Bank in partnership with Teranet Enterprises. This software solution allows clients the ability to pay their Provincial Offences and Fines on-line in a secure, encrypted environment; using their Debit card, Visa, MasterCard or American Express. The monies collected are then deposited into the designated Provincial Offences bank account on a daily basis. The clients also have the option to download, save and print receipts as well as retrieve a history of payments should they make partial payments towards larger fine amounts.

- Secure, user-friendly, private and convenient method for the public to pay their fines outside our normal business hours.
- The convenience as well as the ability to use their Debit, Visa, MasterCard or American Express will have a positive impact on the collection of unpaid fines.
- The POA office will receive an account with PayTickets.ca to log into daily and retrieve payments and reports for reconciliation and fine processing.
- There is a minimal user fee per transaction for the client of 1.75% of the ticket value – with a maximum fee of \$3.00. For example: if a client pays their speeding ticket of \$52.50 using the PayTickets.ca site – they will incur a cost of .91 cents. ($\$52.50 \times 1.75\% = .91$). However - if they are making a \$450.00 partial payment towards a much larger fine – the user fee will be capped at \$3.00
- The Town of Fort Frances Provincial Offences Office will be charged a nominal banking fee per transaction for any Visa, MasterCard or American Express payments made.
- 52 Municipalities are currently using the PayTickets.ca solution. The Municipalities contacted for thoughts and review of the software (Thunder Bay and London) both agree it is a great option and has offered their clientele convenience and has had a positive impact on the collection of unpaid fines.
- There is an initial one-time set-up fee for the Town of Fort Frances Provincial Offences of \$4,250.00 + HST. While this is an initial investment of \$4,802.50 – I believe it will offer clientele not only convenience and privacy in paying their fines but allow methods for payment which

keep abreast of today's technology. In addition; during the months of May to October - our jurisdiction experiences significant tourism. This solution will allow someone from Texas to easily pay their fine once they return home and will have a positive effect on the collection of unpaid fines.

- Provincial Offences Budget line item "Office Equipment/Maintenance/Capital (GL # 75-040-0460-1400-71406) has \$4,827.00 available which would cover the one-time set-up fee of \$4,802.50.
- The Paytickets.ca site does not process any refunds. Should the user make an error in their fine payment (accidentally selected Thunder Bay when it should be Fort Frances for example) – all errors will be investigated by the Municipalities and any refunds that may be due, or errors requiring correction, would be handled by the Municipalities.
- If a user is making a payment on a fine where the due date is past or the same day - the site cautions them that it may be more prudent to make that payment in person as it can take up to 3 days for payment to be received. It also cautions them that If the payment is late – they run the risk of additional late fees, collection action or a potential drivers license suspension.