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TO:	CHAIR AND MEMBERS CIVIC WORKS COMMITTEE NOVEMBER 21, 2017
FROM:	GEORGE KOTSIFAS P. ENG. MANAGING DIRECTOR, DEVELOPMENT & COMPLIANCE SERVICES AND CHIEF BUILDING OFFICIAL
SUBJECT:	PARKING TICKET ONLINE PAYMENT MODULE (TOPS)

RECOMMENDATION

That, on the recommendation of the Managing Director, Development & Compliance Services and Chief Building Official, the following actions **BE TAKEN**, with respect to the acquisition of a replacement parking ticket online payment module:

- a) The amendment to the existing contract with Gtechna a division of ACCEO Solutions Inc., 7075 Place Robert Joncas Suite M101, St-Laurent, QC Canada H4M 2Z2 for implementing a parking Ticket Online Payment System (TOPS) for the City of London at no cost to the City of London, **BE ACCEPTED**;
- b) That the Civic Administration **BE AUTHORIZED** to undertake all administrative acts necessary in connection with this contract amendment in accordance with the Procurement of Goods and Services Policy Section 20.3(e); and
- c) Approvals hereby given **BE CONDITIONAL** upon the Corporation entering into a formal contract or issuing a purchase order relating to the subject matter of this approval.

PREVIOUS REPORTS PERTINENT TO THIS MATTER
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January 6, 2015 Civic Works Committee - RFP13-08 PARKING APPLICATION RENEWAL

BACKGROUND

The City of London issues approximately 80,000 parking tickets annually. Approximately half of all tickets paid, are done so online and the balance are paid at the customer service counter or by mail. The City of London, currently under contract with Gtechna, implemented a new Parking Management System in September of 2016. At that time, it was beneficial to continue to use the existing Class application for processing the payments of parking tickets which interfaced with the parking system once a ticket was paid online. The Class application, is in the process of being replaced. This is an opportune time to align the online payment of parking tickets within the Gtechna Parking Management System.

TOPS is a Gtechna module which allows the customer to pay their ticket online, view their parking ticket and provides the opportunity to view any applicable photos in one simple transaction. The experience to the end user will remain unchanged with respect to price, however, there will be an improved level of customer service under the new method. Additionally, other municipalities had advised that these features can reduce the number of disputes, often significantly, particularly due to the provision of the photos.

The incorporation of the TOPS module requires an amendment to our existing contract with our Parking System vendor. The amendment falls under the Procurement of Goods and Services Policy Section 20.3(e). GTechna will provide the hosted payment process service of the TOPS module and charge a fee of \$1.50 per transaction to the end user. This matches what the end user pays currently under the existing Class system.

Under the proposed strategy, both fines and transaction fees will be collected through the online payment module and deposited directly to the City of London. Parking Services will then be invoiced by Gtechna monthly for the transaction fees collected during that month.

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Strategic Connection:

Leading in Public Service – 5. Excellent Service Delivery	
What are we doing?	How are we doing it?
Deliver great customer experiences to residents, businesses, and visitors: <ul style="list-style-type: none"> Improved access through web, phone, and in-person 	Business Plans

FINANCIAL IMPACT

There is no additional cost from GTechna for the implementation of the online payment module. It is estimated that the yearly payment to Gtechna associated with this service will be \$55,000 based on the evaluation of tickets paid in the last 12 months, however, this amount may fluctuate based on an increase or decrease in the number of tickets paid online. The contract amendment will have a minimal effect on operating costs to cover merchant fees and will be accommodated within the existing Parking Services Division operating budget.

CONCLUSION

It is recommended that the amendment of the existing contract with GTechna be approved to integrate the TOPS Module. This will allow integration with our Parking Management System and provide an enhanced customer service experience.

ACKNOWLEDGEMENTS

This report was prepared with the assistance of Information Technology Services and Purchasing and Supply.

SUBMITTED BY:	SUBMITTED & RECOMMENDED BY:
ANNETTE DROST MANAGER MUNICIPAL LAW ENFORCEMENT SERVICES	GEORGE KOTSIFAS, P. ENG MANAGING DIRECTOR DEVELOPMENT AND COMPLIANCE SERVICES
REVIEWED AND CONCURRED BY:	REVIEWED AND CONCURRED BY:
DAN DOBSON MANAGER III INFORMATION AND TECHNOLOGY SERVICES	ANNA LISA BARBON MANAGING DIRECTOR CORPORATE SERVICES AND CITY TREASURER, CHIEF FINANCIAL OFFICER

cc: John Freeman, Manager of Purchasing and Supply