

Appendix E: Strategic Initiatives Bylaw Projects Update

Collections:

In the Township, 72 per cent of parking tickets from 2019 to the end of 2024 have gone unpaid. Advanced Collection Services (ACS) was retained in March 2025 to collect unpaid Bylaw Offence Notices (BONs) on behalf of the Township. A decision was made to focus collections on the years 2022 and forward. 2022 unpaid BON tickets have been provided to ACS. 2023 and 2024 unpaid BON tickets will be sent later this year. Below is a summary of the collections data from the department's Q3 report.

- A total of 248 unpaid BONs from 2022, valued at \$13,152.00, were forwarded to the collection agency.
- The agency's fee structure is 33.34% plus 5% GST.
- To date, the Township has received payment on 62 of the 2022 BONs, resulting in a net recovery of \$2,015.00.
- Collection efforts are ongoing, and unpaid BONs from 2023 will be submitted to the agency this spring.
- The current contract with Advanced Collection Services expires in March 2026, and staff are preparing to extend the agreement to support continued recovery efforts.

Bylaw Modernization:

CentralSquare has been contracted to modernize the Township's bylaw enforcement and ticketing systems. This work, which began in late February, is expected to take approximately three months to implement, and will result in significant improvements in workflow efficiency, mobility, and public accessibility. Key components include:

- Implementing the Tempest Ticketing module to streamline BON creation, tracking, and administrative processing.
- Deploying the Mobile Parking Ticket module, enabling officers to issue tickets directly in the field using handheld devices.
- Introducing eCommerce functionality, allowing residents to pay Tempest-issued tickets online, improving convenience and reducing administrative workload.
- Equipping Bylaw staff with Zebra mobile "hip" printers, enabling BONs and parking tickets to be printed onsite from mobile computers.