

STAFF REPORT: PLANNING & BUILDING SERVICES DEPARTMENT



REPORT TO: Planning & Building Committee
MEETING DATE: July 6, 2009
REPORT NO.: SRB.09.16
SUBJECT: Parking Infraction Notices & "paytickets.ca"
PREPARED BY: Greg Miller, Manager Building & By-Law

A. Recommendations

THAT Council receive Staff Report SRB.09.16 respecting automated electronic payment of Parking Infraction Notices and authorize the necessary reallocation of funds from the approved 2009 Project entitled "Parking Enforcement Handhelds", up to a maximum \$5,250.00 (excluding taxes if applicable), to this initiative and authorize the Mayor and Clerk to execute the "Parking Tickets Service Agreement" with the Royal Bank of Canada with respect to an automated electronic payment service that allows individuals using the internet to make online payments of parking tickets.

B. Background

With the appointment of various individuals to enforce Town Parking By-laws on privately-owned land, the number of Parking Infraction Notices (PIN's) has increased considerably (currently the Town's Parking Fine revenue as at June 26, 2009 reflects 63% of Budget or \$17,352 of the \$27,500 budgeted). Unlike previous years, activity does not appear to be diminishing during the spring/summer season. The increase in the number of PIN's being issued has resulted in a related increase in the processing of payments. A review of this matter brought forward the potential for an automated electronic payment service.

A large number of municipalities in Ontario (see attachment) allow for automated electronic payment services partly as a convenience to their customers and partly to address service delivery challenges. Town Staff have reviewed this service and have concluded that paytickets.ca would represent a service delivery enhancement for our customers and also assist in addressing our service delivery challenges.

With respect to the Town's Purchasing Policy, this acquisition, if approved by Council, will be proceeding on the basis of "Negotiations and Single Source". Our Policy states:

Negotiations and Single Source procedures may be applied by the Manager of Purchasing or Department Head(s), with prior written approval, when any of the conditions as described in the Policy for Procedures for the Purchase of Goods and Services apply with respect to negotiations and single source items, and where the total expected purchase price is more than \$2,501. Department Head(s) jointly with the Manager of Purchasing or CAO have approval for negotiations from \$2,501 to \$25,000. The CAO jointly with the Manager of Purchasing has approval for negotiations from \$25,000 to \$100,000. Negotiations that exceed \$100,000 shall be approved by the CAO and Council.

Given the uniqueness of the application and compatibility challenges with our Ticket Processor Software, the sole sourcing of this product is supported by and has been approved by Town Staff in accordance with the Town Policy subject to Council's authorization to reallocate funds from one By-law Division Project to another.

With respect to financing, the Town's approved 2009 Budget includes a Proposed Capital Project entitled "Parking Enforcement Handhelds". This Project entailed the purchase of three Parking Enforcement Handheld Units with an expected Capital Resource Requirement of \$10,000 with the identified financing being taxation. In reviewing service delivery efficiencies, it became apparent that the paytickets.ca initiative brought more to the table than the Handhelds Project. Therefore Town Staff are recommending the reallocation of \$5,250 (excluding taxes if applicable) from the Parking Enforcement Handhelds Project.

Lastly, the "Parking Tickets Service Agreement" has been reviewed by the Town's solicitor and, with the exception of some minor recommended word changes, was found to be acceptable.

C. The Blue Mountains' Strategic Plan

"Providing a strong, well managed municipal government."

D. Environmental Impacts

N/A

E. Budget Impact

Staff savings related to processing of Parking Infraction Notices.

F. Attached (Relevant documentation not personal information about an identifiable person)

- A. "Parking Tickets Service Agreement"
- B. *paytickets.ca* FAQ Sheet

Greg Miller, C.E.T.
Manager, Building & By-Law/DBCO

David Finbow
Director, Planning & Building
Services/CBO

DRAFT



PARKING TICKETS SERVICE AGREEMENT

This Service Agreement (the “**Agreement**”) is entered into between Royal Bank of Canada (“**Royal Bank**”) and The Town of Blue Mountains (the “**Client**”) for the Service (as defined below) and is effective as of the day of , 2009 (the “**Effective Date**”).

RECITALS:

- A. Royal Bank operates and maintains an automated electronic payment service that allows individuals using the Internet to make online payments of parking tickets issued by Participating Municipalities (the “**Paytickets Service**”).
- B. The Client desires to enter into an agreement with the Royal Bank to permit access to the Paytickets Service.

In consideration of the mutual obligations described in this Agreement and for other good and valuable consideration, the receipt and sufficiency of which are hereby acknowledged, the parties agree as follows:

ARTICLE 1 DEFINITIONS

1.1 Definitions

“**Agreement**” means this Service Agreement entered into between Royal Bank and the Client.

“**Business Day**” means a day, excluding Saturday, Sunday and any other day which is a legal holiday or a day on which banking institutions are closed in the Province of Ontario.

“**Card Processor**” means the company or other applicable association used by the Client for the processing of credit card payments.

“**Client**” has the meaning specified above.

“**Client Account**” means the Client’s bank account to which the Card Processor will deposit Transaction Amounts.

“**Client Marks**” means the registered and unregistered trade-marks of the Client set out in Exhibit A.

“**Client Site**” means the website owned and operated by or on behalf of the Client located at www.xxxx.ca (or any subdivisions or URLs thereof).

“**Cobranded Access Service**” has the meaning specified in Section 2.1.

“**Cobranded Pages**” means the web pages branded with the Royal Bank Marks and the Client Marks that are hosted on the Paytickets Site.

“**Confidential Information**” has the meaning specified in Section 7.1.

“**Cure Period**” has the meaning specified in Section 5.4.

“**Effective Date**” has the meaning specified above.

“**Fees**” has the meaning specified in Section 3.1.

“**Initial Term**” has the meaning specified in Section 5.1.

“**Intellectual Property Rights**” means all intellectual property rights, whether registered or not, including patents, trade-marks, trade-names, business names, URLs, and other distinctive trade dress, designs, graphics, commercial symbols and indicia of origin, copyright, trade-secrets, know-how and other similar proprietary rights.

“**Logo Link**” means the paytickets graphic link that will be provided to the Client by Royal Bank which will directly link Users to the URL of the Cobranded Pages.

“**Maximum Transaction Fee**” has the meaning specified in Section 3.1.

“**Merchant Discount Rate**” means the merchant discount rate charged by the Card Processor to the Client for the processing of Transactions.

“**Merchant Event Fee**” means the transactional fees charged by the Card Processor to the Client for the processing of Transactions.

“**Merchant Number**” means the merchant identification number provided to the Client by the Card Processor for the processing of Transactions.

“**Paytickets Service**” has the meaning specified in the recitals.

“**Paytickets Site**” means the website owned and operated by or on behalf of Royal Bank located at www.paytickets.ca (or any subdivisions or URLs thereof) including the Cobranded Pages.

“**Professional Services**” has the meaning specified in Section 2.1.

“**Renewal Term**” has the meaning specified in Section 5.1.

“**Royal Bank Marks**” means the registered and unregistered trade-marks of Royal Bank set out in Exhibit B.

“**Service**” has the meaning specified in Section 2.1.

“**Subcontractor**” means subcontractors performing services for Royal Bank in relation to Services being provided by the Bank in this Agreement, including without limitation Teranet Enterprises Inc. and its affiliates.

“**Term**” means the Initial Term and any Renewal Term, if applicable.

“**Termination Event**” has the meaning specified in Section 5.4.

“**Transaction**” means a payment transaction for a Client parking ticket initiated by a User through the Paytickets Site or the Cobranded Pages and processed through the Paytickets Service.

“**Transaction Amount**” means the ticket amount entered by the User.

“**User**” means an individual making a Transaction who accesses the Paytickets Service through the Paytickets Site or through the Cobranded Pages.

“**Year**” means each 12 month period during the Term, for the first Year, beginning on the Effective Date, and for each subsequent year beginning on the day after each anniversary date of the Effective Date and ending on the next following anniversary date of the Effective Date.

1.2 Certain Rules of Interpretation

In this Agreement:

- (a) the descriptive headings of Articles and Sections are inserted solely for convenience of reference and are not intended as complete or accurate descriptions of the content of such Articles or Sections;
- (b) the use of words in the singular or plural, or with a particular gender, will not limit the scope or exclude the application of any provision of this Agreement to such person or persons or circumstances as the context otherwise permits;
- (c) unless otherwise specified, all references to money amounts are references to Canadian currency;
- (d) whenever a provision of this Agreement requires an approval or consent by a Party and such approval or consent is not delivered within the applicable time, such consent or approval will be conclusively deemed to have been withheld;
- (e) the word “including” or “includes” means “including (or includes) without limitation”; and
- (f) where computing the number of calendar days, all days shall be counted, including days that are not a Business Day, provided however, that if the final day of any calendar day period shall fall on a day which is not a Business Day, then the final day shall be deemed to be the next day which is a Business Day.

1.3 Exhibits

The following Exhibits are attached to this Agreement:

- (a) Exhibit “A” – Client Marks

- (b) Exhibit “B” – Royal Bank Marks
- (c) Exhibit “C” – Sample Professional Services Task List
- (d) Exhibit “D” – Paytickets Service: Hours of Operation and Client Support
- (e) Exhibit “E” – Transaction Reversal Procedures

ARTICLE 2 SERVICE

2.1 Provision of Service

Subject to the terms and conditions of this Agreement, Royal Bank will undertake the following (collectively, the “**Service**”):

- (a) provide the configuration and implementation services and project management of such services in order to support the configuration and implementation of Cobranded Access Service for the Client (the “**Professional Services**”). Exhibit C provides a sample Professional Services task list;
- (b) provide access through the Logo Link to the Cobranded Pages of the Paytickets Site, during the hours of operation as specified in Exhibit D, to permit Users to pay Transaction Amounts. When a User clicks on the Logo Link the Cobranded Pages will open on the Client Site through a pop-up window hosted on the Paytickets Site to allow the User to submit the information required for processing the Transaction (the “**Cobranded Access Service**”);
- (c) provide access, during the hours of operation as specified in Exhibit D, for Users to pay Transaction Amounts through the Paytickets Site by means of a pop-up window hosted on the Paytickets Site that will open to allow User to submit the information required for processing the Transaction;
- (d) the Client will be included on the list of municipalities that can be paid through the Paytickets Service. When a User selects the Client from the dropdown menu on the Paytickets Site a pop-up window hosted on the Paytickets Site will open to allow the User to submit the information required for processing the Transaction;
- (e) allow Users to pay Transaction Amounts using VISA, MasterCard or other payment options that Royal Bank may add from time to time by written notice to Client from Royal Bank;
- (f) perform an online authorization of the payment amount for Transactions paid by credit card. If the credit card payment cannot be authorized, the Transaction will not be completed and the User will be notified of the authorization failure;

- (g) make available to the Client, at the end of each calendar day, a computer file containing relevant information pertaining to Transactions and reversed Transactions processed on that day;
- (h) use the Client's Merchant Number for the processing of Transactions paid by credit card;
- (i) provide support to the Client during the hours specified in Exhibit D;
- (j) refer to the Client any inquiries, requests, questions, complaints or other issues from a User concerning Transactions or payments that could not be made through the Paytickets Service or other general inquiries concerning the Paytickets Service being provided to the Client ; and,
- (k) reverse any Transaction upon request of the Client as provided for in Exhibit E.

2.2 Delivery

The Service is scheduled to be made available to the Client on xxxx, 2009 and Royal Bank will undertake reasonable commercial efforts to make the Service available on such date.

2.3 Authorizations

The Client hereby:

- (a) authorizes and directs Royal Bank or its Subcontractor to use the Client's Merchant Number as provided by the Client to Royal Bank, for the processing of Transaction Amounts;
- (b) authorizes Royal Bank or its Subcontractor to process Transactions from Users on behalf of the Client for the specified Transaction Amount and any fees, charges or taxes set by applicable legislation that applies to the Transaction and all applicable taxes; and
- (c) provide Royal Bank or its Subcontractor promptly with such other authorizations as may reasonably be required by Royal Bank or its Subcontractors from time to time to perform the Service and/or the Paytickets Service.

2.4 Display of the Logo Link

The Logo Link will be posted and displayed and accessible on the Client Site at a location determined by the Client in the form and format provided by Royal Bank.

2.5 Accepted Method of Payment

The Client will market and promote the Paytickets Service as an accepted medium of payment on the Client Site, in its fine payment details included on the Client's form of ticket and in its

fine payment details included on any other notice regarding payment or delinquency of payment issued by or on behalf of the Client.

2.6 Other Client Obligations

The Client agrees that during the Term it will have sole responsibility for promptly undertaking the following:

- (a) obtaining all necessary consents required under applicable law to disclose and transfer to the Royal Bank and its Subcontractors the data or information contained in any files provided by the Client, including any personal information in such data and information, and to allow the collection, use, storage and distribution of such data and information by the Royal Bank as is necessary to perform the Service and the Paytickets Service;
- (b) providing, maintaining and supporting the Client Site and connectivity from the Client Site to the Internet;
- (c) providing, maintaining and supporting all necessary facilities, equipment, telecommunications, internet service provider service, systems and networks used by it or its subcontractors to obtain the Cobranded Access Service and perform its obligations under this Agreement;
- (d) reporting any problems with the Cobranded Access Service to the customer service number provided to the Client by Royal Bank and to provide reasonable assistance to Royal Bank and its Subcontractors in their efforts to reproduce and confirm the reported problem;
- (e) ensuring that the Client contact information remains accurate and up to date during the term of this Agreement; and,
- (f) responding to and being responsible for all inquiries, requests, questions, complaints or other issues from a User concerning Transactions or payments that could not be made through the Paytickets Service or other general inquires concerning the Paytickets Service being provided to the Client.

2.7 Files and Data

The Client is responsible for the accuracy and completeness of all data and information contained in any computer files provided by the Client to Royal Bank. The Client will maintain a back-up copy of all such computer files, data and information. Royal Bank will not use the information provided by Users for any other reason than to effectively deliver the Paytickets Service to the Client, additionally, Royal Bank will not use the Paytickets information provided by Users for the purpose of soliciting business of any kind. Royal Bank will maintain a record and information relating to Transaction for a period of seven (7) years from the date on which the User initiated the Transaction. The Client may, in writing, request from Royal Bank information regarding the Transaction. Royal Bank will provide such information to the Client,

in a manner as agreed upon by the parties and at Royal Bank's cost to retrieve such information. Royal Bank assumes no responsibility for the accuracy or completeness of information and data provided by Users in accessing and using the Paytickets Service.

2.8 Changes to Paytickets Service

The Client acknowledges that Royal Bank will determine at its discretion, the nature and timing of any changes or upgrades to the Paytickets Service. Royal Bank shall provide the Client a minimum of sixty (60) calendar days prior written notice of any significant changes or upgrades to the Paytickets Service that may affect the Client's ability to perform its obligations under Section 2.6. In no event will Royal Bank be responsible if changes in the Paytickets Service are not compatible with the Client's networks, computer equipment or software or the services of its telecommunications or internet service providers.

2.9 Exclusivity

During the Term, the Client shall not enter into any other agreement or arrangement under which it will receive internet services or access to internet services which are the same as or similar to the Paytickets Service, without the express prior written consent of Royal Bank. For greater certainty, this Agreement does not prevent the Client from entering into other agreements and arrangements for e-commerce services, provided such other agreements and arrangements do not involve the electronic payment of parking ticket fine payments.

ARTICLE 3 CHARGES AND PAYMENT

3.1 Fees

- (a) The Client will pay to Royal Bank the following fees and charges (collectively, the "Fees"):
 - (i) a fee of \$1.00 per transaction (the "Transaction Fee"); provided that, in no event will the total Transaction Fees in any year be greater than six thousand dollars (\$6,000) (the "Maximum Transaction Fee").
 - (ii) a monthly access fee of three hundred dollars (\$300) for co-branding if applicable.
 - (iii) An implementation fee in the amount of four thousand two hundred and fifty dollars (\$4,250)
- (b) For the avoidance of doubt, the Client acknowledges that:
 - (i) for each Transaction the User will pay to the Royal Bank a fee set by the Royal Bank for the use of the Paytickets Service. The consumer fee of \$1.50 will be displayed on the Paytickets Site and will not increase over

the Term by more than the compounded annual Consumer Price Index rate; and

- (ii) for each Transaction, the Client is responsible for any additional fees payable to the Card Processor, pursuant to the terms and conditions of the merchant agreement entered into between the Client and Card Processor; and
- (iii) the terms and conditions of the agreement entered into between it and the Card Processor shall determine the deposit of the Transaction Amount into the Client's bank account, and the timing thereof.

3.2 Terms of Payment

The terms of payment are as set out below:

- (a) Royal Bank will invoice the Client for the Transaction Fees on a monthly basis. Royal Bank will include with the monthly invoice for the Transaction Fee, a statement setting out for the previous month, the number of Transactions that occurred and the amounts collected from Users. Invoices are due and payable by the Client within thirty (30) days of receipt.
- (b) The right of Royal Bank to any payment provided for under this Agreement shall not be subject to any abatement, reduction, set-off, defence, counterclaim or recoupment of any amount due or alleged to be due.

3.3 Taxes

The Fees do not include any duties, sales taxes, goods and service tax or value added taxes. Whenever imposed, all duties, sales taxes, goods and services tax and value added tax (except taxes based on Royal Bank's income) are payable by the Client.

ARTICLE 4 GRANT OF LICENSE

4.1 Royal Bank Grant

Subject to the terms and conditions of this Agreement, Royal Bank hereby grants to the Client during the Term a non-exclusive, non-transferable, worldwide, fully paid up, royalty free right and license to:

- (a) display the Royal Bank Marks, including the Logo Link on the Client Site in accordance with the trade-mark usage guidelines of Royal Bank as provided to the Client from time to time; and,
- (b) to link to and display the Cobranded Pages in the pop-up window on the Client Site.

The Client acknowledges and agrees that it has no right, title or interest (including any Intellectual Property Rights) in or to the Paytickets Site, the Paytickets Service or, except for the Client Marks, any content posted on the Paytickets Site, including the Cobranded Pages.

4.2 Client Grant

Subject to the terms and conditions of this Agreement, the Client hereby grants to Royal Bank during the Term a non-exclusive, non-transferable, worldwide, fully paid up, royalty free right and license to publicly display the Client Marks on the Cobranded Page in accordance with the trade-mark usage guidelines of the Client as provided to the Royal Bank from time to time. Royal Bank acknowledges and agrees that it has no right, title or interest (including any Intellectual Property Rights) in or to the Client Marks or the Client Site.

4.3 No Other Licenses

No licenses are granted by either party except for those expressly set forth in this Article and all rights and licenses not expressly granted in this Article are reserved by the parties.

ARTICLE 5 TERM

5.1 Term

This Agreement begins on the Effective Date and will continue in effect for a period of three (3) Years thereafter (the “**Initial Term**”) unless sooner terminated pursuant to Sections 5.2, 5.3, 5.4 or 5.5 below. This Agreement will automatically renew for successive one (1) year periods (each, a “**Renewal Term**”), to a maximum of two Renewal Terms, following the Initial Term on the same terms and conditions, unless either Party notifies the other Party of its intention not to renew this Agreement, not later than sixty (60) calendar days prior to the end of the Initial Term and, if applicable, the then-current Renewal Term.

5.2 Termination by Either Party

Either party may terminate this Agreement:

- (a) immediately upon written notice to the other party if the other party becomes bankrupt, insolvent or seeks formal protection from creditors or a petition of bankruptcy is filed against the other party and is not dismissed within thirty (30) calendar days of its filing; or
- (b) upon providing the other party with five (5) Business Days prior written notice, if the other party materially breaches any of its representations, warranties, obligations or agreements hereunder and such material breach is incapable of being cured; or
- (c) upon providing the other party with sixty (60) calendar days prior written notice, if the other party materially breaches any of its representations, warranties,

obligations or agreements hereunder and such material breach is capable of being cured but is not cured to the satisfaction of the non-breaching party, acting reasonably, within such sixty (60) day period following receipt of such written notice; or

- (d) upon five (5) Business Days prior written notice, or immediately, if any law or governmental regulation restricts or precludes the collection, use and/or licensing of data or information where the inability to use or access such data or information would prohibit the provision of, or affect the functionality of the Paytickets Service;
- (e) upon providing the other party with sixty (60) calendar days prior written notice, if the other party's computer equipment becomes incompatible to execute the Paytickets Service and each party is unable to collectively resolve such technical incompatibilities or inconsistencies; or;
- (f) immediately if any rules of participating financial services companies (e.g. credit card companies or item processing companies) required to be adhered to by Royal Bank or Client restrict or preclude the provision of, or adversely affect the functionality of, the Paytickets Service.

5.3 Termination By Royal Bank

Royal Bank may terminate this Agreement:

- (a) upon one hundred and eighty calendar days (180) days (or upon such additional notice as is reasonably possible for Royal Bank to provide at the time) prior written notice to the Client if the Paytickets Service is no longer offered on the Paytickets Site; or
- (b) upon ninety (90) days (or upon such additional notice as is reasonably possible for Royal Bank to provide at the time) prior written notice to the Client if the Client changes its Card Processor to any entity in respect of whom Royal Bank does not then have in place commercial arrangements to perform the Paytickets Service.

5.4 Termination By Client

The Client may elect to terminate this Agreement upon the occurrence of either of the following (each, a "**Termination Event**"):

- (a) the Merchant Discount Rate increases during the Term such that it becomes greater than 4%;
- (b) the Merchant Discount Rate increases during the Term such that it becomes 0.50% more than the discount rate obtained by the Client from any other Canadian company used by the Client for the processing of other Canadian online credit card payments.

If the Client elects to terminate this Agreement as a consequence of the occurrence of a Termination Event, it shall first provide Royal Bank with written notice of its intent to do so, which termination shall become effective on the sixtieth (60th) calendar day from the date of receipt thereof by Royal Bank (the “**Cure Period**”), unless Royal Bank cures to the satisfaction of the Client the circumstances giving rise to the Termination Event within the Cure Period (or provides the Client with a plan during the Cure Period acceptable to the Client for the cure of such Termination Event), in which case the Agreement shall continue in accordance with its terms.

5.5 Effect of Termination

Upon expiration or termination of this Agreement:

- (a) the Client will immediately remove the Logo Link;
- (b) Royal Bank will discontinue providing the Service;
- (c) Royal Bank will immediately remove the Client Marks on the Cobranded Page; and
- (d) all payment obligations of either party accrued under this Agreement for the Service provided through to the date of expiration or termination will become due and payable.

5.6 Survival

Sections 3.2, 5.5, 5.6, 6.2, 6.3, 6.4, 6.5, 7.1, 8.1, 8.4, 8.5, 8.7, 8.11 and 8.12 will survive expiration or termination of this Agreement, together with such other provisions of this Agreement which expressly or by their nature survive termination or expiration.

ARTICLE 6 ROYAL BANK WARRANTIES

6.1 Warranties

The Professional Services will be performed in a good and workmanlike manner. Royal Bank’s sole obligation and the Client’s sole remedy for a breach of the foregoing warranty will be for Royal Bank to re-perform the Professional Services with Professional Services which meet the foregoing warranty, at no additional cost to the Client.

6.2 Warranty Disclaimer

Except for the warranty set out in section 6.1, the service and the paytickets service are provided on an “as is” basis without representations, warranties or conditions of any kind. As between the parties, the client assumes all responsibility for determining the suitability of the service and the paytickets service and for the results obtained from the use of such service and the paytickets service. Royal bank and its subcontractors disclaim all warranties, conditions and representations of any kind, whether express, implied or collateral, including, but not limited to, all warranties or

conditions of merchantability, fitness for a particular purpose, non-infringement, compatibility with the client's or its users networks, hardware or software, that the service or the paytickets service is secure or error free or will operate without interruption or that any such errors or interruptions can be or will be corrected.

6.3 Limitation of Liability

Royal bank will not be responsible or liable for any loss or damage suffered or incurred by the client or any other person or entity under or in connection with this agreement, the service or the paytickets service except for any loss or damage that has been directly caused by royal bank or its subcontractors, provided that the total and cumulative liability of royal bank is limited to an amount not exceeding the maximum of the total amount of the transaction fees received by royal bank from the client in the six (6) month period immediately prior to the date the first claim arose. The amount of the loss or damage in respect of which royal bank may be liable shall be reduced by any recovery, settlement or insurance coverage.

For greater certainty, in no event will royal bank, be liable for:

- (a) any loss or damage in connection with loss or damage of data and or other information, business interruption, loss of goodwill, loss of actual or anticipated revenues or profits, or failure to realize unexpected savings; or
- (b) any special, indirect, incidental or consequential, punitive or exemplary losses or damages (including, but not limited to, loss of profits) regardless of the cause of action arising under or in connection with this agreement or the use of or inability to use the service or the paytickets service even if royal bank is advised of the possibility of such loss or damages; or
- (c) the actions of, or any failure to act by any third party other than a subcontractor, as contemplated and limited in the first paragraph of this section 6.3; or
- (d) inaccuracies in or inadequacies of any information furnished to royal bank by any party or entity, including without limitation ministry of attorney general, other than a subcontractor, as contemplated and limited in the first paragraph of this section 6.3; or
- (e) failure by royal bank or its subcontractor, to perform or fulfill any of its obligations to any person or entity, including the client, due to any cause beyond such person or entity's reasonable control.

6.4 Application of Disclaimer and Limitation of Liability

The limitations and disclaimers in this article 6:

- (a) apply regardless of the causes or circumstances giving rise to the loss or damage even if such loss or damage is based on negligence or other torts, strict liability, breach of contract, including without limitation, breach of a fundamental term, product liability or infringement of any intellectual property right; and

- (b) are for the benefit of the royal bank and its subcontractors and the client is hereby notified that such persons intend to rely on these limitation of liability and disclaimer provisions.

6.5 BENEFICIARIES

The client acknowledges that the subcontractors are acting as licensors and suppliers to the royal bank under this agreement and are acknowledged by the client to be third party beneficiaries of the terms of this article 6.

ARTICLE 7 CONFIDENTIALITY

7.1 Confidentiality

Each party agrees to retain in confidence and not (except in furtherance of this Agreement) to use or disclose any confidential, personal, or proprietary business and/or technical information (the "Confidential Information") supplied by the other party without the prior written consent of the other party and then only to the extent specified in such consent. Royal Bank will maintain the confidentiality of the Confidential Information of the Client and will not use such Confidential Information other than for the purposes for which it was given, with access only by those of its officers, directors, employees, agents and Subcontractors who have a need to access such Confidential Information and who are bound to keep the information confidential. The Client will maintain the confidentiality of the Confidential Information of the Royal Bank and will not use such Confidential Information other than for the purposes for which it was given, with access only by those of its officers, directors, employees, council members, agents and contractors who have a need to access such Confidential Information, and will advise them of the confidentiality obligations contained herein. Royal Bank agrees that all information provided to Royal Bank by the Client pursuant to this Agreement will be deemed to be Confidential Information. When Royal Bank is providing information to the Client pursuant to this Agreement, Royal Bank will identify whether the information being provided constitutes Confidential Information. However, subject to applicable law, neither party will have any confidentiality obligation with respect to disclosure of Confidential Information to others, not parties to this Agreement that: (i) is or becomes available to the public through no breach of this Agreement; (ii) was previously known by the receiving party without any obligation to hold it in confidence; (iii) is received from a third party free to disclose such information without restriction; (iv) is independently developed by the receiving party without the use of the confidential information of the disclosing party; (v) is approved for release by written authorization of the disclosing party, but only to the extent of such an authorization; or (vi) is disclosed in response to an order of a court, tribunal or other governmental body, but only to the extent of and for the purposes of such order.

"The Client is subject to the provisions relating to the collection, use and disclosure of customer information in accordance with the terms of the Municipal Freedom of Information and Protection of Privacy Act, R.S.O. 1990, c. M.56, as may be amended from time to time and the Freedom of Information and Protection of Privacy Act, R.S.O. 1990, c. F.31, as may be amended from time to time.

Royal Bank is subject to the provisions relating to the collection, use and disclosure of personal information in accordance with the terms of the Personal Information Protection and Electronic Documents Act (PIPEDA), as may be amended or replaced from time to time.

ARTICLE 8 GENERAL

8.1 Independent Parties

The parties are and will at all times remain independent contractors and are not and will not represent themselves as the agent, joint venturer or partner of the other party or to be related to the other party. No representations will be made or acts taken by either party which could establish any apparent relationship of agency, joint venture or partnership with the other party and the other party will not be bound in any manner whatsoever by any agreements, warranties or representations made by the first party to any other person or with respect to any other action of the first party.

8.2 Subcontracting

Royal Bank may subcontract the performance of all or any part of the Service provided that Royal Bank remains responsible for the performance of all obligations performed by such Subcontractors to the same extent if such obligations were performed by Royal Bank under this Agreement.

8.3 Notices

Any notice or invoice required or permitted hereunder will be in writing and will be deemed to have been duly given (i) upon hand delivery, (ii) on the fifth Business Day following mailing, first class postage prepaid, (iii) on the first Business Day following delivery to a recognized overnight courier service, fee prepaid and return receipt or other confirmation of delivery requested, or (iv) upon confirmation of receipt by the party to receive such notice, of a fax sent to the fax number of such party. Any such notice will be delivered or sent to a party at its address or fax number as set forth below:

Royal Bank: National Sales
Cash Management Solutions
Business and Commercial Banking
320 Front Street West, 8th Floor
Toronto, Ontario M5V 3B6
Attention: Dana Goldhawk
Facsimile No.: 905-892-5412

Client: The Town of Blue Mountains

Attention: (name of officer)
Facsimile No.:

or to such other address or fax number as may be designated by a party in a notice given to the other from time to time in accordance with the terms of this Section 8.3.

8.4 Other Remedies

Except as otherwise expressly provided herein to the contrary, the exercise of a right of termination or any other right or remedy by either party will be without prejudice to such party's right, subject to the limitations set forth in this Agreement, to pursue any other right or remedy available under this Agreement or under applicable law.

8.5 Governing Law

This Agreement will be governed by and interpreted in accordance with the laws of the Province of Ontario and the laws of Canada applicable therein.

8.6 Assignment

Neither party may assign this Agreement without the prior written consent of the other party. Any attempted assignment by either party which is not in accordance with this Section, will be invalid.

8.7 Partial Invalidity

If any provision of this Agreement is held invalid or unenforceable by competent authority, such provision will be deemed to be severable and will not affect its other provisions and this Agreement will be construed in all respects as if the invalid or unenforceable provision were omitted.

8.8 Force Majeure

Neither party will be liable for any costs or damages due to non-performance under this Agreement arising out of any cause not within the reasonable control of such party and without its fault or negligence provided that it will use all reasonable efforts to work around or overcome such cause. Neither party will be liable for any delay or failure in the performance of its obligations under this Agreement that directly results from any failure of the other party to perform its obligations as set forth in this Agreement.

8.9 Waiver

No waiver of a breach of any term of this Agreement will be effective unless in writing and duly executed by the waiving party. No such waiver will constitute a waiver of any subsequent breach of the same or any other term of this Agreement. No failure on the part of a party to exercise, and no delay in exercising, any of its rights hereunder will operate as a waiver thereof, nor will any single or partial exercise by a party of any right preclude any other or future exercise thereof or the exercise of any other right. No course of dealing between the parties will be deemed effective to modify, amend or discharge any part of this Agreement or the rights or obligations of any party hereunder.

8.10 Entire Agreement

This Agreement, together with all its Exhibits, contains the entire understanding of the parties with respect to the transactions contemplated and supersedes any prior agreements or understandings among the parties with respect to the subject matter hereof. This Agreement may only be amended by a written document signed by the parties. There are no representations, warranties, or obligations of any party not expressly contained herein. In the event of any conflict between the terms of this Agreement and any of its Exhibits, the terms of this Agreement will govern.

8.11 Construction

Any interpretation of this Agreement will not presume that its terms should be more strictly construed against one party by reason of any rule of construction or authorship. Further, this Agreement may be executed in two or more counterparts, each of which will be deemed an original.

8.12 Claims/Injunctive Relief

Any claim arising out of or related to this Agreement must be brought no later than two (2) years after it has accrued. Recognizing and acknowledging that any breach by a party of the provisions of Section 7.1 will cause irreparable damage for which other remedies may be inadequate, the parties agree that, in addition to monetary damages and any other remedies available at law or in equity, an aggrieved party will have the right to petition for such equitable relief as may be necessary to prevent such a breach or threatened breach without having to prove actual damages.

8.13 Conflict of Interest

Royal Bank represents, that as of the Effective Date, that it is not aware of any conflicts of interest with regard to its provision of services under this Agreement. During the Term, Royal Bank represents that it will not attempt to improperly influence or interfere financially, politically or otherwise with employees, officers, or council members of the Client with regard to Royal Bank's provision of the Service and Professional Services under this agreement. Royal Bank will operate and maintain the Paytickets Service so that no User will have an opportunity to gain a direct or indirect improper personal advantage, whether financial, political or otherwise.

IN WITNESS WHEREOF the parties hereto have executed this Agreement as of the date first written above.

Royal Bank of Canada

By: _____
Name: DANA GOLDHAWK
Title: Treasury Management &
Trade Finance Specialist

I have the authority to bind the
Royal Bank of Canada

Royal Bank of Canada

By: _____
Name: BRET SHEPLEY
Title: Director Treasury
Management & Trade Finance
I have the authority to bind the
Royal Bank of Canada

The Town of Blue Mountains

By: _____
Name: _____
Title: _____

I have the authority to bind the Town of
Blue Mountains

The Town of Blue Mountains

By: _____
Name: _____
Title: _____
I have the authority to bind the Town of
Blue Mountains



EXHIBIT A
CLIENT MARKS



EXHIBIT B

ROYAL BANK MARKS

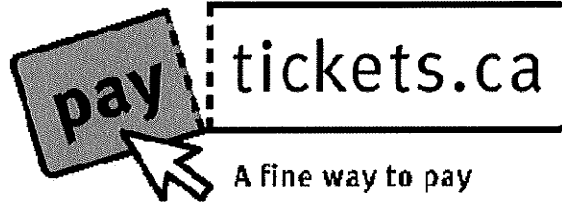


EXHIBIT C

SAMPLE PROFESSIONAL SERVICES TASK LIST

This Exhibit provides a sample deployment task list for the Professional Services defined in Section 2.1. The following list represents the tasks that are typically preformed by the Client and the Royal Bank or its Subcontractors. This list may or may not include all of the required tasks and is strictly provided as a sample for the purpose of this Agreement.

Tasks performed by Royal Bank or its Subcontractors:

- Utilize the Client's Merchant Number in connection with the performance of the Paytickets Service
- Provide Client GIF(s) specifications
- Provide Client with Customer Service Centre contact information and procedures
- Provide Customer Service Centre with Client contact information
- Provide Client with a sample Logo Link and parameters
- Configure Client on Paytickets Service
- Provide Client with sample daily transaction report
- Provide training to Client staff
- Promote Client's Cobranded Pages into production

Client Tasks

- Provide Merchant Number to be used for the processing of Transactions
- Provide Client contacts in the following Client areas including technical support, business contact, customer service, and finance
- Designate authorized individuals to download daily transaction reports
- Provide GIFs (large and small logos, sample completed parking ticket)
- Provide website background and link colours
- Establish communication protocol for advising reversals to Client Service Centre
- Undergo training of operations, support and finance staff
- Review and approve screen-captured images of the Cobranded Pages
- Implement link from Client Site to Paytickets

EXHIBIT D

PAYTICKETS SERVICE: HOURS OF OPERATION AND CLIENT SUPPORT

All times referenced in this Exhibit are subject to periodic adjustment from time to time by written notice to Client from Royal Bank.

Paytickets Service Hours of Operation [Eastern Standard Time]		
Hours of Operation	Day	Response Time To Client
Paytickets Service available with Technical Support ¹ and Customer Service Centre Support ² .	8:00 a.m. to 6:00 p.m. each Business Days	Within one Business Day
Paytickets Service available with Technical Support ¹ provided through the Network Operations Centre.	6:00 p.m. Business Day to 8:00 a.m. following day 8:00 a.m. statutory holiday to 8:00 a.m. following day. 8:00 a.m. Saturday to 2:00 a.m. Sunday 5:00 a.m. Sunday to 8:00 a.m. Monday	Within one Business Day
Paytickets Service maintenance window. The Paytickets Service may not be available to Users during this time period at the sole discretion of Royal Bank or its Subcontractors.	2:00 a.m. Sunday to 5:00 a.m. Sunday	Within one Business Day

¹ **Technical Support.** Support for technical problems with Paytickets Service hardware and software hosted by Royal Bank and its Subcontractors. Support does not include technical problems with software or hardware installed at the Client Site, whether or not such software or hardware is used to connect to the Paytickets Service. Technical support for Paytickets Service can be contacted through the Customer Service Centre 1-866-237-5937 (8:00 a.m. to 6:00 p.m. Business Days) or after hours through the Network Operations Centre (416) 643-1400.

² **Customer Service Centre Support.** Support for reversals and inquires relating to Transactions. Customer Service Centre support for Paytickets Service can be contacted through the Customer Service Centre 1-866-237-5937 (8:00 a.m. to 6:00 p.m. Business Days).

EXHIBIT E

TRANSACTION REVERSAL PROCEDURES

The reversal procedures with respect to Transactions in this Exhibit are subject to amendment from time to time by written notice to Client from Royal Bank.

Royal Bank will reverse any Transactions upon request from the Client to reverse a Transaction or Transactions, on the following terms and conditions:

1. The Client must provide written notice, in a manner agreed upon between the parties, to the Customer Service Centre during the operating hours of the Customer Service Centre outlined in Exhibit D, for each Transaction that the Client wants to have reversed.
2. For each Transaction that the Client requests Royal Bank to reverse, the Client must provide the reason for reversal that the Royal Bank will include in the communication to the User in respect of the applicable Transaction to be reversed.
3. Reversal requests received prior to 12pm Eastern Standard Time on a Business Day will be processed on the same Business Day. Reversal requests received on or after 12pm Eastern Standard Time on a Business Day will be processed on the next Business Day.
4. Upon receipt of a reversal notice from the Client and for each Transaction that the Client has requested Royal Bank to reverse, Royal Bank will:
 - a. cause the same credit card account that the User entered on the Paytickets Site to process the Transaction to be credited in an amount equal to the Transaction Amount. The Client acknowledges that any fees paid by the User to Royal Bank and the Transaction Fee paid by the Client for the Transaction that the Client has requested to be reversed will not be refunded by Royal Bank. For any Transaction that the Client has requested to be reversed and Royal Bank is able to reverse, the Merchant Discount Rate and Merchant Event Fee will be adjusted pursuant to the terms and conditions of the merchant agreement entered into between the Client and Card Processor.
 - b. cause an email notice to be sent to the email address entered by the User on the Paytickets Site when the User submitted the ticket information, notifying the User of the reversal and the reason for the reversal as provided by the Client to Royal Bank. Royal Bank assumes no responsibility for the delivery of the email or the accuracy or completeness of the email address information entered by the User on the Paytickets Site.
 - c. provide confirmation to the Client that the Client's Transaction reversal or Transaction reversals have been processed as specified in Section 2.1(g).



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RBC / Teranet strategic alliance

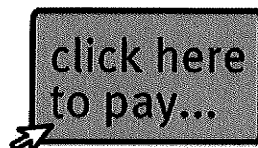
paytickets.ca is an online payment option where you can pay your Provincial Offences Act violations (e.g. traffic tickets, speeding tickets, seat belt infractions, etc) and parking tickets for certain municipalities and court jurisdictions across Canada. paytickets.ca was developed by Royal Bank of Canada and Teranet Enterprises Inc. two of Canada's top e-commerce organizations. More information about paytickets.ca is available in our get help section.

Royal Bank of Canada (TSX, NYSE: RY) uses the initials RBC as a prefix for its businesses and operating subsidiaries, which operate under the master brand name of RBC Financial Group. Royal Bank of Canada is Canada's largest financial institution as measured by market capitalization and assets, and is one of North America's leading diversified financial services companies. It provides personal and commercial banking, wealth management services, insurance, corporate and investment banking, and transaction processing services on a global basis. The company employs 60,000 people who serve more than 12 million personal, business and public sector clients through offices in North America and some 30 countries around the world. For more information, please visit www.rbc.com.

Teranet Enterprises Inc. develops business-to-business and business-to-government e-service solutions. With a unique combination of capabilities and state-of-the-art systems, Teranet Enterprises Inc. is at the forefront of enabling electronic government service delivery as well as delivering service potential in the land, legal and financial services industries. For more information, please visit us at www.teranet.ca.



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frequently asked questions

paytickets.ca - general information

- [What is paytickets.ca?](#)
- [How does paytickets.ca work?](#)
- [How do I pay a ticket?](#)
- [What is the maximum number of tickets or dollar amount that I can pay?](#)
- [What type of tickets can I pay?](#)
- [I don't see my municipality/court jurisdiction listed. What should I do?](#)
- [What credit card can I use to pay?](#)

Information about browsers and pop-ups

- [What type of browser do I need to use this service?](#)
- [What is a pop-up window?](#)
- [Why does this application need pop-ups?](#)
- [How do I disable my pop-up blocker?](#)
- [What is a "Whitelist"?](#)
- [I use software that blocks / disables pop-up windows in my browser. Can I still use the paytickets.ca service?](#)
- [I clicked to pay a ticket and nothing happened — why?](#)

Payment information - timelines, refunds and fees

- [Is there a charge to use the paytickets.ca service?](#)
- [What is the paytickets.ca refund policy?](#)
- [What if I make a mistake and enter the wrong amount?](#)
- [I paid my ticket but I received a notice in the mail that the ticket wasn't paid. Why did this happen & what should I do?](#)
- [I paid my Ontario Provincial Offences Act violation \(e.g. speeding ticket\) through paytickets.ca. When will the payment be processed?](#)
- [My license is suspended and I have just paid my fines through paytickets.ca. Is there anything else I need to do?](#)
- [My ticket payment is due today and I just paid my fine via paytickets.ca. Does this mean my payment is late?](#)
- [I entered my credit card information but I didn't receive confirmation that my payment was processed. How do I know if my ticket was paid? Should I enter my ticket and payment information again?](#)
- [I didn't print my confirmation screen — can I get a copy?](#)
- [I didn't get an email receipt even though I entered my email address — can you re-send it?](#)
- [Can I do an inquiry on a ticket I previously paid through paytickets.ca?](#)

Security information - email and credit card

- [Why do I need to provide an e-mail address? I don't want to receive unsolicited e-mails.](#)
- [How do I know the credit card I used to pay my ticket is safe?](#)
- [How does paytickets.ca protect my privacy?](#)
- [Does paytickets.ca store my personal information in a secure environment?](#)

Suspended driver's license

- My license is suspended and I have just paid my fines through paytickets.ca. Is there anything else I need to do?

paytickets.ca - general information

What is paytickets.ca?

paytickets.ca is an online payment option where you can pay your provincial offences act violations (e.g. traffic tickets, speeding tickets, seat belt infractions, etc) and parking tickets for certain municipalities and court jurisdictions across Canada. paytickets.ca was developed by Royal Bank of Canada and Teranet Enterprises Inc. — two of Canada's top e-commerce organizations.

How does paytickets.ca work?

1. Follow the steps on the paytickets.ca homepage
2. You are prompted to enter your e-mail address and ticket information (e.g. Ticket Number/ Offence Number/ File Number)
3. You can then initiate payment by entering your credit card information.
4. The system validates the credit card, processes the transaction to the card company, and returns a unique confirmation number
5. The system handles the remittance of funds to the relevant municipality and provides a data file of all paid ticket information to update the municipality's system.

How do I pay a ticket?

Follow the steps on the paytickets.ca homepage. Enter your ticket information and your valid credit card information.

What is the maximum number of tickets or dollar amount that I can pay?

There is no limit on the number of tickets you can pay; however, you will have to pay each ticket individually. A non-refundable handling fee applies to each transaction and the dollar amount for each transaction is subject to authorization by the appropriate credit card company.

What type of tickets can I pay?

You can pay provincial offences, such as speeding, seatbelt infractions, etc and parking tickets. On the paytickets.ca homepage under Step 1 — click on the type of fine you are paying (either speeding/traffic or provincial offences or parking). When you click on **speeding/traffic and provincial offences** a list of court jurisdictions will appear under Step 2. When you click on parking a list of municipalities will appear under Step 2. If the court jurisdiction or municipality you're looking for is listed, continue to Step 3 to make your payment. If the court jurisdiction or municipality is not listed then please check your ticket for the payment options available in that location.

I don't see my municipality/court jurisdiction listed. What should I do?

We are continually adding municipalities and court jurisdictions to our payment list. Please contact the municipality/court jurisdiction to let them know you would like to pay your ticket online. For immediate payment options, check your ticket for the payment options available in that location.

What credit card can I use to pay?

Visa or MasterCard.

Information about browsers and pop-ups

What type of browser do I need to use this service?

Your browser must be able to handle 128-bit encryption.

What is a pop-up window?

A pop-up is a window that pops up (appears) either when a link or linked item or

button is clicked. A pop-up may also be launched by some automatic mechanism within the application. They are commonly used to display announcements or advertisements. A pop-up is sometimes used as a small control panel conveniently separate from the main page. A pop-up is essentially the same as any other browser page except that typically it is much smaller and has content only with no web browser tool panels, no status bar, etc. In many cases there is no formal difference between a pop-up ad and a useful new window.

Why does this application need pop-ups?

The use of pop-ups by this application is for the input and display of information that is pertinent to your transaction. The use of pop-ups allows our application to provide navigation through the workflow of the site while maintaining the main page in the background for your convenience. No ads are displayed and nothing malicious is saved to your computer in the form of applications, programs or viruses.

How do I disable my pop-up blocker?

There are many different "pop-up blocker" programs available. The latest versions of Internet Explorer contain a pop-up blocker as does the "Google" tool-bar. Please refer to the instructions for your particular pop-up blocker to temporarily block pop-up for this site. The links below refer to sites with information on the most common browsers. You will need to suppress your pop-up blocker to enable this application to operate correctly. If your pop-up blocking software allows it, you may also be able to "Whitelist" this Web site.

What is a "Whitelist"?

"Whitelist" - To place a name, e-mail address, Web site address, or program on a list of items that are deemed spam- or virus-free.

Many pop-up blockers support the ability to add Web sites to a list of known or trusted sites. When you visit these sites the pop-up blocker will permit pop-ups.

Some links with more information:

Using Internet Explorer to block or allow pop-ups.

http://www.microsoft.com/windowsxp/using/web/sp2_popupblocker.msp

Some questions and answers for the Google toolbar pop-up blocker

<http://www.google.com/support/toolbar/bin/topic.py?topic=116>

Netscape 7.2 pop-up blocking information

<http://channels.netscape.com/ns/search/netscapefeatures.jsp>

Information for Firefox users

<http://www.mozilla.org/support/firefox/options#webfeatures>

I use software that blocks / disables pop-up windows in my browser. Can I still use the paytickets.ca service?

To use the paytickets.ca service, you must enable pop-up windows. Your blocking software may provide an easy bypass mechanism while you are inside an active browser window, or you may need to change your browser, firewall, or other toolbar privacy configuration. For more information about enabling pop-ups, see "How do I disable my pop-up blocker?"

I clicked to pay and nothing happened – why?

To use the paytickets.ca service, you must enable pop-up windows. Your blocking software may provide an easy bypass mechanism while you are inside an active browser window, or you may need to change your browser, firewall, or other toolbar privacy configuration.

Payment information - timelines, refunds and fees

Is there a charge to use the paytickets.ca service?

Yes. There is a non-refundable handling fee for using the paytickets.ca service - \$1.50 for each parking ticket and \$3.00 for each Ontario Provincial Offences Act fine.

What is the paytickets.ca refund policy?

You must contact the municipality or court jurisdiction listed on your ticket to request a refund. paytickets.ca can only process a refund when directed to do so by the appropriate municipality or court jurisdiction. To claim a refund, you will need proof of payment (either a printed paytickets.ca receipt or your credit card statement), as well as the original ticket. Please note that the paytickets.ca handling fee is non-refundable.

What if I make a mistake and enter the wrong amount?

If this happens before the transaction is accepted (before you receive confirmation of your payment) you can correct the amount online. If you have already received a confirmation (an on-screen receipt) you need to contact the appropriate municipality or court jurisdiction.

I paid my ticket but I received a notice in the mail that the ticket wasn't paid. Why did this happen & what should I do?

It takes approximately 72 hours for the information to be updated in the municipality/court jurisdiction database. Contact the municipality or court jurisdiction listed on your ticket and provide them with the confirmation number printed on your paytickets.ca receipt.

Please note that any incorrect information entered by you about the payment (e.g. invalid ticket or file number or wrong amount) could cause your payment to be rejected by the municipality or court jurisdiction. If this happens, paytickets.ca will be instructed BY THE MUNICIPALITY OR COURT JURISDICTION to process a refund on your original payment. PAYTICKETS.CA WILL advise you by e-mail of the refund.

I paid my Ontario Provincial Offences Act violation (e.g. speeding ticket) through paytickets.ca. When will the payment be processed?

It takes up to three business days to process your payment and update the court records. It can take up to five business days to update the Ministry of Transportation records.

My license is suspended and I have just paid my fines through paytickets.ca. Is there anything else I need to do?

If your driver's license is suspended, you **must** contact your local Ministry of Transportation Office to have your driver's license reinstated.

My ticket payment is due today and I just paid my fine via paytickets.ca. Does this mean my payment is late?

Payments received and processed by the municipality or court jurisdiction on or after the due date may result in increased fines or other collection actions being taken.

I entered my credit card information but I didn't receive confirmation that my payment was processed. How do I know if my ticket was paid? Should I enter my ticket and payment information again?

If you did not receive an online receipt, there may be a problem with your payment. You should contact the appropriate municipality or court jurisdiction to initiate an investigation on your payment. Please be sure to provide any relevant information, such as date and approximate time of payment, amount of payment, ticket number or offence file number as appropriate.

I didn't print my confirmation screen — can I get a copy?

Your online payment receipt cannot be reproduced. To confirm payment of a ticket please contact the municipality or court jurisdiction printed on your ticket.

I didn't get an email receipt even though I entered my email address — can you re-send it?

If you did not receive an email confirmation, it may be that you did not enter your email address or you entered an incorrect email address. We are unable to reproduce an e-mail receipt. To confirm payment of a ticket please contact the municipality or court jurisdiction printed on your ticket.

Can I do an inquiry on a ticket I previously paid through paytickets.ca?

At this time you cannot do an inquiry on a previously paid ticket. To confirm payment of a ticket or to get information on a ticket please contact the municipality or court

or a ticket or to get information on a ticket please contact the municipality or court jurisdiction printed on your ticket.

Security information - email and credit card

Why do I need to provide an e-mail address? I don't want to receive unsolicited e-mails.

We ask for your valid e-mail address in order to contact you in the event of a refund. If for some reason the municipality or court jurisdiction should reject your payment, they will instruct paytickets.ca to reverse your payment. When this happens, paytickets.ca processes a refund and advises you by e-mail, providing other instructions for further action. We will not use your e-mail address to send you any unsolicited mail.

How do I know the credit card I used to pay my ticket is safe?

Royal Bank of Canada (RBC) is committed to providing a secure environment that protects your personal information. RBC selected Teranet to process the payments because of Teranet's experience and expertise in operating e-government services in a secure environment. Please refer to our security statement for more information.

How does paytickets.ca protect my privacy?

Protecting your privacy and safeguarding your personal information is of utmost importance to us. In order to fulfill this commitment, we have developed a series of policies and practices that govern the protection and use of your information. We utilize state-of-the-art technologies and maintain current security standards and physical, electronic or procedural safeguards to ensure that your personal and financial information is protected against unauthorized access or disclosure and inappropriate alteration or misuse. All data in the paytickets.ca system is stored and communicated using state-of-the-art encryption. Our employees, and the employees of our service partner, Teranet, are guided by a set of privacy principles and are required as a condition of employment to respect and maintain the security of your information. The core tenet of our policies and practices is that you control how your information is used and who has access to it. Without your consent, no one can access or use your personal information for purposes other than as stated in the Privacy Policy.

Does paytickets.ca store my personal information in a secure environment?

Yes. The paytickets.ca system stores all sensitive personal information in an encrypted form (e.g. credit card number).

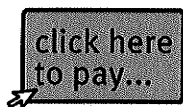
Suspended driver's license

My license is suspended and I have just paid my fines through paytickets.ca. Is there anything else I need to do?

If your driver's license is suspended, you **must** contact your local Ministry of Transportation Office to have your driver's license reinstated.



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- ▶ [legal](#)



Municipality Contact Information

[Parking](#) | [POA](#)

Municipality	Address	Tel	Fax	Email
Aurora	1 Municipal Drive Box 1000 Aurora, Ontario L4G 6J1	(905) 727-3123	(905) 726-4732	calexander@e-aurora.ca
Cambridge	Corporation of the City of Cambridge Traffic and Parking Division 50 Dickson Street Cambridge ON N1R 5W8	(519) 740-4682		Parking@Cambridge.ca
City of Burnaby	Tax Department 4949 Canada Way Burnaby, BC V5G 1M2	(604) 294-7934		tax@city.burnaby.bc.ca
City of Kitchener	200 King Street West P.O. Box 1118 Kitchener ON N2G 4G7	(519) 741-2753		paytickets@city.kitchener.on.ca
City of Owen Sound	Parking Enforcement Office 808 2nd Avenue East Owen Sound ON N4K 2H4	(519) 376-4440 Ext 266	(519) 371-0511	parkingtickets@e-owensound.com
City of Pickering	City of Pickering One The Esplanade Pickering, ON L1V 6K7	(905) 420-4611	(905) 420-9685	paytickets@cityofpickering.com
City of Windsor	Parking Enforcement Office 400 City Hall Square East Suite #408 Windsor, ON N9A 7K6	(519) 255-6298		parking.tickets@city.windsor.on.ca
The Town of Halton Hills	The Town of Halton Hills 1 Halton Hills Drive Halton Hills, ON L7G 5G2	(905) 873-2601 Ext 2330	(905) 873-1431	parking@haltonhills.ca
Hamilton	Hamilton Municipal Parking System 80 Main Street West Hamilton ON L8P 1H6	(905) 540-6000	905-540-6001	parking@hamilton.ca
Lambton Shores	Lambton Shores Parking Administration 4 Ontario St N PO Box 340 Grand Bend, ON NOM 1T0	(519) 238-8461	(519) 238-8577	parking@lambtonshores.ca
North Bay	Parking Dept. 200 McIntyre Street East North Bay, ON P1B 8H8	(705) 474-0626 Ext 2521	(705) 474-8302	parking@cityofnorthbay.ca
Town of Caledon	Provincial Offences Court 6311 Old Church Road Caledon East, ON L0N 1E0	(905) 584-2272	(905) 584-2851	
Town of Georgina	26557 Civic Centre Road R.R. 2 Keswick On L4P 3G1	905 / 289 Area: (905) 476-4301 (905) 722-6518 Fax: (905) 476-8100	705 Area: (705) 437-2210	support@georgina.ca
Town of Innisfil	Financial Services 2101 Innisfil Beach Road Innisfil ON L9S 1A1	(705) 436-3710	(705) 436-7120	finance@innisfil.ca
Town of Oakville	Parking Operations P.O. Box 310, 1225 Trafalgar Road Oakville, ON , L6J 5A6	(905) 338-4394		paytickets@oakville.ca
Town of Richmond Hill	Town of Richmond Hill PO Box 300 225 East Beaver Creek Road Richmond Hill, ON L4C 4Y5	(905) 771-8860	(905) 771-2508	dbvenuti@richmondhill.ca
Town of Wasaga Beach	30 Lewis Street Wasaga Beach ON L9Z 1A1	(705) 429-2511	(705) 429-6732	
Town of Whitby	By Law Dept. Township of Scugog 181 Perry Street Port Perry, ON L9L 1A7	(905) 985-7346	(905) 985-9914	
Township of Scugog	By Law Dept. Township of Scugog 181 Perry Street Port Perry, ON L9L 1A7	(905) 985-7346	(905) 985-9914	
Township of Tiny	Corporation of the Township of Tiny By-Law Enforcement 130 Balm Beach Road West Perkinsfield, ON L0L 2J0	(705) 526-4204 Ext 226	(705) 526-2372	adesroches@tiny.ca