


Title	Administrative Monetary Penalty - Financial Management Document	
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Date:	June 1, 2014	
Prepared by:	Transportation Services	

SYNOPSIS:

The purpose of this document is to outline a consistent standard procedure regarding financial management and the reporting and tracking of administrative penalties, pursuant to the City's Parking Administrative Monetary Penalties By-law 38-2014.

PROCESS:

Methods of Payment

Following the issue of a Penalty Notice the person is permitted to make a voluntary payment by using one of the following methods:

On-line

AMEX, Visa or MasterCard is accepted at www.burlington.ca

In Person

Cash or Debit Card

Credit Cards - AMEX, Visa or MasterCard accepted

Personal Cheque/Money Order (*include Penalty Notice number*)

Overnight Drop Box (*located at the rear doors of City Hall*).

By Phone

905-335 7816 or 1-877-213-3609 (*during business hours*)

Credit Cards - AMEX, Visa or MasterCard

By Mail

Payable to Parking Services

Personal Cheque/Money Order (*include Penalty Notice number*)

Payment is not considered made until received by City Hall.

Allow sufficient mailing time. Do not send cash in the mail.

Post dated cheques or payment by installments are not accepted.

NSF cheques will be subject to an administrative charge.


City Address:

City Hall, 1st floor

426 Brant Street, PO Box 5013

Burlington, ON, L7R 3Z6

905-335 7816 or 1-877-213-3609 (*during business hours*)

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Administrative Fees:

In addition to the administrative penalty, the City may impose administrative fees as follows:

Each document or information retrieval concerning a motor vehicle or motor vehicle owner	\$15.00
Each late payment of an administrative penalty	\$25.00
Each Notification to Registrar of Motor Vehicles for plate permit denial	\$25.00
Each failure to attend a hearing before a Hearings Officer	\$51.00
Towing of a vehicle, fee per tow	\$100.00

If a Person makes a request for an extension of time for a review or a request for an extension of time for payment and the request is granted, the Person will not be subject to the late payment penalty.

Reporting and Tracking of Administrative Penalties

Upon receipt of a Penalty Notice payment, Parking Services clerks will apply the payment to a specific Penalty Notice in the Ticket Management System connected to the Point-of-Sale Terminal. The Penalty Notice will reflect a “paid” status.

The Parking Clerk will process the various methods of payment as follows:


- In Person** Apply the various methods of payments to the Penalty Notice.
Provide a person with a receipt of payment for their records.

- By Phone** Apply the credit card payment to that Penalty Notice.
Provide a person with a confirmation number as proof of payment for their records.
The person’s credit card information is NOT kept on file in the City’s database system.

- By Mail** Apply the cheque payment to that Penalty Notice.
Will mail a receipt if requested by the person.

Any Person may complete an on-line payment as follows:

- On-line** The person may enter their Penalty Notice and Licence Plate numbers into database and make payment with their credit card information.
The person may print a receipt of payment with the confirmation number for their files.

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PROCESS REVIEW:

Director, Transportation Services Department
Supervisor, Parking Services

FORMS:

N/A

REFERENCE AUTHORITIES:

Municipal Act, 2001, S.O. 2001, c. 25
Ontario Regulations 333/07 (Administrative Penalties)
City of Burlington By-law (AMP 38-2014)
City of Burlington By-law (Appointment of Screening and Hearing Officers 39-2014)