



**CITY OF HAMILTON**  
**PLANNING AND ECONOMIC DEVELOPMENT DEPARTMENT**  
**Licensing and By-Law Services Division**

<b>TO:</b>	Chair and Members Planning Committee
<b>COMMITTEE DATE:</b>	April 30, 2019
<b>SUBJECT/REPORT NO:</b>	Licensing and By-Law Services, Technology "Add-On" (PED19090) (City Wide)
<b>WARD(S) AFFECTED:</b>	City Wide
<b>PREPARED BY:</b>	Dawn Johnson (905) 546-2424 Ext. 5809 Carolina Castro-Garcia (905) 546-2424 Ext. 4327
<b>SUBMITTED BY:</b>	Ken Leendertse Director, Licensing and By-law Services Planning and Economic Development Department
<b>SIGNATURE:</b>	

**RECOMMENDATION(S)**

- (a) That Council approve the single source procurement, pursuant to Procurement Policy #11 – Non-competitive Procurements, for the procurement of a by-law enforcement module (“add-on” to the existing parking system) and hardware, including printers, associated custom application development, system implementation and training, for the purpose of issuance and tracking of Licensing and By-Law Services penalties in the City of Hamilton and that the General Manager of the Planning and Economic Development Department be authorized to negotiate, enter into and execute a Contract and any ancillary documents required to give effect thereto with gtechna, a Division of ACCEO Solutions Inc., in a form satisfactory to the City Solicitor;
- (b) That the General Manager of Planning and Economic Development be authorized to appropriate \$145,000 from the Capital Project Account No. 4901445100, Parking Lots-Service Repairs to the 2019 approved Capital Project Account No. 4501957900, Handheld Ticketing Device-System Integration.

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OUR Vision: To be the best place to raise a child and age successfully.

OUR Mission: To provide high quality cost conscious public services that contribute to a healthy, safe and prosperous community, in a sustainable manner.

OUR Culture: Collective Ownership, Steadfast Integrity, Courageous Change, Sensational Service, Engaged Empowered Employees.

## **EXECUTIVE SUMMARY**

This Report requests authorization to expend the 2019 Council approved capital funds to acquire the by-law enforcement module to “add-on” to the existing system currently used by Hamilton Municipal Parking System.

Licensing and By-Law Services would like to continue to support the Smart City initiative by providing a portal for citizens to view substantiation for Administrative Penalty enforcement cases. Currently citizens must come into the office to review evidence for screenings or request emailed packages or mailouts when preparing for hearings. The addition of the “add-on” software/hardware will increase efficiencies and effectiveness and streamline the enforcement process from penalty issuance to collection. The software will allow for the creation of an automated mobile ticketing system (handheld device for penalty notice issuance) and citizen viewing portal.

Staff recommends the purchase of the system “add-on” to Parking’s existing system as it is more cost effective and efficient than purchasing a new system, this will support the Smart City initiative.

### **Alternatives for Consideration – Not Applicable**

## **FINANCIAL – STAFFING – LEGAL IMPLICATIONS**

Financial: The total expense for the project is not to exceed \$345,000.

The Capital Project Account No. 4501957900 Handheld Ticketing Device-System Integration, was approved for \$200,000 in 2019. Due to changes in Parking Operations, staff recommends the appropriation of \$145,000 from the Capital Project Account No. 4901445100, Parking Lots-Service Repairs to the 2019 approved Capital Project Account No. 4501957900, Handheld Ticketing Device-System Integration

Staffing / Legal: N/A

## **HISTORICAL BACKGROUND**

On November 23, 2016, Council adopted Item 8.3 of Planning Committee Report 16-020 (PED16219) providing staff authorization to negotiate a single source contract in a form satisfactory to the City Solicitor, with Groupe Techna Incorporated to upgrade the parking enforcement system currently used to issue and track parking tickets in the City of Hamilton.

## **POLICY IMPLICATIONS AND LEGISLATED REQUIREMENTS**

Procurement Policy Reference – Policy # 2, Approval Authority  
Procurement Policy Reference – Policy # 11, Non-Competitive Procurements  
Capital Project Budget Appropriation

## **RELEVANT CONSULTATION**

Planning and Economic Development, Hamilton Municipal Parking System, Corporate Services, Financial Planning, Administration and Policy and Financial Services Divisions were consulted in the preparation of this Report.

## **ANALYSIS AND RATIONALE FOR RECOMMENDATION(S)**

Currently in the division officers are using ticket books for manual issuance. Staff manually prepared disclosure packages for citizens for hearings. The implementation of the system would create efficiencies for officers, back-office administration and create a smart viewer for citizens.

The handheld ticket technology is not new to the City of Hamilton. Similar technology is currently being used for parking enforcement. The same vendor and technology proposed, is also being utilized in other municipalities for parking and by-law enforcement.

The use of the handheld technology, will increase the information available to municipal by-law enforcement officers, providing access to real-time data, reducing time to capture citizen information. The real-time reporting will expand to the back-office processing and management, providing access to the work of the officers, providing additional tools to report on performance and activities.

This change to the handheld software and hardware will create efficiencies and improve customer service as follows:

- Ticketing capability from cell phones and handheld printers;
- Back-end application for robust real-time communication and reporting (improved customer service and Key Performance Indicators);
- Time saving electronic barcode scanning of identification;
- Payment processing integration;
- Citizen online access to evidence supporting charges laid;
- allow for barcode scanning of identification, increasing productivity, reducing errors in transcribing penalties;
- improve eligibility of penalty notices;
- improve response time for customer inquiries;

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- reduce paper handling for by-law infractions; and,
- improve penalty payments and compliance with municipal by-laws for repeat offenders.

It is recommended that Licensing and By-Law Services enter into the contract expansion ("add-on" to the same used in parking) with the current vendor, Gtechna, to create the by-law enforcement module to add-on to the existing parking system. This is the most cost effective and efficient method to administer online penalty issuance and screenings. Purchase of a new system would be estimated over \$1,000,000. The original system used by parking, currently in the process of being upgraded was purchased in 2011 for approximately \$750,000. The existing system used in parking would have a "add-on" of the by-law enforcement module (including hardware), not to exceed \$345,000.

Council approved that capital projects are reviewed in accordance with the City's approved Capital Policies. For each Capital Project Closing report, staff determines if projects can be closed (inactivated). Due to changes in Parking Operations, staff recommends the appropriation of \$145,000 from the Capital Project Account No. 4901445100, Parking Lots-Service Repairs to the 2019 approved Capital Project Account No. 4501957900, Handheld Ticketing Device-System Integration.

**ALTERNATIVES FOR CONSIDERATION**

N/A

**ALIGNMENT TO THE 2016 – 2025 STRATEGIC PLAN**

**Community Engagement and Participation**

Hamilton has an open, transparent and accessible approach to City government that engages with and empowers all citizens to be involved in their community.

**Economic Prosperity and Growth**

Hamilton has a prosperous and diverse local economy where people have opportunities to grow and develop.

**Clean and Green**

Hamilton is environmentally sustainable with a healthy balance of natural and urban spaces.

**Our People and Performance**

Hamiltonians have a high level of trust and confidence in their City government.

**APPENDICES AND SCHEDULES ATTACHED**

None

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