

# Municipal Violations and Collections

## Introduction

Municipal clients located within Ontario have specific processes for violation offences to be sent through. The two relevant processes are the **POA (Provincial Offenses Act)** and the **AMPS (Administrative Monetary Penalty System)**. Municipalities will prescribe to one process or the other.

OPS-COM supports most aspects of the POA process and is considered as a Permitted Recipient under ARIS rules. The POA process is used when a violation is given to a vehicle that has no user information present within the system.

This process involves sending out vehicle data to the transportation authority (MTO) to receive additional user information, so any outstanding violations on the vehicle can be sent to court for collections.

This article will explain the process involved in the life-cycle of a violation for one municipality in Ontario, including interactions with the Ministry of Transportation (MTO) and the Ontario court system.

It is important to note these violations would be issued to a vehicle by license plate number. Unless the driver is a registered user in the OPS-COM system, the actual owner of the vehicle would not be known.

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“ A client must be setup beforehand to use the MTO Lookup and the Court Requested Conviction status and workflow. This could require custom development fees to handle the client’s setup. Currently, this process is only available for use within the Ontario court system.

In addition to the OPS-COM setup, the client must work with the MTO to become an Authorized Requester of the MTO information. The process can be started by

contacting [ARIS@ontario.ca](mailto:ARIS@ontario.ca) and requesting a RAW data account.

*Please contact your sales representative for more information.*

# An Example

Consider a municipal client that has the following violation life-cycle:

1. A violation is issued with **7 days** to pay during which the fine amount may be discounted.
2. On the 8th day, the fine is no longer discounted.
3. Weekly, all tickets that have reached their **15th day** of non-payment are sent to the MTO to do a lookup of relevant driver info.
4. The MTO will send a return file containing the driver information for the vehicle involved in the violation, including address and driver's license number, to be stored temporarily in the database.
  1. Notice letters can be issued to drivers who have not paid their violations. This is done using the letter report.
5. If the violation is still outstanding on **day 65** it will be sent to court and an additional court fee can be applied to the violation.
  1. A file can be generated that is compatible with the Ontario court system if upload is available. In addition, a summary file can be generated to include all cases submitted to court in a particular timeframe.
6. When the ticket has been paid, the court will send a report back to the parking manager to let them know what the outcome was. Admins can then use the information in the report process the payment on the violation within the OPS-COM system.

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## Important Note about MTO Information

ARIS rules dictate the use of MTO information, requiring the information from the MTO is only temporarily stored within the OPS-COM system.

Once a violation has been cancelled, paid, or sent to collections, all information from the MTO related to the violation will be purged from the system.

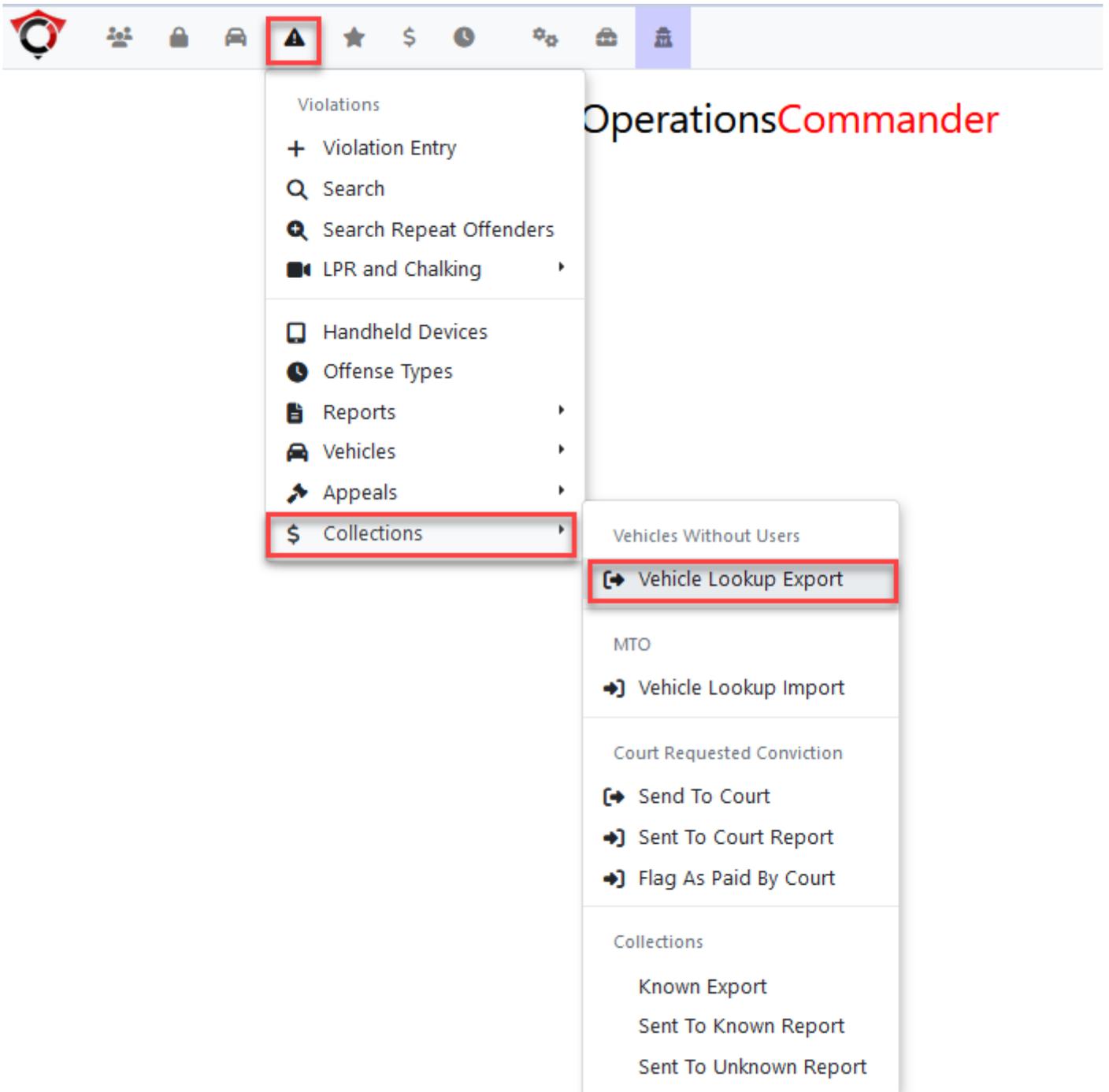
# Starting the Process

The interaction with the MTO begins after a violation is past due.

The admin will run a weekly report to determine if there are outstanding violations in the system that have gone unpaid for 7 days after they were marked as due. This is done using the Vehicle Lookup Export page.

This page can be found by following this menu tree:

- **Violations → Collections → Vehicle Lookup Export**



# Vehicle Lookup Export Tool

Several search options are present on the page:

- Minimum number of violations
- Vehicle province or state

- To search by issue date or by due date
- Date range of the lookup

## Vehicle Lookup Export (MTO)

Minimum violations

Vehicle Province / State

Search By  Due Date  Issued Date

Starting

Up To and Including

[Search](#)

8 records found.

<a href="#" style="background-color: #34495e; color: white; padding: 2px 5px;">Toggle All</a>	Tickets	Total	Plate	Location	Newest Ticket	Oldest Ticket	Description
<input checked="" type="checkbox"/>	1	\$ 50.00	<span style="background-color: #007bff; color: white; padding: 2px 5px;">AR21306</span>	Ontario	Oct 30, 2022	Oct 30, 2022	-- Other -- Not Listed Unknown
<input checked="" type="checkbox"/>	1	\$ 50.00	<span style="background-color: #007bff; color: white; padding: 2px 5px;">BAPA204</span>	Ontario	Oct 30, 2022	Oct 30, 2022	-- Other -- Not Listed Unknown
<input checked="" type="checkbox"/>	1	\$ 50.00	<span style="background-color: #007bff; color: white; padding: 2px 5px;">BETV074</span>	Ontario	Oct 30, 2022	Oct 30, 2022	-- Other -- Not Listed Unknown
<input checked="" type="checkbox"/>	1	\$ 50.00	<span style="background-color: #007bff; color: white; padding: 2px 5px;">BLYX625</span>	Ontario	Oct 30, 2022	Oct 30, 2022	-- Other -- Not Listed Unknown
<input checked="" type="checkbox"/>	1	\$ 50.00	<span style="background-color: #007bff; color: white; padding: 2px 5px;">BREA610</span>	Ontario	Oct 30, 2022	Oct 30, 2022	-- Other -- Not Listed Unknown
<input checked="" type="checkbox"/>	1	\$ 50.00	<span style="background-color: #007bff; color: white; padding: 2px 5px;">CBKD712</span>	Ontario	Oct 30, 2022	Oct 30, 2022	-- Other -- Not Listed Unknown
<input checked="" type="checkbox"/>	1	\$ 50.00	<span style="background-color: #007bff; color: white; padding: 2px 5px;">CBNR580</span>	Ontario	Oct 30, 2022	Oct 30, 2022	-- Other -- Not Listed Unknown
<input checked="" type="checkbox"/>	1	\$ 50.00	<span style="background-color: #007bff; color: white; padding: 2px 5px;">CCVT930</span>	Ontario	Oct 30, 2022	Oct 30, 2022	-- Other -- Not Listed Unknown

ARIS Raw Data Account: PLDABS/PLCABS [Export](#)

Refer to the right to view a preview of the file format of this export.

```

ASCII      PKTA      1040615000007YY
Text file  PKTDAAAAA  990131
(.txt)     PKTDABC123  990131
           PKTD1A1A1  990131FILE1234
           PKTDAAAM122 990131
           PKTDOHOHOH 990131
           PKTDQQQQQQ 990131
           PKTDBBBBBB 990131
           PKTZ000007
  
```

Clicking on export will generate a file to be sent to the MTO containing the vehicle information that is additional information is being requested for.

Notice there are various formats for this export:

- **Arise Raw Data Account:** Used with an ARIS client using raw format lookups.
- **Arise Abstract Account:** Used with an ARIS client using abstract format lookups.

- **Send to Collections:** Used to send a report to a typical collections agency outside of the MTO process.

<input checked="" type="checkbox"/>	1	\$ 50.00	BETV074	Ontario	Oct 30, 2022	Oct 30, 2022	-- Other -- Not Listed Unknown
<input checked="" type="checkbox"/>	1	\$ 50.00	BLYX625	Ontario	Oct 30, 2022	Oct 30, 2022	-- Other -- Not Listed Unknown
<input checked="" type="checkbox"/>	1	\$ 50.00	BREA610	Ontario	Oct 30, 2022	Oct 30, 2022	-- Other -- Not Listed Unknown
<input checked="" type="checkbox"/>	1	\$ 50.00	CBKD712	Ontario	Oct 30, 2022	Oct 30, 2022	-- Other -- Not Listed Unknown
<input checked="" type="checkbox"/>	1	\$ 50.00	CBNR580	Ontario	Oct 30, 2022	Oct 30, 2022	-- Other -- Not Listed Unknown
<input checked="" type="checkbox"/>	1	\$ 50.00	CCVT930	Ontario	Oct 30, 2022	Oct 30, 2022	-- Other -- Not Listed Unknown

ARIS Raw Data Account: PLDABS/PLCABS Export

ARIS Raw Data Account: PLDABS/PLCABS

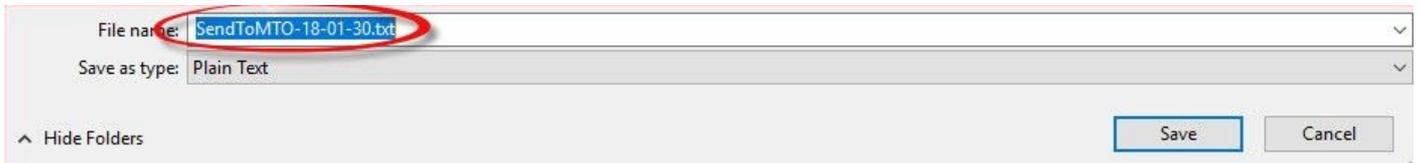
ARIS Abstract Account: PLDABS/PLCABS

Send to Collections (D&A Collections)

```

ASCII      PKTA      1040615000007YY
Text file  PKTDA      990131
(.txt)     PKTDABC    990131
           PKTD1A1A1 990131FILE1234
           PKTDAAA    990131
           PKTD0H0H0H 990131
           PKTDQ      990131
           PKTDB      990131
           PKTZ000007
  
```

A text file will be generated with the filename as SendToMTO-XX-XX-XX.txt, with the Xs acting as placeholders for the timestamp at the time of file creation.



## MTO Export File

Here is a sample of what the exported text file will look like.

The file is formatted in a custom format required for the MTO to lookup driver information.

```

PKTA      1240417000003YN
PKTDABC   1612167-001000
PKTDACAK771 180221TT-10006
PKTD7HOE615 230220TT-10020
PKTZ000003
  
```

# MTO Response File

The file that is returned from MTO Lookup will include driver information such as the registered vehicle owner's name and home address.

This information is **temporarily** stored in the OPS-COM system. As governed by ARIS rules, the information will be purged from the system after it is no longer needed.

The document return from the MTO will look like the following:

PKRDABC	202404	CD4904432544511780427	HOMENICK, JUNIUS, R	89624	ALTENWERTH KEY APT. 974, WINTHEISERS4Y2E6
PKRDACA771	202404	QI6605802812673770327	BAHRINGER, KIANA, L	496	THEO OVERPASS SUITE 904, NEW CHETBERGM9C5C9
PKRD7HOE615	202404	AF1097403719849030605	DARE, MYRIAM, A	456	KUHIC PORTS SUITE 544, NORTH GAYLE P7B4P8

# Simulated Response File

There is an option to generate a mock version of an MTO response file using the file previously exported.

This can be done using the Third Party Simulator page, located under the menu tree:

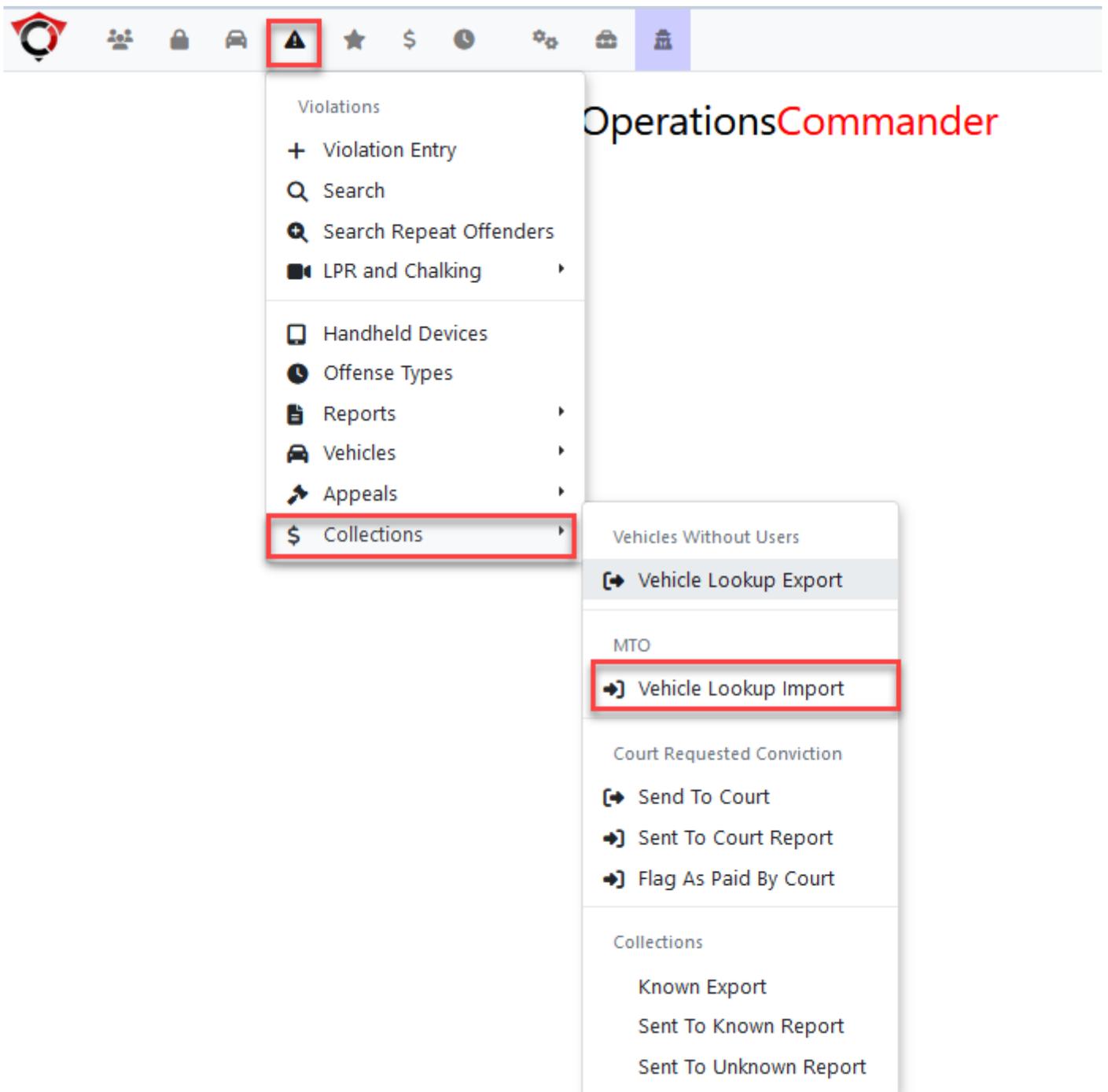
- **Tomahawk Options → Third Party Simulators**

image-20240417-211012.png

# Importing the MTO Response File

To import the information received back from the MTO into the OPS-COM system, navigate to the vehicle lookup import found under the menu tree:

- **Violations → Collections → Vehicle Lookup Import**



The **Vehicle Lookup Import** file selector tool opens.

Choose the file that came back from MTO and navigate to the file you wish to select for import.

## Vehicle Lookup Import (MTO)

MTO File:

Click the **Import** button.

A confirmation message will appear in the top right of the page.

3 records imported.

## Generating Notice Letters

Once the information has been imported, the data will be used to populate any missing notice letter information.

Violations that have had MTO information associated to them can be viewed from the Letter Report page.

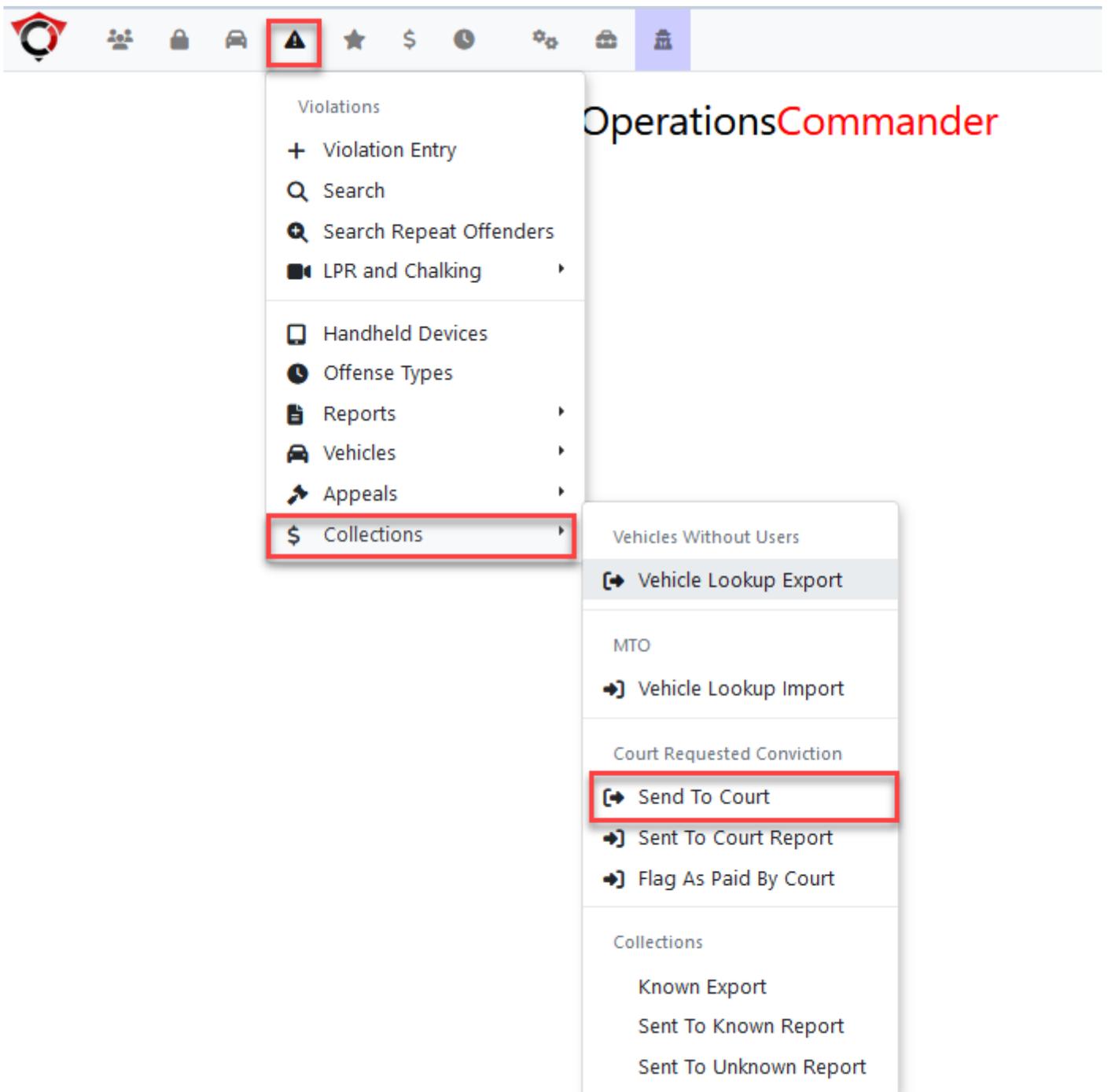
After the notice letters have been printed, they must be sent to the drivers of the vehicles by mail.

## Sending to Collections

If the ticket still remains unpaid after the notice letter has been sent, it is eligible to be sent to the Ontario court system for collections.

The page can be found under the menu tree:

- **Violations** → **Collections** → **Send to Court**



The number of days since the violation was issued can be specified, and violations that have not been issued a notice letter can also be included.

# Court Requested Conviction Export

Minimum Days Since Issued

50

Include Violations with no Notice

Search

An admin fee can be added to the violation on export.

Some municipalities have a fee and some do not.

Copy CSV Excel Print

Show 100 entries

Search:

Ticket	Plate	Amount	Issue Date	Due Date	Since Issued	Since Notified
<input checked="" type="checkbox"/> TT-10003	BIRCH	\$150.00	Feb 21, 2018 3:45 pm	Mar 13, 2018 3:45 pm	2246	0

Showing 1 to 1 of 1 entries

Previous 1 Next

1 to be exported.

Apply Admin Fee

Do not apply a fee

Apply Fine & Export

The page will then generate a file to be sent to the Ontario court system, named in the format of SendToCRC-XX-XX-XX.txt, with the Xs acting as placeholders for the timestamp at the time of file creation.

The report generated by the system is in a format specified by the Ontario court system for processing, and must be customized for each municipality.

It will look something like this:

```
01      24TT10003 00      ICOMPFE11      24TT10003 00      CIV0111999      0000      PARKING INFRACTION      K2G 1G4      BIRCH
24TT10003 00PIBirch      Patricia      x 390 Lincoln Dr      Ottawa      E      Ontario
QC99999      170424      A0001      P2BLF      BL-90      2102181545      Arena
```

# Client MTO Codes

For each client sending information to the MTO, there are 4 codes required by the Ontario court system that must be set up on the client's site.

**NOTE - The client must request a RAW Data account from the MTO to use this process. This system will not work otherwise.**

Here's a reference for all the provincial forms: <https://ontariocourtforms.on.ca/en/provincial-offences-act-forms/>

The provincial forms are:

- **Case Court:** starts at character 3 - a 4 digit number (Parry Sound is 3060, Perth's is 1860). This is repeated starting at character 57 and again at character 186.
- **Case Jurisdiction:** starts at character 7 - a 3 digit number (Parry Sound is 658, Perth's is 073). This is repeated starting at character 61 and again at character 190.
- **The Agency Code:** 3 alphanumeric characters followed by 3 numbers (Parry Sound is BYL390, Perth's is BYL658).
- **Disbursement Code:** 1 alphanumeric character followed by 3 numbers (Parry Sound is M525, Perth's is M658).

To set these codes up within the site, go to System Settings and select the **Collections** Component.

Enter the values in the designated fields, and then click on save settings.

image-20240417-204520.png

For municipalities using the extra-detailed version of the notice letter where one notice is sent out for each violation rather than in bulk, the "**Include All Unpaid Violations**" setting must be disabled.

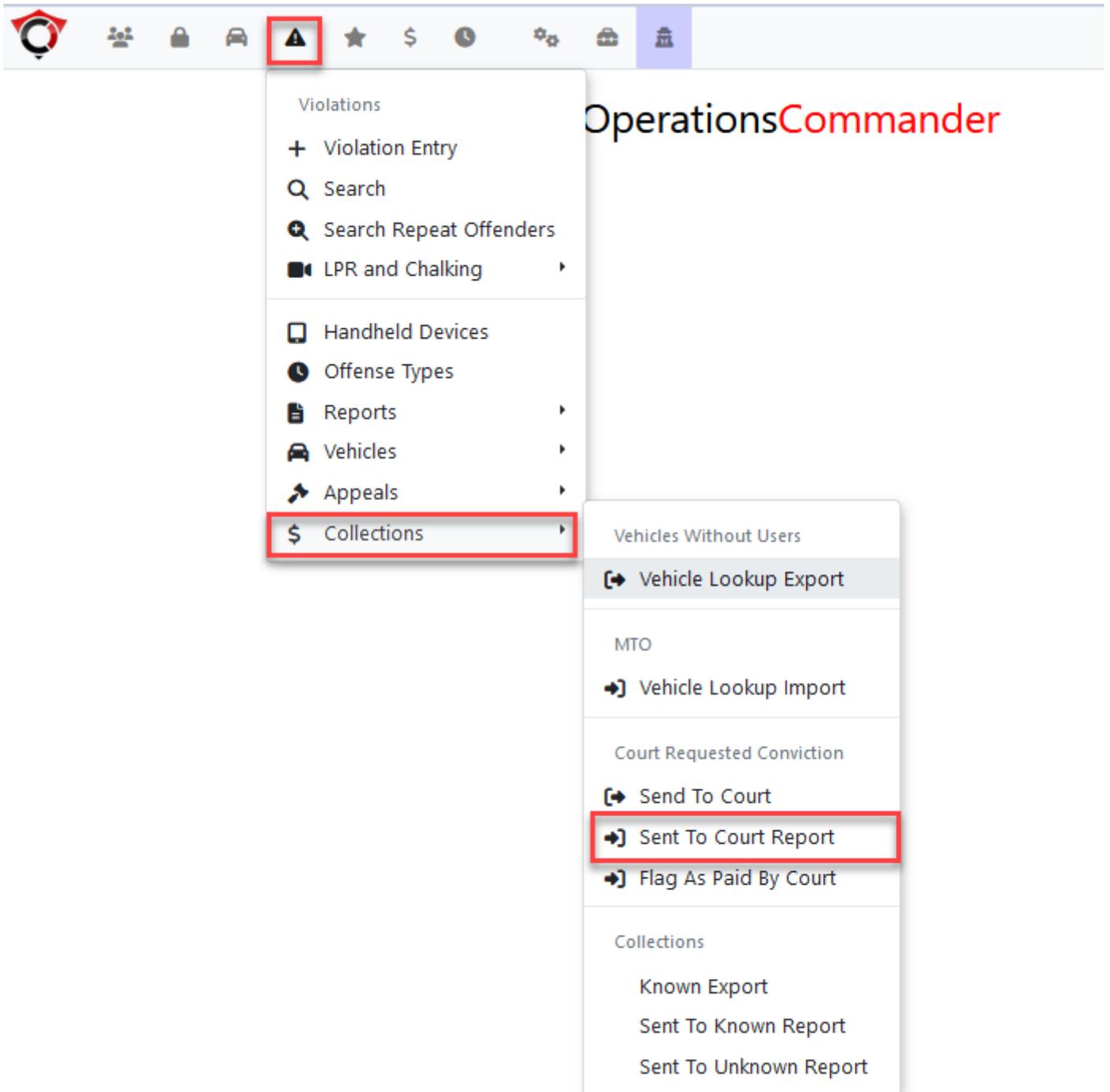
image-20240417-204725.png

# Generating the Ontario Court Report

A file can be generated and exported to Excel, containing a summary of all violations being sent to court in a particular time frame.

The page can be found under the menu tree:

- **Violations → Collections → Sent to Court Report**



This will open the Court Requested Conviction - Already Sent Report.

## Court Requested Conviction - Already Sent Report

Search for violations sent to court

Starting

Up to and including

 Export

Clicking on export will download an Excel file to the browser.

A copy can be printed to bring to court on the day of the hearings.

It is exported in the format recommended by the courts:

NUMBER	P.I.N.	DEFENDANT'S INFO						OFFENCES									
		NAME	ADDRESS	PROVINCE	POSTAL	SEX	D.O.B.	LICENSE NO./RIN	PLATE	BYLAW	DATE	TIME	LOCATION	SET FINE	COSTS	TOTAL	SIC DATE
1	TF-10003	Patricia x. Birch	390 Lincoln Dr	Ottawa, Ontario	K2G 1G4				BIRCH	BL-90	Feb 21, 2018	3:45 pm	Arena	\$150.00	\$25.00	\$175.00	Apr 17, 2024, 8:59 am

## Court Requested Conviction Fee

If a conviction fee was added on to the violations sent to court, it can be viewed when looking at the violation's info page.

A record for the Court Requested Conviction (CRC) fee will have been added.

## Violation Information

[Edit](#)

Ticket: **TT-10003-GL**  
Issued: Feb 21, 2018 03:45 pm  
Due Date: Mar 13, 2018 03:45 pm  
Ticket Category:

Plate: BIRCH  
State: Quebec  
Plate Type: Commercial  
Offender: Patricia Birch  pbirch Primary Driver

Offences:	Parked in No Parking Area	\$150.00
	30 Day Past Due Fee	\$25.00

Offence Location: Arena  
Ticket Writer: jmulloy  
Entered By: jmulloy

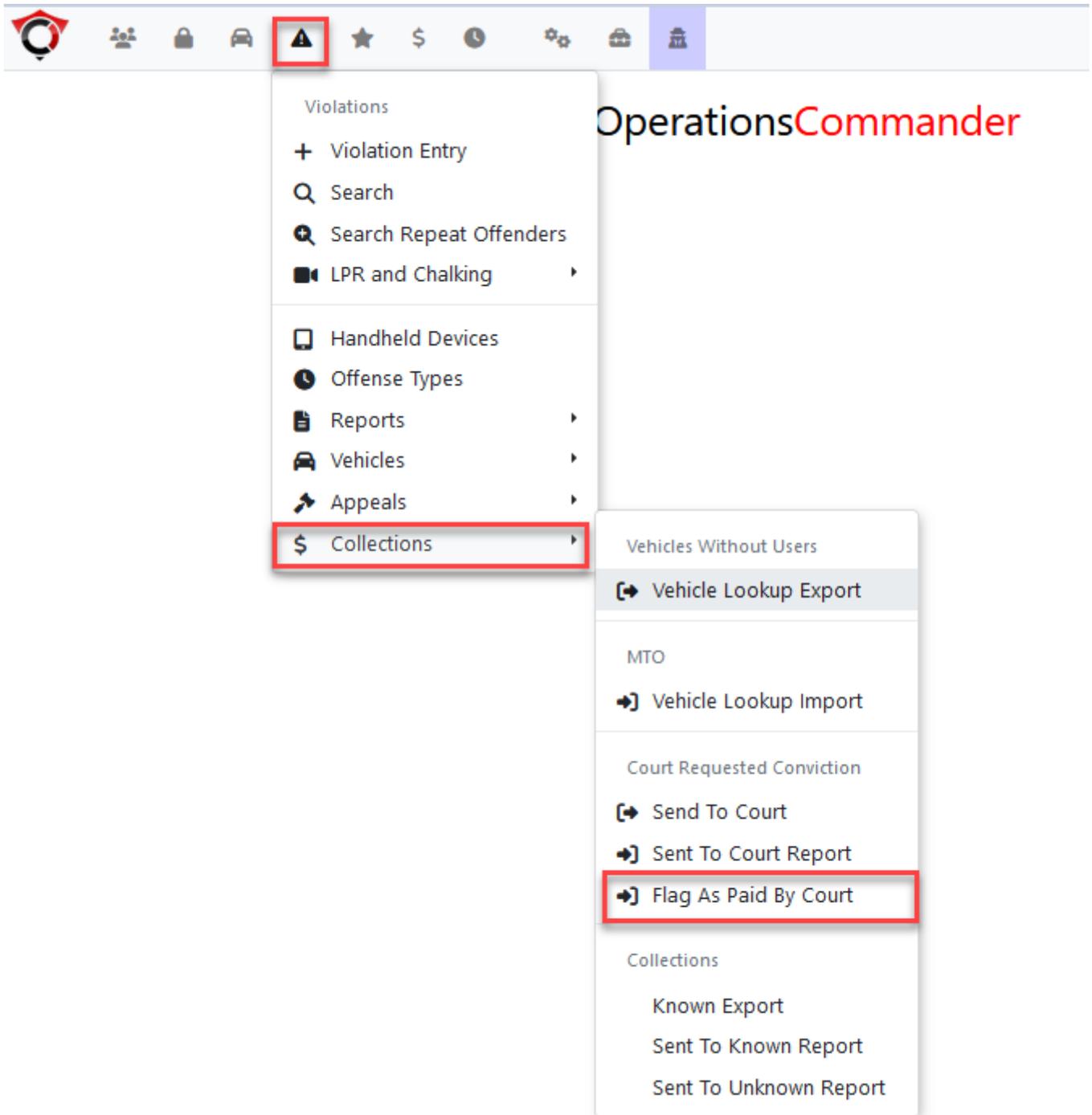
Amount: \$175.00  
Total: **\$175.00**  
Comment:

# Flagging Paid Records

When a report is received back from the court indicating a violation was paid, it must be flagged in the system as being paid.

The report to flag as paid is located under the collections menu, within the menu tree:

- **Violations → Collections → Flag as Paid by Court**



Enter a date range and press the search button.

# Court Requested Conviction - Flag as Paid

Search for violations sent to court

Starting

Up to and including

Search

A list of the violations that have been sent to court will be returned by the page.

Copy CSV Excel Print

Show 100 entries

Search:

	For Court	Ticket	Owing	Plate	Issued	Sent to Collections	First Name	Last Name
<input checked="" type="checkbox"/>	TT010003	TT-10003	\$175.00	BIRCH	Feb 21, 2018	Apr 17, 2024	Patricia	Birch

Showing 1 to 1 of 1 entries

Previous 1 Next

1 to be flagged as paid.

Toggle All

Flag as Paid

Click **Flag as paid** to process all selected violations to be marked as paid.

Violations flagged as paid will also appear on the Daily Processed Report with a payment type of paid by court.

CONFIRM #	STU/EMP/ACC #	USER TYPE	USER NAME	USER EMAIL	SUBMITTED	PAY METHOD AMOUNT
6620247d1064c			no listed payee		Apr. 17, 2024 @ 12:35 PM	Paid By Court \$75.00
Violation: TT-10014						
<b>PAID BY COURT Total:</b>						<b>\$75.00</b>

Additionally, when looking at the vehicle information for this violation, the MTO information will have been purged from the system.

Note the vehicle shows there are no associated drivers.

Viewing Vehicle: ABC123
✕

<b>Active</b>	Yes
<b>Plate</b>	ABC123
<b>Province</b>	Ontario
<b>VIN</b>	
<b>Plate Type</b>	Commercial
<b>Colour</b>	Black
<b>Make</b>	Acura
<b>Vehicle Type</b>	Sedan
<b>Year</b>	2017
<b>Violations</b>	4 unpaid of 9

**Drivers**

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No drivers are associated to this vehicle.

Edit

Revision #3

Created 8 May 2024 08:40:22

Updated 11 September 2024 13:40:49 by Nicole