

# Municipal Ticketing



Tempest's Municipal Ticketing Information system is designed to manage the entire process from ticket issuance through collection and, if required, adjudication and/or prosecution. Tickets for all bylaw related fines are supported, including bylaw type infractions, parking offences and false alarms. Tempest's Ticket system is also tightly integrated with Electronic Commerce allowing for payments via your municipal website to industry leading ticket issuing software and hand held enforcement devices used in the field. Tempest's process is flexible supporting real-time, batch or manual entry of tickets issued. Tickets can now be issued, recorded and paid in real-time quickly and conveniently via Tempest's web-enabled electronic commerce solution, resulting in greater efficiencies and faster revenue recognition. Tempest's Ticketing Workflow process walks your users through the full process of managing bylaw infractions, including automated notice processing and tracking of all historical correspondence. The Ticketing system can be integrated with industry leading General Ledger systems, acts as a subledger to your GL and allows you to upload all transactions into your GL.



## Benefits

- One system to handle both your bylaw infractions and parking offences
- Increase revenue through accurate tracking of all outstanding ticketed offences
- Convenience and simplification of payment collection through the eCommerce interface
- Ensure maximum revenue through interfaces to Collection Agencies and/or court summonses
- Save your constituents' money, the interface to Mpowered's remote blackberry device or similar ticket issuing software and hand-held devices ensures that tickets are in the Tempest system immediately allowing the customer to pay them before additional charges apply



### Bylaws & Ticketing

- Dog Licenses
- Business Licenses
- Call for Services / Complaint Tracking
- **Municipal Ticketing**
- MTI Real Time Interface

### Community Development

- Land
  - BC/AB Land Titles
  - FDM Export
  - BC Assessment
  - GIS Interface
- Permits and Application - Prospero
  - eInspections
  - Invoicing and Renewals
- Engineering Services
- Latecomer Agreements

### Revenue Systems Management

- Property Tax
  - Local Improvements
  - Pre-Authorized Withdrawals (PAWs)
  - eHOG
- Utility Billing
  - Pre-Authorized Withdrawals (PAWs)
- GL Interface
- Cash Collections
- Web Inquiry
- eCommerce
- MyCity

# Features



- Integration to industry leading hand-held enforcement devices and software
- Integration to Tempest Cash Collections for payments made at the till even before the ticket is entered into the system
- Integration through export/import functionality to obtain mailing addresses based on vehicle registration information from required agencies
- Integration with the Tempest Land system for property-based offences including owner and address information
- The ticketing window allows you to track offences against individuals, properties or vehicles; you can view the offence dates, the bylaw in question, young offenders and police as well as court file references on one screen
- All municipal bylaws are configurable, this enables the municipality to store applicable dates of the bylaw, bylaw numbers, bylaw descriptions, bylaw sections, standard fines and possible discounts
- Allows entry and maintenance of standard fines
- Supports identification of young offenders
- Allows identification of infraction location including civic address, free form location and meter location
- Maintains subledger of payments, adjustments and charges
- Supports discounts, voids, refunds, adjustments, cancellation of voids, court disputes, warrants, prosecutor referrals, adjudications and re-issuance of all tickets
- Includes fast entry of parking tickets for hand written tickets issued in the field
- Generates automatic letters for warnings, reminders and other required circulation
- Supports all file formats as attachments to a ticket record (documents, images, etc.)
- Payments can be made online through Tempest's eCommerce application
- Supports mandated purging of mailing information for paid tickets
- Supports a list of uncollectible owners that will be excluded from the summons process
- Allows a full range of reporting, including Transaction and Bylaw Reports, Offense Summaries and Tow Lists
- Meets all requirements of British Columbia Bylaw Adjudication Process

Municipal Ticketing - Ticket Number: P0080194

Application Edit Maintain Batch Options Reports Imports/Exports

Name: jensen?

L 4847 Nov 26, 2009 P A

Ticket #: P0080194  Not Issued

Str./Hse./Unit: [ ] [ ] [ ]

Free Form Location: [ ]

Meter #: 385 200 BLOCK VICTORIA ST

Name: JENSEN JANET

Address: 15696 78A AVE, VICTORIA, BC V5N 9M8

Officer: 04 WACHTER, DON-DO NOT USE

Reference: [ ]

Offence Date: Jul 13, 2004 2:00 PM Driver's Lic: [ ] Birth Date: [ ]  Young Offender

Respond By: Jul 15, 2004 4:30 PM Court File: [ ] Police File: [ ]

Referred To Collection

Vehicle

Licence: ABC123 Prov./State: BC

Colour: WHITE

Make: SUBARU

Model: OUTBACK

Ins. Exp: [ ]

V.I.N.: [ ]

Vehicle Id: [ ]

Reg. Year: [ ]

Bylaw	Bylaw Description	Section	Section Description	Fine	Pay / Adj	Owing
23-30	TRAFFIC BY-LAW	611	BE PARKED AT AN EXPIRED ME	20.00	0.00	20.00

NUM