

COUNCIL REPORT

M&C No.	2019-169
Report Date	July 02, 2019
Meeting Date	July 08, 2019
Service Area	Corporate Services

His Worship Mayor Don Darling and Members of Common Council

SUBJECT: Online Payment Solution

OPEN OR CLOSED SESSION

This matter is to be discussed in open session of Common Council.

AUTHORIZATION

Primary Author	Commissioner/Dept. Head	City Manager
<i>Sarah Ranson</i> <i>Anne Drew</i>	<i>Stephanie Rackley-Roach</i> <i>Kevin Fudge</i>	<i>John Collin</i>

RECOMMENDATION

The City Manager recommends that this report be received and filed.

EXECUTIVE SUMMARY

City and Saint John Parking Commission staff are ready to launch the online payment tool, Paymentus, for parking tickets. Paymentus conforms to industry security regulations for credit card payment processing. The Information Technology and Finance teams have completed the necessary actions to secure and test the online payment tool.

PREVIOUS RESOLUTION

N/A

REPORT

At the January 28 2019 Council Meeting, Council was advised that City staff were investigating another online payment solution to replace Click2Gov. The new payment solution was to be in place by the end of the second quarter of 2019. The purpose of this report is to introduce the new payment method.

Paymentus is a paperless electronic payment solution that the City has been using since May 2017 for monthly parking payments. Paymentus is Payment Card Industry (PCI) Certified, which requires adherence to all of the PCI DSS data security standards. The PCI Security Standards Council is a global forum for the ongoing development, enhancement, storage, dissemination and

implementation of security standards for account data protection. It also provides critical tools needed for implementation of the standards.

The City currently has an agreement with Paymentus for service for the monthly parking customers. This agreement was approved by Common Council in 2017. Other Canadian Paymentus customers include Saint John Energy, Halifax Regional Municipality, City of Charlottetown, Gazifère Quebec, City of Ottawa, City of Guelph, and BC Hydro.

As part of the City's due diligence to protect our customers, the City worked with cybersecurity experts to complete vulnerability scanning and remediation efforts on the City's technical infrastructure to provide a secure link to the Paymentus tool to complete payment transactions. Users are advised they are leaving the City's website and of the URL for Paymentus, a PCI compliant tool for making secure on-line payments.

The Paymentus payment method will be launched July 15 2019. At this time, the link on the City's website to the online payment function for parking tickets will be published.

STRATEGIC ALIGNMENT

As outlined in Council Priorities, the City supports valued customer service delivery. Adopting this payment method for parking tickets provides citizens the ability to make online payments securely.

SERVICE AND FINANCIAL OUTCOMES

Paymentus does not have a reoccurring monthly cost to make secure online payment of parking tickets available through the City's website given the current agreement with the vendor. There was a nominal one-time fee for set-up which was off-set by costs associated with the previous payment solution.

While the City was working to implement a new online payment solution for parking tickets, call volume for phone payments increased significantly. As customers migrate back to the self-service option for paying parking tickets, staff time will be saved.

INPUT FROM OTHER SERVICE AREAS AND STAKEHOLDERS

The City's Solicitor's Office, Finance Service, Information Technology Service, and the Saint John Parking Commission have worked together on implementing this payment solution for parking tickets.

ATTACHMENTS

None.