



2025 – AGENDA

MCMA - POA COLLECTIONS COMMITTEE WORKSHOP

Sunday, October 19, 2025

After 3:00pm

Arrival and Check-In at accommodations offered at:

- Four Points by Sheraton St. Catharines Niagara Suites
3530 Schmon Pkwy, Thorold, ON

Monday, October 20, 2025

7:00am to 8:30am

Breakfast and Registration at:

Four Points by Sheraton St. Catharines Niagara Suites

Workshop held at:

Room CE 101 Located at Niagara Regional Headquarters at
1815 Sir Isaac Brock Way, Thorold, ON

8:30am to 8:45am

Greetings and Welcome

Chairs: Amy Rocha and Frank DelMedico

- Virtual participants:

-- Observe speakers

Hello and Update from MCMA

MCMA President or another MCMA Board member (TBD)

8:45 am to 9:00am

Sponsor Introductions & Recognition of Sponsorship Funds

- Company Name, Attendee
- Company Name, Attendee
- Company Name, Attendee
- Company Name, Attendee
- Company Name, Attendee

9:00am to 10:00am

Virtual participants:

- Observe panel

- Ask questions via chat

Cyber Security Threats Panel – Fireside Chat

- Tony Pampera – CBV Collection Services
- Josh Iroko -Mandiant
- Travis Walker - Norton Rose Fullbright

10:00am to 10:30am

Network with Sponsors/Break – Members are invited to visit
Sponsors outside Council Chambers during breaks and lunch

10:30am to 11:30am	Topic: Legal Proceedings – Notice of Examinations, Garnishments Speaker: Ross Rae
Virtual participants:	
- Observe speaker	
- Ask questions via chat	
11:30am to 12:00pm	TBD
12:00pm to 1:00pm	Lunch - Held at Four Points by Sheraton St. Catharines Niagara Suites
1:05pm to 2:00pm	Payment Methods and Payment Vendors – Panel and Discussion - Mel Chiarot: Phone payments with Five9 - Frank DelMedico: Municipal layout template interface - Frank DelMedico / Amy Rocha: Recurring credit card payments
2:00pm to 3:00pm	MAG (TBD) and Fine Collections Innovation Working Group Update Speakers: Amy Rocha and Frank DelMedico
Virtual participants:	
- Observe speakers	
- Ask questions via chat	
3:00pm to 3:30pm	Break
3:30pm to 4:30pm	Panel Discussion (Small, Medium, Large Court) Topic: Extension of Time to Pay processes Speakers: TBD
Virtual participants:	
- Observe panel	
- Ask questions via chat	

Tuesday, October 21, 2025

7:00am to 8:30am	Breakfast Four Points by Sheraton St. Catharines Niagara Suites
Workshop Held At:	Room CE 101 Located at Niagara Regional Headquarters at 1815 Sir Isaac Brock Way, Thorold, ON
8:35am to 10:30am	Round Table Discussions Committee Members from various municipalities invited to lead: <ul style="list-style-type: none"> ➤ Canvassing participants re: topics to discuss ➤ Example: collection of camera-based offences still in the court stream ➤ What is the biggest hurdle or issue you are facing?
Virtual participants:	
- Discussions with other virtual participants via breakout rooms	
- Limited opportunities to summarize discussions with in-person attendees	

10:30am to 11:00am

Network with Sponsors/Break – Members are invited to visit Sponsors outside Council Chambers during Breaks and Lunch

11:00 am to 12:00pm

Virtual participants:

- Observe speakers
- Ask questions via chat

Tax Rolling / Intermunicipal Tax Rolling

- Mona Ramos, City of Toronto
- Manuel Canales, City of Toronto

12:00pm to 1:00pm

Lunch

- . Held at Four Points by Sheraton St. Catharines Niagara Suites

1:00pm to 2:55pm

- Virtual participants:
- View CAMS 4.0 demo
- Observe speaker
- Ask questions via chat

CAMS User Group Session

- **with James Whittaker and CAMS users**
- Including discussions about processes, best practices, Q&A

2:55pm to 3:00pm

Closing Remarks

Thank you for attending the 2025 MCMA-POA Collections Workshop!