



MCMA – POA Collections Committee Best Practices - **ARIS**

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BACKGROUND:

During the course of regular collection activity verification of an offender's address can become necessary. The Ministry of Transportation (MTO) has developed a program named ARIS (Authorized Requester Information Services) which allows Authorized Users to perform address verifications with the use of a Driver's Licence Number.

DEFINITIONS & ACRONYMS:

ARIS – Authorized Requester Information Services

MTO – Ministry of Transportation

CAMS – Court Administration Management System

The Agreement – The Authorized Requester Agreement

Authorized Requester – The Corporation (Municipality) authorized by MTO for access and use of the Licensed Information

Authorized Staff – Employees and/or Third-Party Contractors of the Requester

Licensed Information – Personal Driver Information found in ARIS records

Authorized Uses – Uses of Licensed Information as set out in The Agreement

Authorized Premises – Authorized Premises of the Requester where Licensed Information can be received, stored and retained

Licensed – Driver holds current and valid Licence

Unlicensed – Driver's Licence has expired or been cancelled

Non-renewable- Applies to Novice Class Drivers (i.e.: G1, G2) - Licences are non-renewable upon expiry. If the Licence expires, the driver must re-apply for a Licence.

Suspended-Driver's Licence has been suspended by MTO. Reasons for suspension may include the following examples: mandatory HTA suspensions, novice-driver violations, medical suspensions, etc.

PROCEDURE:

1. The Agreement:

The Requester (i.e. The Requester's Municipality) will enter into an Authorized Requester Agreement with the Ministry of Transportation

2. The Term:

The MTO will enter into The Agreement for an initial term of twelve months and The Agreement may be automatically renewed by MTO for a subsequent term of twelve months.

3. Fee Schedule:

The Authorized Requester will follow a Fee Schedule as set out by the MTO in The Agreement. (i.e. – one time set up fee of approx. \$250.00 and/or fees associated with a Pre-Paid Account).

4. Annual Declaration (Update):

The MTO will require the Authorized Requester to submit an Annual Declaration regarding their compliance with The Agreement. Any changes to Authorized Requester's information noted in The Agreement such as names of Authorized Users, Authorized Use and or Authorized Premises must be sent to the MTO within 10 days of the change(s).

5. Obtaining Login Authorization:

The Court Manager and/or an Authorized Requester Staff Member within each court jurisdiction will request login authorization from the MTO for each of the approved Administrative Staff and/or Third Party Contractors.

6. The Security Statement:

Authorized Users will be required to complete a privacy and confidentiality statement for the MTO. This statement is called the "Requester Employee Security Statement" or in the case of a Third Party Contractor, the "Requester Contractor Security Statement". These statements are required by the MTO to be completed prior to obtaining login authorization.

See Sample of Security Statement on next page

Requester Employee Security Statement

REQUESTER EMPLOYEE SECURITY STATEMENT – AGREEMENT/ APPLICATION NUMBER: _____

Employee Name:			
Position:			
Telephone Number:			Fax Number:
Email Address:			

1. _____ (the "Requester") is licensed to receive confidential and personal information (the "Information") from files and data bases administered by the Ontario Ministry of Transportation ("MTO"). MTO is committed to protecting this Information from unauthorized access, use or disclosure. The following policies have been adopted to address employees' responsibilities for handling and protecting this Information.

2. As an employee of the Requester, you may access this Information only when necessary to perform your duties as such employee in the course of your employment, and only for the following purposes:

(Authorized use as specified in legal agreement – Leave blank for an application)

3. You must not access or use this Information for personal reasons. (Examples of inappropriate access or misuse of Information include, but are not limited to: making inquiries for personal use or processing transactions on your own records or those of your friends or relatives; accessing Information about another person, including locating their residence address, for any reason not related to your work responsibilities or not authorized by the Requester.)

4. You may disclose Information only to individuals who have been authorized to receive it through appropriate procedures which have been authorized by MTO. (Examples of unauthorized disclosures include but are not limited to: looking up someone's address for a friend.)

5. You must take reasonable precautions to maintain the secrecy of any password you use to access Information electronically. Reasonable precautions include, but are not limited to: not telling others your password or knowingly allowing them to observe while you enter it at a terminal; and frequently changing your password (and, if you suspect your password has been used by someone else, changing it immediately and notifying the Requester); and selecting random passwords that are not easy for others to guess.

6. You must take reasonable precautions to protect data entry terminals and equipment from unauthorized access. Reasonable precautions include, but are not limited to: not leaving your terminal unattended while you are logged onto the system; exiting the database which contains any Information when you leave your workstation; securing your terminal with a locking device if one has been provided; storing in a secure place any user documentation to programs through which electronic access to any Information may be gained; and reporting any suspicious circumstances or unauthorized individuals you have observed in the work area to the Requester.

I have read and I understand the security policies stated above, and will comply with them and any other security policies issued in the future by the Requester, MTO. I understand that failure to comply with these policies may result in disciplinary action by the Requester and/or civil or criminal prosecution in accordance with applicable statutes.

Signature of Employee

Date:

Witnessed By

Date:

Note: Only send this document to MTO if the employee is the signatory, agreement contact or an account contact. All other copies are to be kept current and on file at the requester's location.

7. Use of Licensed Information:

ARIS's primary benefit for Provincial Offences Collection is to provide address verifications. Authorized Users of ARIS shall ensure that access and use of the Licensed Information obtained from ARIS is used exclusively for the Authorized Use(s) as stated in The Agreement such as address verification, verifying employee driving records, etc.

8. Records of Licensed Information Requests:

The MTO requires Authorized Users to maintain records detailing the date of the Licensed Information Request, the identifying information used to make the request (i.e. – Drivers Licence Number) and the business reason for making the request (i.e. – Address Verification). The following is an example of a Requester Log to capture all the necessary information.

PROVINCIAL OFFENCES OFFICE							
123 Main Street, Capital City, Ontario							
#	date of Request	MTO info accessed	Product retrieved	Purpose	Client	Reference ID (case #)	Requestor
1	20-May-08	DL #.....	Driver's abstract	Address verification	John Smith	POA Case #	Initials

9. Retention of Records:

The MTO requires that the Records of Licensed Information Requests be retained on file throughout the term of The Agreement and for three additional years following the term of The Agreement.

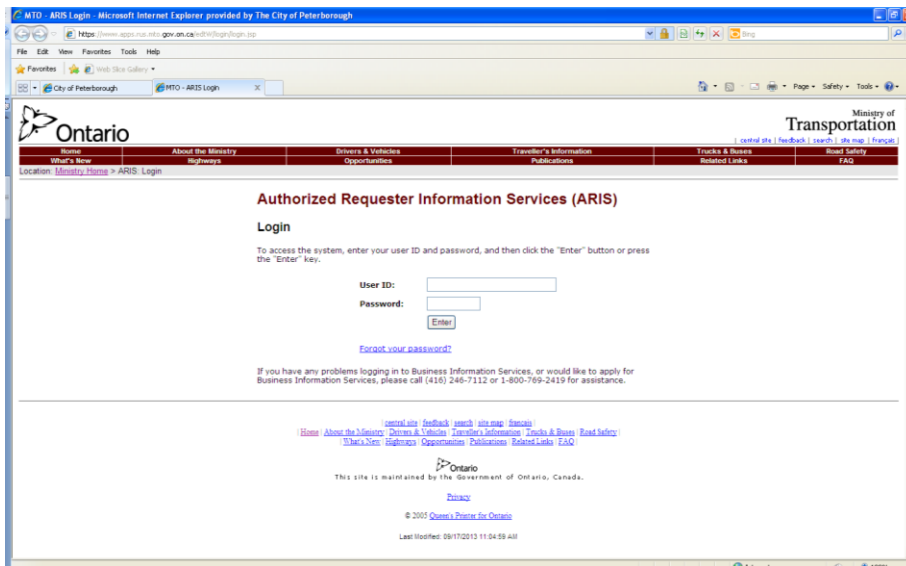
10. Destruction of Confidential Information:

The MTO requires that the Requester destroy all copies of Licensed Information in its possession upon or before 30 days following the fulfilment of the Authorized Use for obtaining the information.

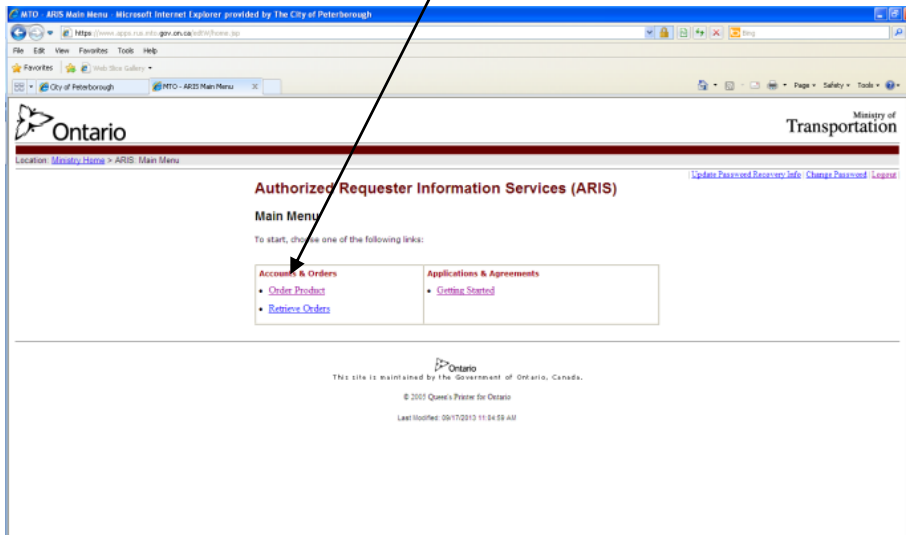
11. Contact Information - MTO

Information Management Services Oversight Office
Main Floor, Building "A", 2680 Keele Street, Downsview, Ontario M3M 3E6
Attention: Co-ordinator, Business Information Services Unit
Phone: (416) 246-7112 Fax: (416) 235-4465

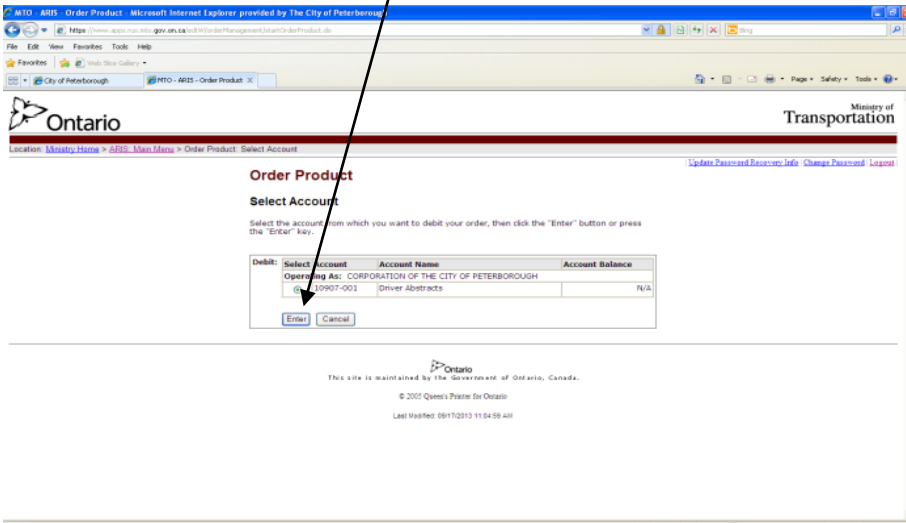
12. Logging on-to ARIS: The following link can be used to log onto ARIS to perform address verifications: <https://www.apps.rus.mto.gov.on.ca/edtW/login/login.jsp>



- Select - 'Order Product'



- Select - 'Enter'



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- Select - Immediate Single Online
(Choose the only option available – 3 years drivers abstract)

- Type in Driver's Licence Number and Reference Number as required.
Example - Reference # is the Ticket Number i.e.: 3360-999-00-1234567B-00

- Select – 'Process Order'

Verify Address Information

- **New address found** – enter new address found in ARIS into case notes in the Requester's collection management system.
- **If address is the same** – enter remarks into case notes in the Requester's collection management system indicating that confirmed address was found in ARIS.

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DISCLAIMER:

"The information provided is the interpretation of the members of the POA Collections Committee and do not necessarily reflect the opinions of MCMA. Any person relying on the information contained herein is doing so at his/her own risk and is advised to seek direction from his/her Municipality.

The MCMA does not endorse the use of any product or service. The information contained in the Best Practices procedures is provided as a reference tool to aid in the development of procedures in compliance with all applicable legislation. While every reasonable effort is made to ensure the information provided herein is accurate, there are no representations made with respect to the currency, accuracy or legality of the information. Due diligence should be performed when developing procedures."

Log of Changes

<u>Date</u>	<u>Specific Change</u>	<u>Editor</u>	<u>Reason</u>
May 10, 2019		Linda Beaver	Add to MCMA Template