CYFS Invoicing and Collection Process for Motor Vehicle Collisions (MVC)
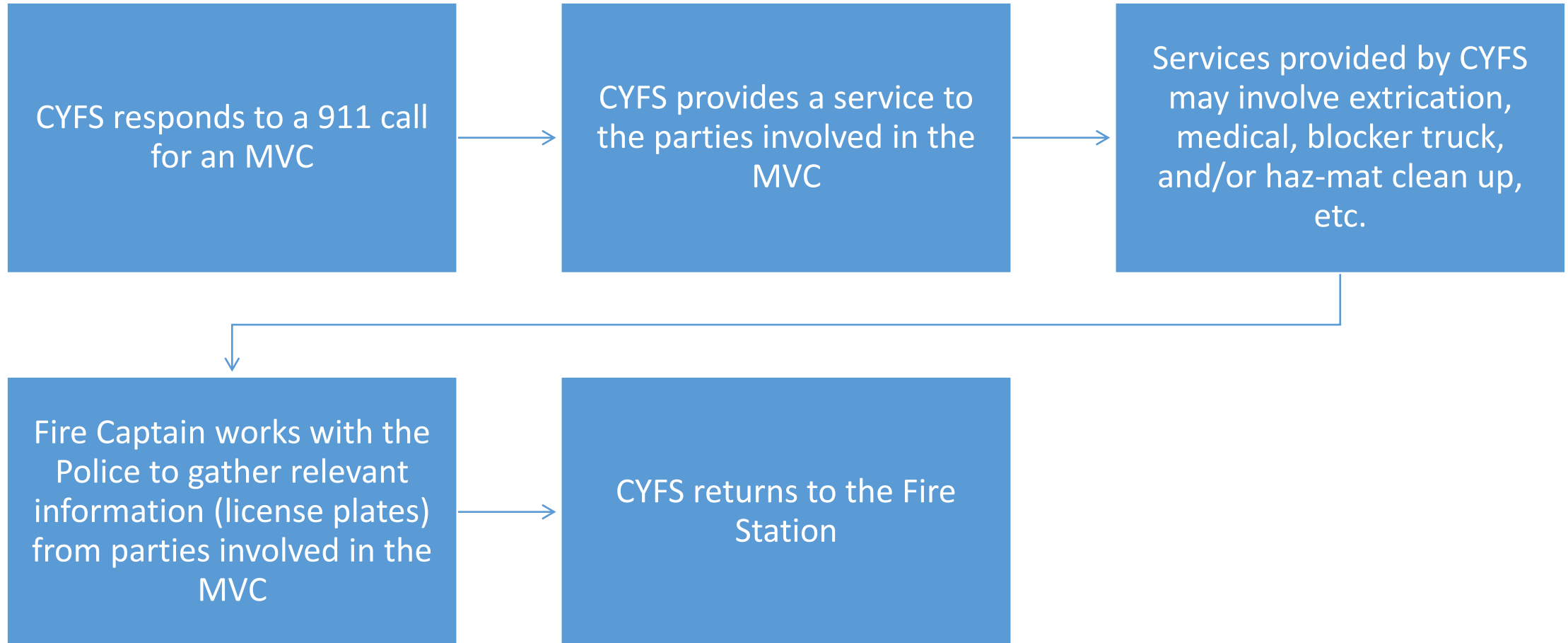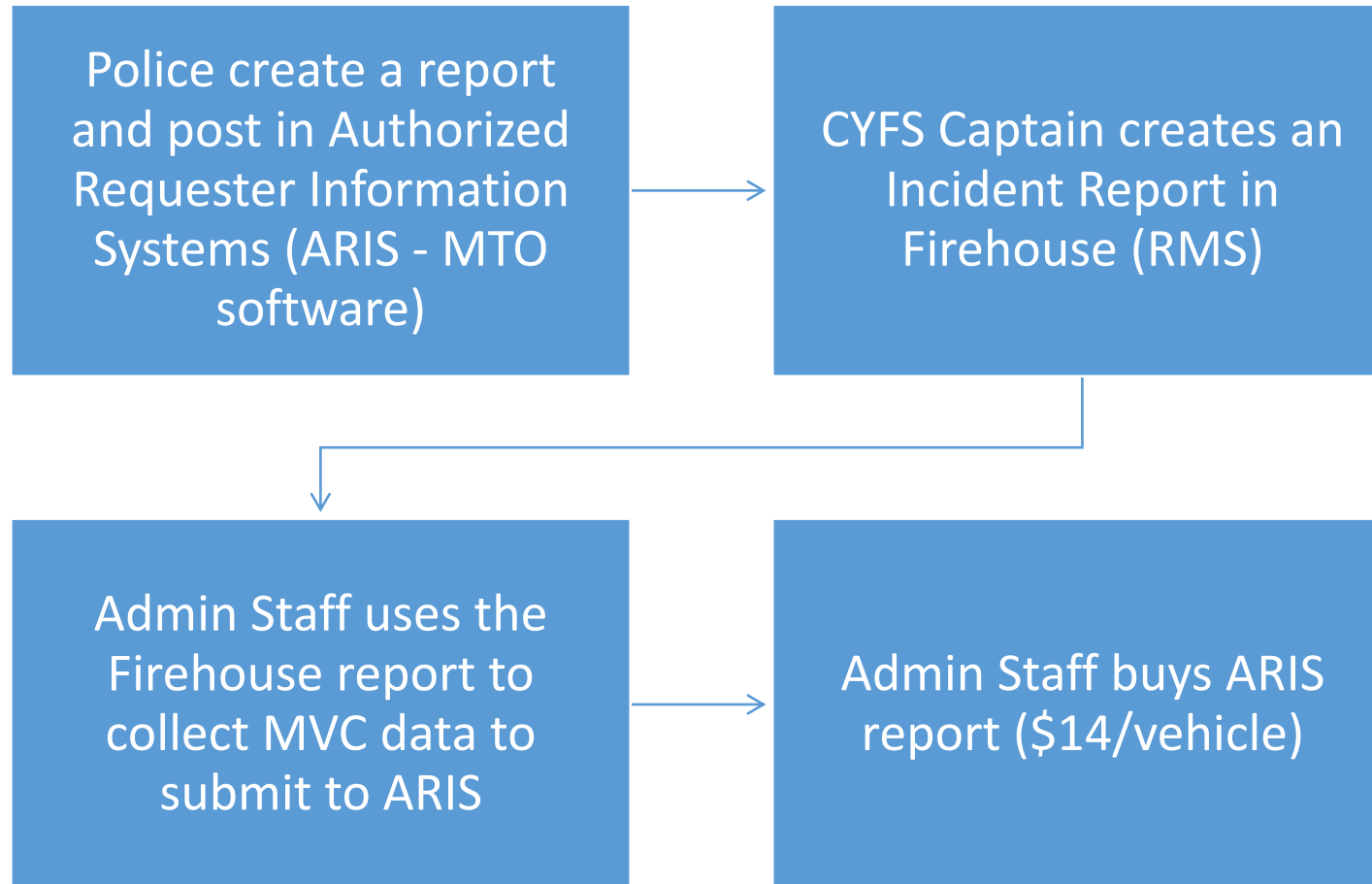
Recommendation Only

At the Scene of the MVC

CYFS responds to a 911 call for an MVC

CYFS provides a service to the parties involved in the MVC

Services provided by CYFS may involve extrication, medical, blocker truck, and/or haz-mat clean up, etc.

Fire Captain works with the Police to gather relevant information (license plates) from parties involved in the MVC

CYFS returns to the Fire Station

Creating the Reports

Police create a report and post in Authorized Requester Information Systems (ARIS - MTO software) → CYFS Captain creates an Incident Report in Firehouse (RMS)

Admin Staff uses the Firehouse report to collect MVC data to submit to ARIS → Admin Staff buys ARIS report ($14/vehicle)

Invoicing At Fault Party
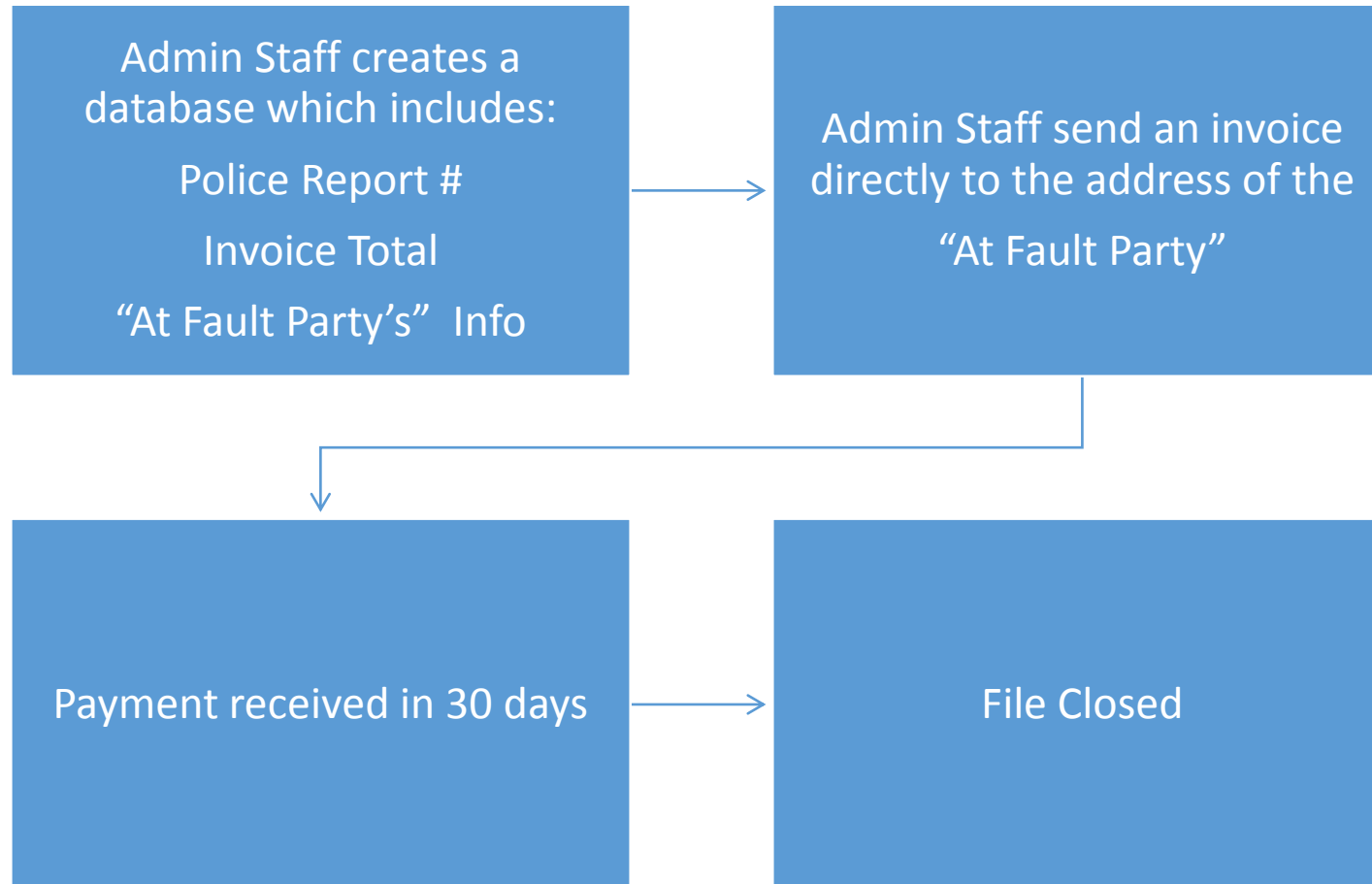
Payment Not Received

- Resident (Aurora and Newmarket) – invoice is applied to their property taxes

- Non- Resident – the use of a collection agency

Note – at anytime the Fire Chief/Designate can waive the invoice upon his/her discretion