

BACKGROUND CHECK FEE ADJUSTMENT OPTIONS

Police Service Board

June 24, 2019



OTTAWA POLICE SERVICE
SERVICE DE POLICE D'OTTAWA

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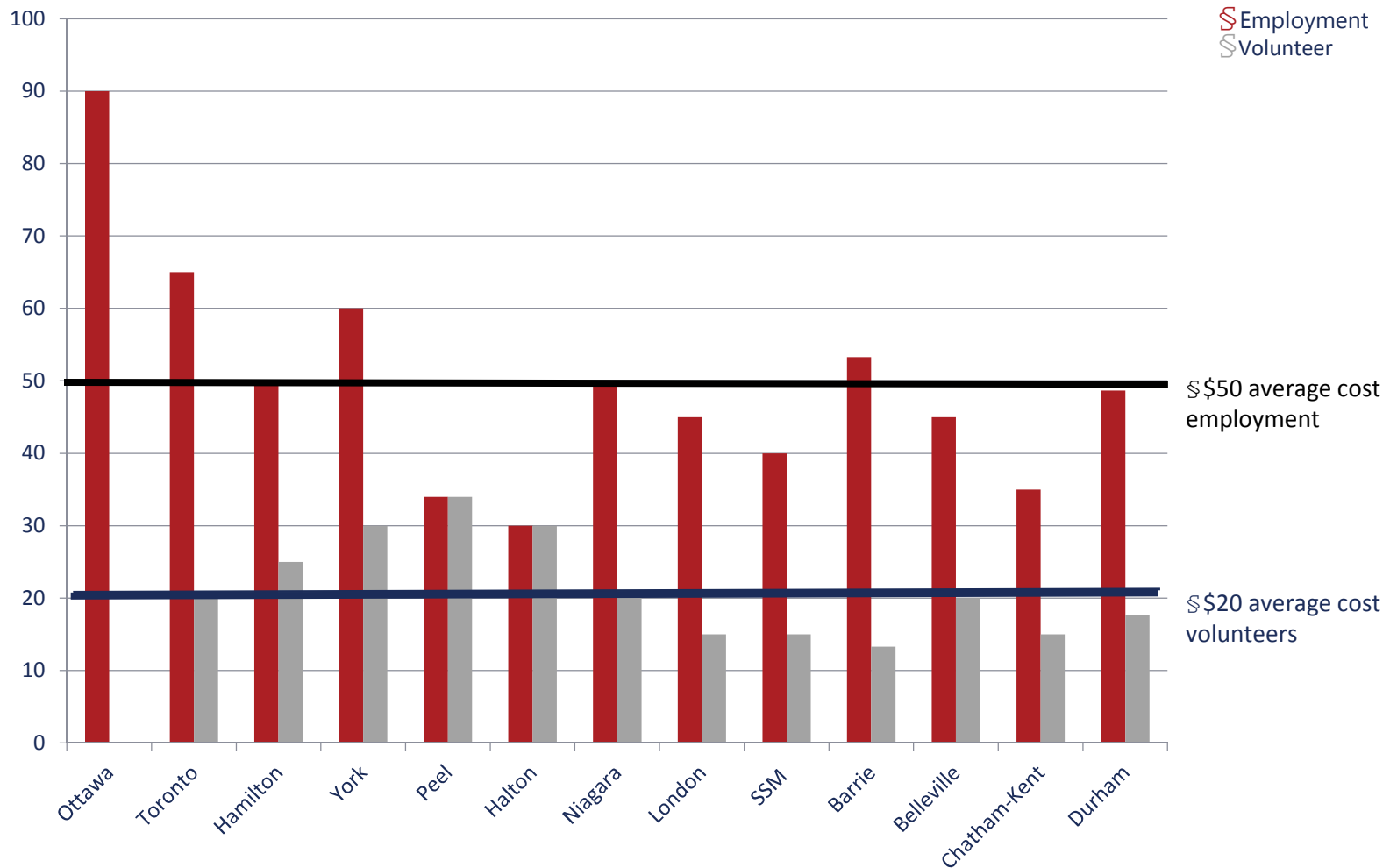
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BACKGROUND



- Significant growth in volume
 - § Doubled since 2013 to 90,000 in 2018
- 70% of police records checks at OPS are related to not-for-profits
- Before launch of on-line system
 - § Paper based, manual process with multiple touchpoints and duplicate data entry
 - § 13 week backlog
- Launch of on-line system
 - § Faster processing times (13 weeks to 48 hrs)
 - § Reduced staffing pressures (from 17 FTE's to 11 FTE's)
- OPS is the first on-line service in Canada that offers full electronic end-to-end processing within 24-48 hours

POLICE BACKGROUND CHECK FEES IN ONTARIO



PRINCIPLES FOR FEE OPTIONS

1. Treat all categories equitably
2. Maintain efficient administrative process
 1. Avoid multi tier pricing models
 2. Avoid manual validation processes
3. Minimize cross segment subsidization

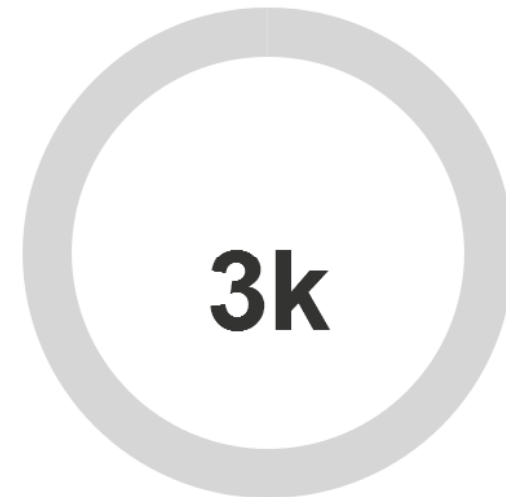
FEE STRUCTURE OPTIONS

Options	Employment Fee	Volunteer Fee	Annualized Budget Impact
Option A – Status Quo	\$90	\$0	\$0.4M
Option B – Partial Cost Recovery	\$75	\$0	-
Option C* – Partial Cost Recovery	\$65	\$20	-

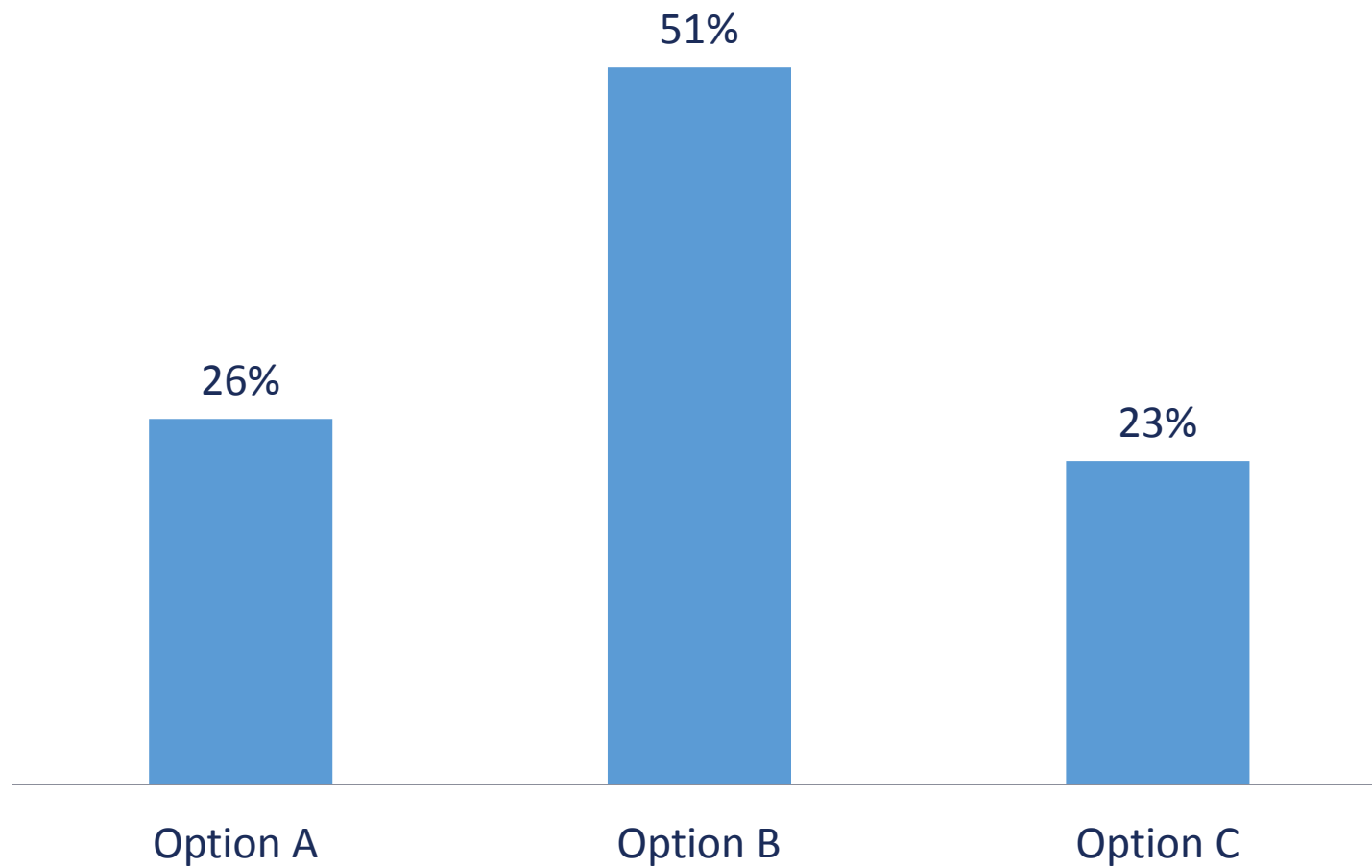
* Volunteer fee phased in at \$10 in 2019, increasing to \$20 on January 1, 2020

QUESTIONNAIRE

- § Questionnaire conducted online and promoted by OPS via social media and traditional media
- § Open link questionnaire, not representative sample
- § Final sample size:
 - 3,094 completed responses
- § 64% of respondents were volunteers
- § Questionnaire launch/closing dates:
launched June 5, closed June 17



PREFERRED FEE OPTION



CONSIDERATIONS

- Cost recovery requirement
- Lessen costs to employment sector
- Aware of concerns from volunteers
- Minimize impact to the volunteer sector and provides a transition

RECOMMENDATION

Option C

- Employment fees are reduced to \$65 average cost
- Volunteer fee introduced at \$10 in 2019, increasing to \$20 in 2020, which is the average fee charged by other police services across Ontario

Analysis

- Achieves \$400K revenue reduction per Board budget motion
- Minimizes customer subsidization (no customer paying more than average cost)
- Phases in Volunteer fee
- Maintains efficiency of administrative processing

NEXT STEPS

- September 1, 2019 implement rate changes