

BACKGROUND CHECK SERVICES

UPDATE AND FEE PROPOSAL

Police Services Board

May 28, 2018



OTTAWA POLICE SERVICE
SERVICE DE POLICE D'OTTAWA

A Trusted Partner in Community Safety
Un partenaire fiable de la sécurité communautaire



ottawapolice.ca

PURPOSE



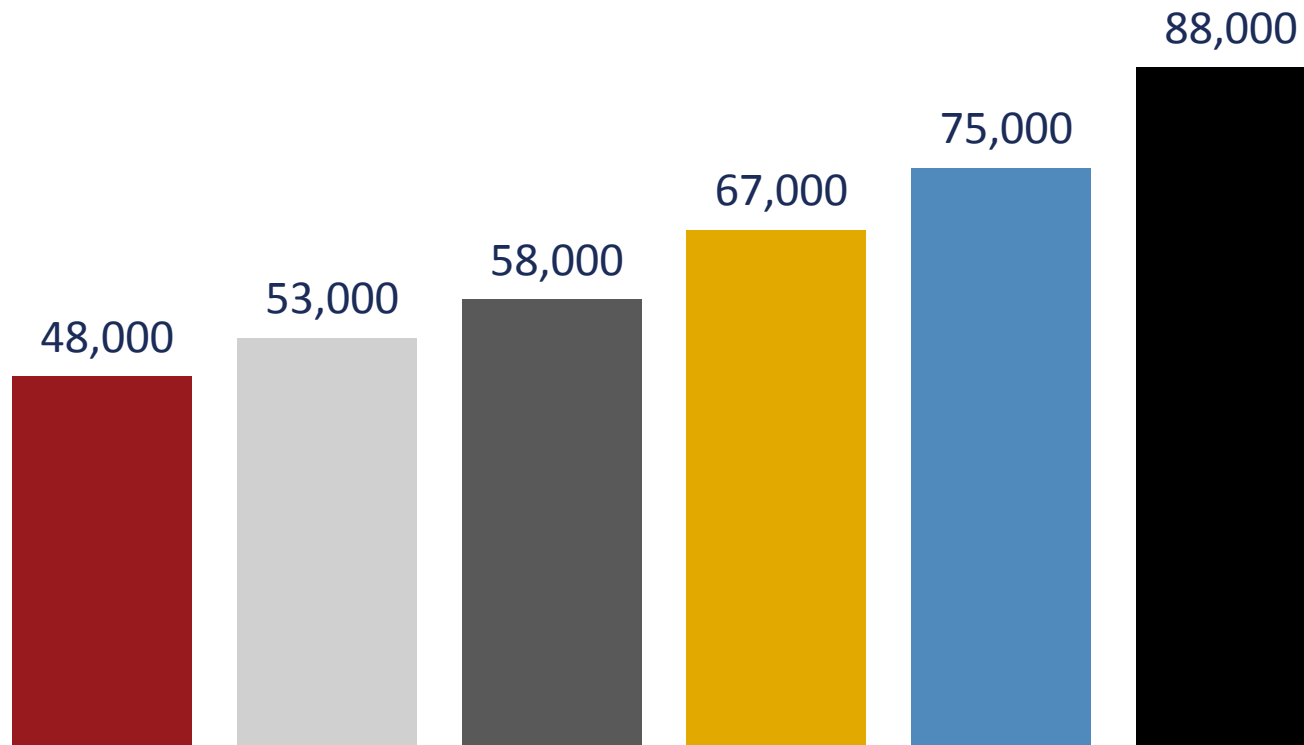
- Background Check Services
 - § Status update
 - § Apply online
- Fee structure for Background Checks
 - § User pay approach adopted in budget
 - § Options for fee structure

GROWTH



Background Checks

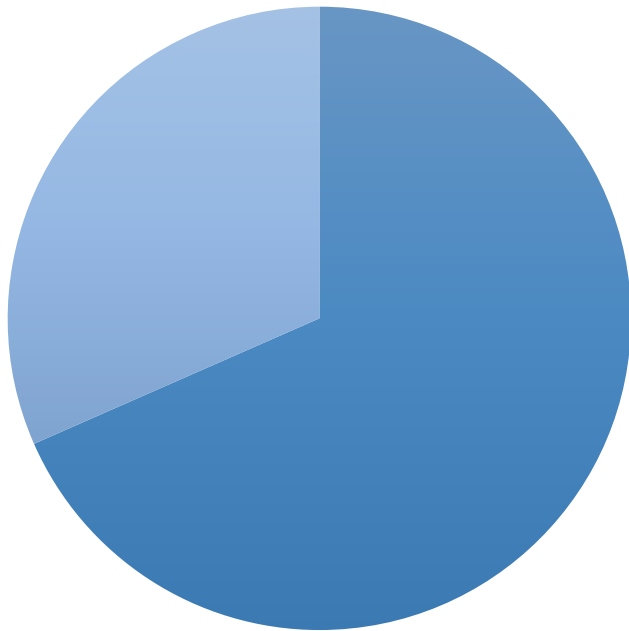
■ 2013 ■ 2014 ■ 2015 ■ 2016 ■ 2017 ■ 2018 - Est



CUSTOMERS

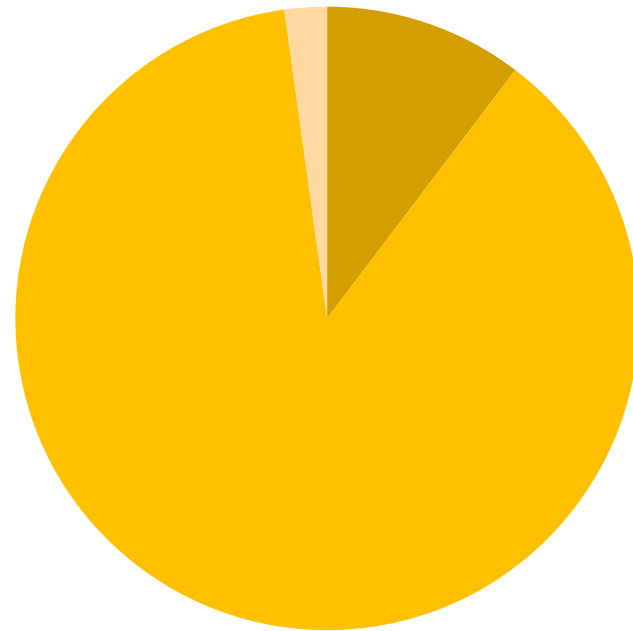
Reason

■ Employment 68% ■ Volunteer 32%



Demographics

■ Youth 10% ■ Adult 88% ■ Senior 2.19%



BEFORE ONLINE GO-LIVE



- § Paper-based, manual process
- § Sworn and Civilian processing requests at multiple locations
- § Multiple touch points
- § Duplicate data entry
- § 13 week backlog
 - § 6,500 requests
- § 12-15 minute processing time
- § 9 Permanent FTE + 4 Casual FTE + 4 Term FTE

AFTER ONLINE GO-LIVE



- Introduced End to End Online Electronic Solution, in both official languages
 - § Apply
 - § Pay
 - § Verified Identification
 - § Received results
- Customers receive background check within 48 hours*
- On-line Customer = 50% : results in 24-48 hour
- On-line Customer: Verification or payment issue or under 18 = 20%: Visit Queensview for walk in service – Fast track
- Walk-in Customer = 30%: Transaction time 6.4 minutes, Average wait time 55 minutes 56 seconds
- Centralized location

BENEFITS



- Faster processing (From 13 weeks to 24-48 hours)
- No backlog (From 6,500 to zero)
- Improved internal processing
 - § Online (under 60 seconds)
 - § Counter (From 12 minutes to 6 minutes 24 seconds)
- Civilianization of all work
- Quality assurance support
- Automated audit records
- Reduced staffing pressures (From 17 FTEs to 11 FTEs)

FURTHER WORK



- Encourage customers to complete online
- Find solution for under 18 applicants
- Educate all employers / organizations on advantages of online application
- Complete work on online application improvements
- Achieve new standard for service for walk-in customer: 20 minute wait time 80% of the time

FEE STRUCTURE BACKGROUND



- Volunteers: No Charge
 - § Approach carried forward from 1995 amalgamation of Police Services
- Employment in non-profit sector : Reduced Fee
 - § 2003 decision in response to new requirement under Criminal Records Act
 - § Board acknowledged limited “ability-to-pay” of non-profit employers
- Employment in other sectors: Full Cost Recovery

CURRENT FEE STRUCTURE

LEARN Guidelines	Employment	Volunteer	Volume
Level 1 – Police Criminal Record Check	\$50	\$0	12,590
Level 2 – Criminal Records and Judicial Matters	\$15	\$0	3,393
Level 3 – Police Vulnerable Sector Check	\$15	\$0	53,824
Express Surcharge	\$42		19.5%
Out-of-jurisdiction	\$42		0.6%

FULL COST RECOVERY

§ Volume 75,000

Cost Item	Amount
Total direct costs	\$2,700,000
Overhead	\$2,025,000
Total Cost to Recover	\$4, 725,000

Avg. cost = \$63 / transaction

Interpretation of the Municipal Act:

To be a valid fee, it is generally regarded that there must be a reasonable relationship between the fee or charge and the cost to deliver the service for which it is imposed.

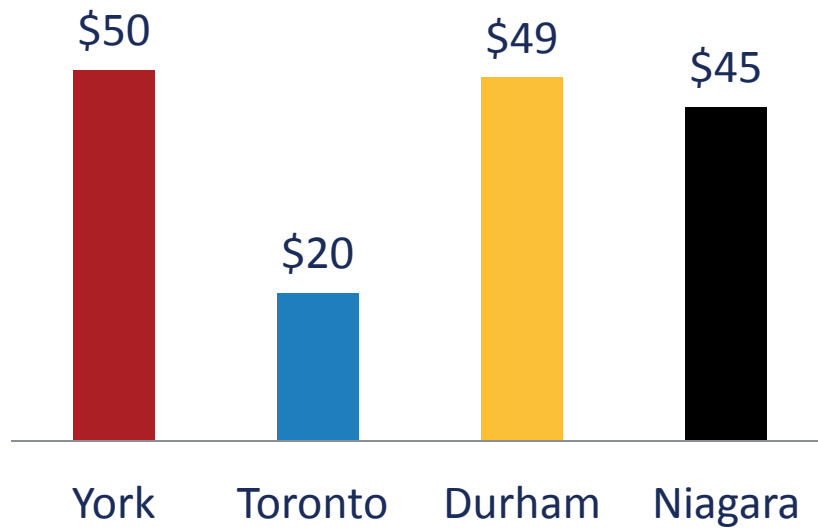
FEE STRUCTURE OPTIONS

Options:	Fee for Employment	Fee for Volunteer	Total Revenue*
A: Status Quo	\$90	\$0	\$4.7M
B: Volunteer Pays	\$85	\$10	\$4.7M
C: Volunteer Pays	\$80	\$20	\$4.7M
D: Volunteer Pays	\$75	\$25	\$4.6M
E : Equal Pay	\$63	\$63	\$4.6M
F: Market Rates	\$50	\$50	\$3.5M

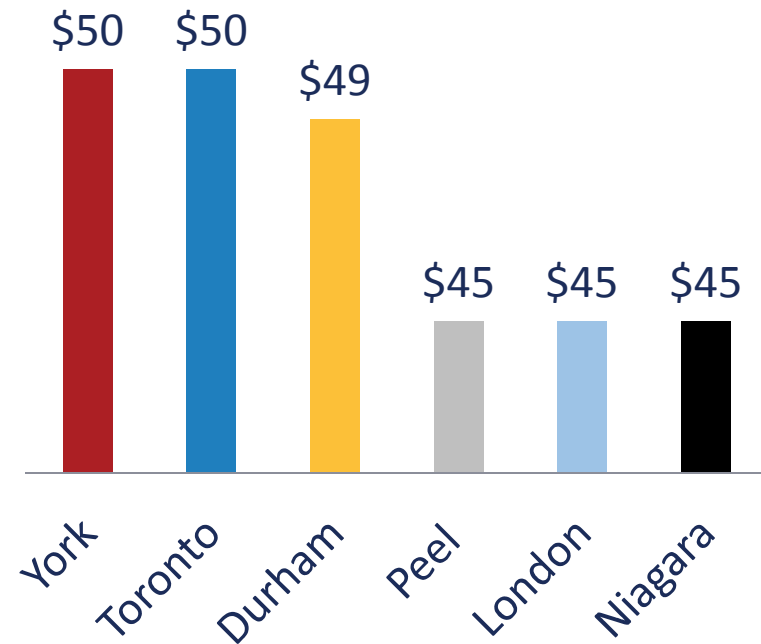
* Revenue based upon 2017 volumes

MUNICIPAL POLICE COMPARISON: EMPLOYMENT

Level 1

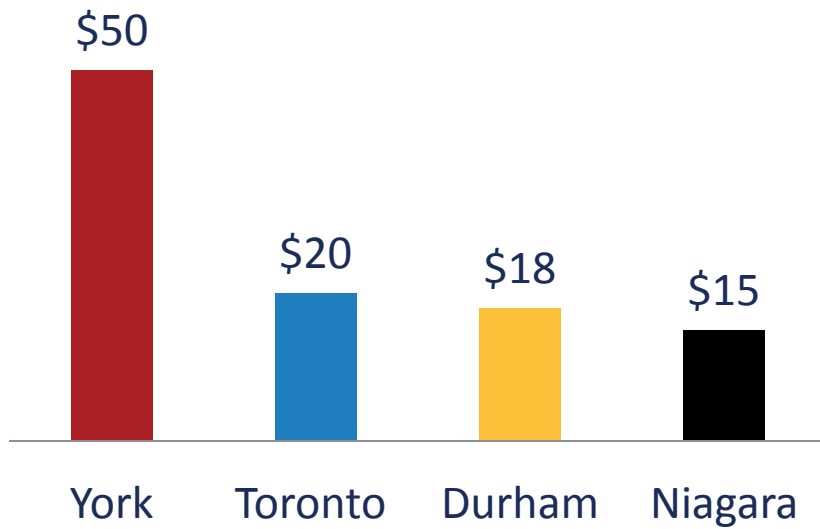


Level 3

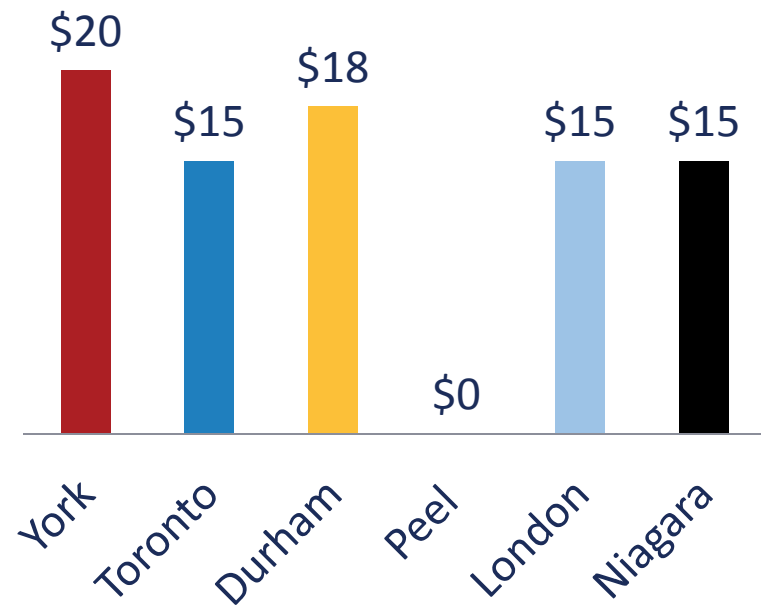


MUNICIPAL POLICE COMPARISON: VOLUNTEER

Level 1



Level 3



OTHER SERVICE PROVIDERS

- Several private companies licensed to offer limited background checks in Ontario
- Only licensed for Level 1 - Criminal Records Check
- Costs range from \$55 to \$59
- Only Police Services can provide Level 2 and Level 3
- Level 3 - Vulnerable Sector checks are the most requested checks.

NEXT STEPS

- Present to FAC May 2018
- Table options with the Board May 2018
- Consultations June 2018
- Recommendations presented to Board July 2018
- Implementation August 1, 2018