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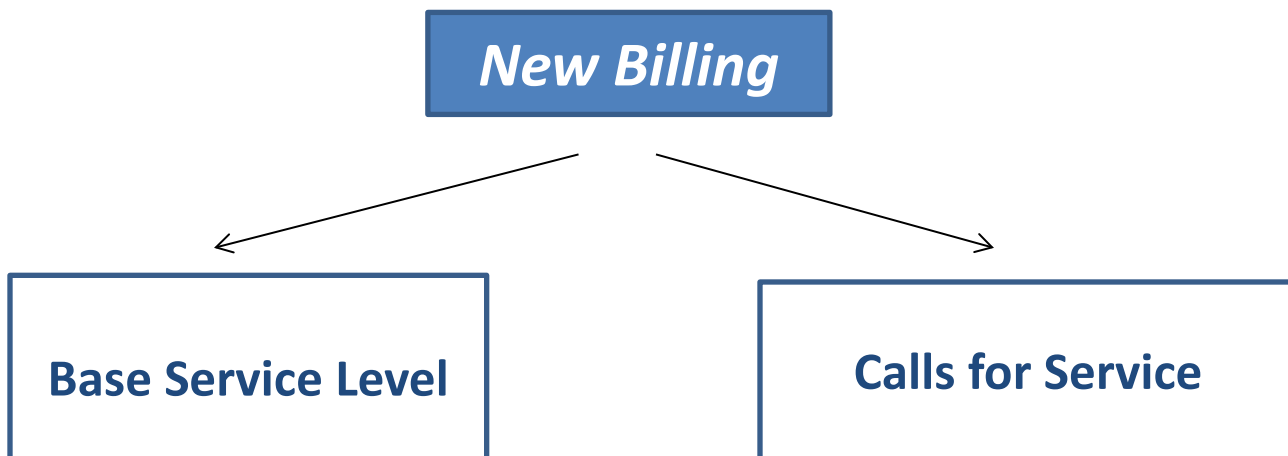
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Frequently Asked Questions - Billing Review

Q: In a nutshell, what does the new billing model look like?

A: The proposed billing model would use a standard per household cost for Base Services that would be charged consistently to OPP-policed municipalities. Calls for Service would be an additional variable cost based on frequency and type of Calls for Service in any given municipality. “Enhancements” such as dedicated frontline traffic and crime teams, community service officers etc., might also be options that a Section 10 municipality would choose to put in their contract with the Ministry.



Q: What is the rationale behind the “per household” Base Services level cost?

A: All police services require a base level of infrastructure, supervision, administration and sufficient frontline policing necessary to provide adequate proactive policing to be available to respond to emergency calls for service, and ensure the general safety and security of municipalities. There is a substantial cost associated with these legislated services and all municipalities should pay for their equitable share of these essential policing services.

Q: Is the proposed percentage breakdown between Base Services (approximately 73 per cent) and Calls for Service (approximately 27 per cent) set in stone?

A: While the proposed billing model is well developed, it is still under review and these percentages may yet change. Municipalities provided valuable feedback about the proposed changes during the recent engagement sessions and the online survey hosted by MCSCS. This information will certainly be used to refine the model and help determine the criteria for successful change and implementation. The Technical Advisory Group composed of MCSCS and OPP staff, municipal fiscal experts and representatives of municipal partners and stakeholders will be looking at the percentage breakdown question, among many others.

Q: Where can I get more detailed information about the model?

A: After the model has been further refined and reviewed by the Technical Advisory Group, more details will be provided to all OPP-policed municipalities. At any time, a municipality should feel free to contact their contract analyst with its questions.

Q: With the new model, would municipalities have more flexibility to determine the number of police officers in their community?

A: This change is about reforming the OPP billing model, not staffing deployment. The staffing process the OPP utilizes in its policing contracts is supported by a sound methodology that has been employed for the past 15 years with proven success. The OPP will continue to use its Deployment Model to determine adequate staffing and will not compromise public safety or provincial adequacy standards in contract negotiations. The OPP will continue to work with all municipalities it polices to ensure that the community receives the police service it needs.

Q: Why has the Ministry and OPP suspended the negotiation of contracts and deferred preparing costing proposals?

A: Negotiating a police service contract, with contracts typically lasting five years, would be unfair and counterproductive when the billing model may change significantly well before the end of the contract. Those municipalities wishing to continue with their existing contract with the Ministry under Section 10 of the *Police Services Act* (PSA) have been able to do so until December 31, 2014.

Q: Why has the Ministry sent notifications to a number of municipalities that contract agreements will be terminated as of December 31, 2014?

A: These notifications were made in accordance with the terms of the agreements between municipalities and the Ministry and the Province of Ontario. The development of a simplified billing model for OPP municipal policing services, intended to provide cost recovery in a fair and equitable manner, would potentially be implemented on January 1, 2015, so notifications were sent out.

Q: Will my community see any change in policing services while this review is taking place?

A: The OPP will continue to provide excellent policing services to all of its partner municipalities during any transition to a new billing model. Citizens will not see any change in the quality of police service during this period.

Q: If this goes ahead, how will it affect my municipality?

A: Potential impacts under the new model would see a shift in costs. Municipalities currently lower than \$300 per household will generally see an increase; municipalities currently higher than \$400 per household will generally see a decrease. Under the proposed model, greater fairness will be achieved across the board. The fact of the matter is that a number of municipalities have enjoyed lower policing costs for years than similar communities; one reason among others for this: being locked into a contract with an out-of-date Cost-Recovery Formula.

Q: What about cost recovery itself? Would that change?

A: Overall cost recovery for OPP-municipal policing services would not change under the proposed model because the responsibility for providing municipal policing services, and funding this service, is a municipal responsibility under Regulation 420/97 of the PSA. If the municipality chooses to use the OPP to meet this responsibility, the OPP is required to practice true cost recovery for the services it provides. Ultimately, the OPP's responsibility is to provide cost-effective services that meet the provincial standards of Adequacy and Effectiveness.

Q: If the proposed changes go through and some municipalities have to pay dramatically more than they have done historically, what will be done to mitigate this?

A: The Ministry is certainly aware of this concern. The billing review process has been designed to include the development of phase-in options that might assist municipalities during any transition period. However, it is important to realize that while some municipalities would see increases in the cost recovery for services with this proposed change, others would see decreases. Obviously those municipalities who would see their costs being adjusted downwards are eager to accelerate this process. It will be important to strike a reasonable balance in any phase-in period.

Q: When will you be able to provide more information about a municipality's individual situation?

A: Because the model is still in the development stages, the Ministry and the OPP are not in a position to release individual municipal cost details. We will continue to update municipalities on the progress of the billing review process over the next few months.

Q: What are the expected outcomes of the new billing model?

A: There are a number of expected outcomes but essentially its purpose is to work towards the recovery of policing costs in a way that is clear, fair and consistent for all who use OPP services. A new billing model will:

1. Address the 2012 Auditor General's report directing the OPP to simplify, make more transparent and address issues in its costing and billing methods that result in municipalities paying different rates.
2. Ensure all communities equitably share the cost of infrastructure, supervision, administration and frontline policing necessary to be available to respond to Calls for Service and provide adequate proactive policing.
3. Enhance transparency for municipalities.
4. Provide greater budgeting certainty for municipalities.

Frequently Asked Questions - Municipal Engagement

Q: What stage are you at in the municipal engagement process?

A: The OPP recently concluded 14 engagement sessions held throughout OPP regions. Municipalities received an overview of the new billing model and provided valuable feedback to the OPP and the MCSCS about the proposed changes. As well, municipalities have been able to provide comments through an online survey hosted by MCSCS.

Q: How many municipalities participated in the engagement sessions?

A: Approximately 229 municipalities, out of the total 324, were represented by over 500 municipal officials who attended the sessions.

Q: How did you gather input from municipalities for reforming the billing model?

A: In the spring of 2013, the OPP invited 65 randomly selected municipalities to take part in consultations to provide input on cost recovery. In addition, the OPP sent out a survey to all 324 municipalities it polices. Many mayors have also provided input to the Minister and/or the OPP at Association of Municipalities of Ontario (AMO) Annual Conferences and

other venues. The OPP Working Group was developed in March 2013, in part, to provide feedback on the proposed billing model and included representation from the Ministry of Community Safety and Correctional Services (MCSCS), Ministry of Finance (MOF), Ministry of Municipal Affairs and Housing (MMAH), AMO, the Ontario Association of Police Services Boards (OAPSB) and municipal representation.

Q: What are the next steps?

A: Analysing the feedback, making technical refinements to the billing model and developing phase-in and mitigation options are the next steps. MCSCS is convening a Technical Advisory Group composed of MCSCS and OPP staff, municipal fiscal experts and representatives of municipal partners and stakeholders who will assist in this work.