

**Ministry of Community Safety
and Correctional Services**

Private Security and
Investigative Services Branch
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**Ministère de la Sécurité communautaire
et des Services correctionnels**

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August 16, 2013

Dear Stakeholders,

I am writing to tell you about several customer service-related changes which will be taking place at the Private Security and Investigative Services Branch (PSISB) this Fall.

As you know, in partnership with ServiceOntario, the PSISB is in the process of transforming our service model. Our goal is to provide modern, high-quality customer service, in a more accessible and cost-effective manner.

On April 15, 2013, we began to accept online applications for security guard and private investigator licences, as well as employer registration. In addition to submitting an application, these clients are now able to check the status of their applications online. Callers to the customer service phone line have also experienced improved service, with greater than 90% of calls now being answered within 30 seconds.

The response to these two customer service improvements has been very positive. The percentage of online applications is increasing, and we continue to encourage applicants to apply online.

Service counter closure

Based on the success of the new online services and in an effort to deliver services in a more cost-effective manner, the PSISB service counter, located on the third floor of 777 Bay St. in Toronto, will close permanently as of 5 p.m. on Friday, September 20. This means that clients will not be able to drop off applications in person, nor will it be possible for a client to pick up their licence card in person once it has been issued.

Clients will have the option of submitting their applications online or by mail. To assist the industry through this period of transition, applicants will also be able to drop off their application at a drop box located at 777 Bay Street. This drop-off box will be available until the end of December 2013.

The PSISB will start communicating the upcoming service counter closure in the Letter of Renewal that is sent to licensees 60 days in advance of their licence expiry.

While we will also be sharing this information on our website, we encourage you to share this update with your staff and colleagues in the industry. For those of you who provide ministry-mandated training, we ask that you share this information with prospective licensees.

Assistance with the application process is available by phone and anyone seeking additional information on the application process is encouraged to visit ontario.ca/privatesecurity or call:

416-212-1650 (Toronto area)
Toll free: 1-866-767-7454
TTY: 416-212-6319

Credit card payments

As of September 20, 2013, the Private Security and Investigative Services Branch will no longer accept credit card payments for applications sent by mail. This is to ensure that we are providing our customers with the best possible service while keeping their financial information secure and protected.

Applicants submitting their application by mail can pay by a bank draft, money order (postal or bank) or certified cheque made payable to "Minister of Finance."

Credit card and debit card payments can continue to be used for applications submitted online.

Renewal notices

Starting in January 2014, clients will no longer receive renewal notices in the mail to remind them that their licence or registration is set to expire.

Those who provide an email address when submitting an application will receive an electronic reminder by email. This will help the Ontario government reduce its environmental footprint, green its operations and use fiscally responsible methods of communication.

Expiry dates are clearly printed on each licence card, agency licence certificate and employer registration certificate. Individual licences expire on the licensee's birthday and are valid for up to two years.

Upcoming service improvements

Meanwhile, we continue to make investments in online services and will share details about the following upcoming improvements in the coming months:

- 1) A digital licence (for individuals) or business registration certificate (for registered employers) for online applicants will be issued to successful applicants. Although individual licence cards will still be produced and sent to clients by regular mail, the issuance of a digital licence will minimize the number of situations in which a person is ready to work but must wait for their licence card to arrive in the mail. Likewise, registered employers that register as online users will no longer have to rely on the Ministry to mail a certificate, and will be able to simply print the certificate that will be available online.
- 2) A service standard for individuals and registered employers will be published.

- 3) In the coming months, we will begin to offer online services for agency clients.

Thank you for your continued support while we evolve our business and service delivery. I look forward to sharing details about future customer service improvements with you in the coming months.

Kind regards,

Lisa Kool
Registrar/Director
Private Security and Investigative Services Branch