



May 28, 2025

BY EMAIL

Thomas Carrique, Ontario Provincial Police (OPP) Commissioner

Ontario Provincial Police (OPP)
Crime Prevention and Community Support Bureau
Lincoln M. Alexander Building
777 Memorial Avenue
Orillia, ON L3V 7VS

Re: Response to Criminal Record Check Processing Times

At its Regular Council Meeting held on April 22, 2025, Council discussed the enclosed correspondence dated March 18, 2025, from the OPP Crime Prevention and Community Support Bureau regarding criminal record check processing times. Council of the Town of Essex supports the letter from the Essex County OPP Detachment Board - North and shares similar concerns including impacts to the hiring process due to the turnaround times for police clearances.

Council accordingly passed the following resolution:

R25-04-191

Moved By Councillor Verbeek
Seconded By Deputy Mayor Shepley

That the correspondence from the Ontario Provincial Police - Crime Prevention and Community Support Bureau dated April 10, 2025, regarding criminal cheque record processing times be received and supported; and

That a letter from the Town of Essex be sent to the Ontario Provincial Police - Crime Prevention and Community Support Bureau.

Carried



I trust you will find this satisfactory. If you have any questions or comments, please feel free to contact the undersigned.

Yours truly,

A handwritten signature in black ink, appearing to read "J. Malandruccolo".

Joseph Malandruccolo
Director, Legal and Legislative Services/Clerk
jmalandruccolo@essex.ca

Enclosure

c.c. Essex County OPP Detachment Board -North

Ontario
Provincial
Police

Police
provinciale
de l'Ontario



**Crime Prevention and Community
Support Bureau
Bureau de la prévention du crime et du
soutien communautaire**

777 Memorial Ave.
Orillia ON L3V 7V3

777, av. Memorial
Orillia ON L3V 7V3

Tel: 705 329-7680
Fax: 705 329-7593

Tél. : 705 329-7680
Télec. : 705 329-7593

File Reference: OPP-7000

March 18, 2025

Mr. Paul Sweet
Chair
Essex County OPP Detachment Board – North
917 Lesperance Road
Tecumseh ON N8N 1W9

Dear Mr. Sweet:

I am in receipt of your letter of February 19, 2025, addressed to Ontario Provincial Police (OPP) Commissioner Thomas Carrique, regarding criminal record check processing times. As Commander of the Crime Prevention and Community Support Bureau, I oversee all police record checks within OPP jurisdiction and am pleased to respond.

In June 2022, the OPP launched the centralized Online Police Record Check System in an effort to make it more convenient and accessible for the public to apply for a Police Record Check Certificate. The system is built upon an online application program provided by a third-party vendor. The information gathered is securely transmitted to the OPP Online Police Record Check Unit (OPRCU), who complete, store, and send the Police Record Check Certificate results directly to the applicant.

This system enables standardized turnaround times and ensures consistent application of policy/procedures for completing police record checks. While the OPRCU strives to complete all checks in a timely manner, many variables may contribute to delays. Once a check is initiated, various factors can affect the turnaround time. If there is an error or omission in the application, the OPRCU must reach out to the applicant. Additionally, a higher level of police record check might require more time to process as the scope of information that can be reviewed and potentially released, increases. Therefore, the time to analyze and complete increases as well.

Due to the size of the OPP's jurisdiction, the number of checks that the OPRCU receives far exceeds the number that smaller municipal police services may receive. On average the OPRCU receives 500 applications a day. We strive to achieve an average turnaround of four to five days; however, when we receive an influx at peak times throughout the year, these numbers can increase to 1,700 applications a day, which causes an increase in turnaround times. The surge in numbers is experienced by all police services who face similar delays in service delivery.

Mr. Paul Sweet
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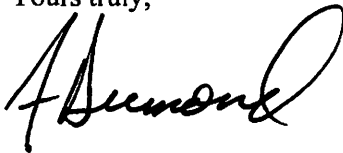
To ensure fairness and transparency to all, the OPP does not offer an expedited service for an additional fee. Checks are processed in the order they are received, and current turnaround times are published on the application website weekly.

While the service of providing Police Record Check Certificates is not a core policing function, we recognize the importance of providing timely service and the potential impact to the public that increased timelines can cause. I assure you that the OPRCU endeavours to provide a timely service to the members of the public in our jurisdiction to the best of our ability. We continuously explore ways to streamline and improve our processes including hiring on call members and holding periodic overtime blitzes in the unit.

Should you have any further questions, please contact the OPRCU directly at OPP.OPRC.Unit@opp.ca.

Thank you for your correspondence. I appreciate the opportunity to respond.

Yours truly,

A handwritten signature in black ink, appearing to read 'Jon Dumond', written in a cursive style.

Jon Dumond
Chief Superintendent
Commander
Crime Prevention and Community Support Bureau