



Thomas Carrique

Commissioner Le Commissaire

File #: OPP-7900

July 29, 2025

Ms. Sarah Johnson
Deputy Clerk
Municipality of Brockton
10 Scott Street
PO Box 68
Walkerton ON N0G 2V0

Dear Ms. Johnson:

Thank you for your correspondence of July 17, 2025, regarding resolution 25-15-19 made by the Municipality of Brockton, dated July 15, 2025, in relation to Ontario Provincial Police (OPP) criminal record check processing times.

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

This system enables standardized turnaround times and ensures the consistent application of policies and 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 the wrong type of police record check is requested or there is an error or omission in the application, the OPRCU must reach out to the applicant and await a response before continuing. Additionally, a higher level of police record check requires more time to process as the scope of information increases. Therefore, the time to analyze and complete the check increases as well.

Due to the size of the OPP's jurisdiction, the number of police record checks the OPRCU receives far exceeds that of smaller municipal police services. On average, the OPRCU receives 500 applications daily. The OPRCU strives to achieve an average turnaround of four to five days; however, during peak times throughout the year, the number of daily applications can increase to 1,700, which impacts turnaround times. The surge in applications is experienced by all police services, which face similar delays in service delivery.



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

The OPP recognizes the importance of providing timely service and the potential impact of delays. I assure you that the OPRCU endeavours to provide a timely service to the best of its ability within our jurisdiction. The OPP continuously explores ways to streamline and improve processes, including hiring on-call members and holding periodic overtime blitzes in the unit. The OPRCU will be undertaking an operational performance review to explore increased efficiencies in an effort to improve timelines.

The OPRCU regularly provides community engagement and outreach to agencies to provide education and guidance on the *Police Record Checks Reform Act* and applicable legislative requirements, with the objective of mitigating errors in application submissions.

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

The OPP is committed to providing effective, professional service to our communities. Thank you again for writing.

Yours truly,

A handwritten signature in black ink, consisting of several overlapping loops and a final horizontal stroke.

Thomas Carrique, C.O.M.

c: Provincial Commander, Field Operations
Commander, Crime Prevention and Community Support Bureau