

**Essex County OPP Detachment Board - North
(Lakeshore, Essex, Tecumseh)**

Paul Sweet, Chair

Dave Kigar, Vice Chair

May 14, 2025

Chief Superintendent Jon Dumond
Commander, Crime Prevention and Community Support Bureau
Ontario Provincial Police
777 Memorial Avenue
Orillia, ON L3V 7V3

Dear Chief Superintendent Dumond:

Re: Criminal Record Check Online Application Process

Thank you for your correspondence of March 18, 2025 in response to our correspondence to Commissioner Carrique of February 19, 2025 regarding the long delays in the processing of online criminal record check applications. It is this Board's position that your response does little to address our concerns.

While we acknowledge the size of the OPP's jurisdiction and the high volume of applications being received, the Board also recognizes the importance of providing timely service to the community. It is the opinion of the Board that the centralized system launched in June 2022 has not made the application process more convenient and accessible and in fact, citizens are having difficulty managing the digital technology of the application process and OPP detachment staff are forced to turn away citizens who have walked in for assistance. In addition to the issues described in our initial correspondence, we are hearing from our communities that organizations are failing to thrive due to declining volunteer numbers as a result of these difficulties and delays.

The variables that you describe as contributing factors simply do not explain or justify the significant delays in overall turnaround time. As such, the Board requests that you continue to explore new ways to improve, simplify, and expedite the application process in order to provide an acceptable level of service to our citizens.

We look forward to hearing from you.

Respectfully,



Paul Sweet, Chair
Essex County OPP Detachment Board – North
(Lakeshore, Essex, Tecumseh)

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- c: OPP Commissioner Thomas Carrique
- c: OPP Chief Superintendent Dwight Thib, Regional Commander, West Region
- c: OPP Online Police Record Check Unit
- c: Superintendent Mark Loucas, Detachment Commander, Essex County
- c: Essex County OPP Detachment Board – North Webpage