



Ontario Police Arbitration and Adjudication Commission

Annual Report

Fiscal year 2025-26

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Ontario Police Arbitration and Adjudication Commission

Annual Report FY 2025-26

Message from the chair

The 2025–26 fiscal year marked a period of organizational advancement and modernization for the Ontario Police Arbitration and Adjudication Commission (OPAAC). Building on the implementation of the *Community Safety and Policing Act, 2019* (CSPA), OPAAC focused on enhancing its systems, governance, and service delivery model to support its expanded mandate.

A key milestone was the development of OPAAC's new Case Management System (CMS), the largest investment undertaken to date. Developed throughout 2025–26 and launched at the start of 2026-27, the CMS provides a modern administrative platform that improves efficiency, supports increasing caseloads, and maintains OPAAC's role as a neutral administrative body.

Throughout 2025-26, OPAAC complied with all its legislated responsibilities and accountability requirements. OPAAC met all reporting and assurance obligations under the CSPA, its associated regulations, and applicable government directives. It also met the requirements of the Memorandum of Understanding between the Solicitor General and the chair of OPAAC.

OPAAC continued to administer timely conciliation, arbitration, and adjudication services across Ontario. This was achieved through the continued dedication and professionalism of the senior manager and his team, who ensured there was no disruption in OPAAC services while system and process improvements were underway.

OPAAC welcomed new committee members and recognized those whose service had concluded. I want to acknowledge the valuable contributions of both incoming and departing committee members who support the ongoing work of OPAAC. In particular, the onboarding of Nishnawbe Aski Police Service (NAPS) representatives to OPAAC's arbitration and adjudication committees reflects OPAAC's expanded mandate and support of First Nations participation under the CSPA.

I also extend my appreciation for the contributions of OPAAC's arbitrators, conciliators, and adjudicators. Their expertise and professionalism are central to the effective administration of policing labour relations. Throughout the year, OPAAC continued to provide administrative coordination and guidance to facilitate proceedings, without interfering with the independence of decision-makers.

In accordance with statutory requirements, the commission implemented changes to its adjudicator roster during the fiscal year. O. Reg. 403/23 establishes eligibility criteria that, following a prescribed transition period i.e., after September 30, 2025, restricts current or former members of a police service from serving as adjudicators on new appointments.

OPAAC adjusted its roster accordingly and continues to monitor application volumes to assess whether future recruitment is necessary.

OPAAC remains committed to administering its responsibilities in a neutral, transparent, and effective manner. On behalf of OPAAC, I sincerely thank the Solicitor General, Deputy Solicitor General, OPAAC vice-chair, committee members, the senior manager and his team for their continued support.

Sig M. Walter
OPAAC Chair

Executive summary

For the 2025–26 fiscal year, OPAAC outlined the following strategic objectives:

- To ensure the effective and timely delivery of professional conciliation, arbitration and adjudication services.
- To monitor the list of conciliators, register of arbitrators and roster of adjudicators as per the CSPA.
- To keep the Deputy Solicitor General and Solicitor General informed about important emerging labour relations and discipline issues in policing.
- To foster harmonious labour relations.

During the fiscal year OPAAC received 60 new conciliation matters, 14 new arbitration cases, four Transitional *Police Services Act* (PSA) appeals and 77 new adjudication cases. Including carryover files from previous years, OPAAC managed a total caseload of 244 files across conciliation, arbitration, adjudication and PSA appeals. (See **Appendix 1** for a summary of these activities).

As police discipline adjudication and PSA transitional appeals were added to OPAAC's mandate, beginning in fiscal year 2024–25, historical trend data for these areas remains limited. In fiscal year 2025–26, OPAAC processed 155 new files across conciliation, arbitration, adjudication and PSA transitional appeals, compared with the 10-year average of 212 total new and carryover files shown in **Appendix 2**.

To support effective dispute resolution across Ontario's policing sector, OPAAC maintains a list of experienced conciliators, a register of professional arbitrators and a roster of qualified adjudicators.

With the support from Police Governance Ontario (formerly known as the Ontario Association of Police Service Boards), the Police Association of Ontario and the Ontario Association of Chiefs of Police, the chair and vice-chair convened five meetings across the arbitration and adjudication committees. These meetings supported the effective management of OPAAC's list, register and roster and were critical for the advancement of processes and procedures aimed at fostering constructive engagement and harmonious labour relations among policing stakeholders. The chair and vice-chair conducted these meetings with a clear understanding that OPAAC will not interfere with the decision-making process.

The OPAAC chair is required to, and held, two meetings per year with the Solicitor General and additionally held four meetings with the Deputy Solicitor General. OPAAC also conducted quarterly risk assessments to identify key risks and mitigation strategies, supporting informed oversight and regular engagement with senior leadership.

OPAAC's budget for the 2025–26 fiscal year was \$6,655,700. OPAAC operated under budget, aligning expenditures with actual case file activity and exercised disciplined expenditure management within its approved resources.

Please see the financial report section for additional information.

Mandate

OPAAC is a non-board-governed agency which aims to ensure the fair and impartial administration of labour relations grievances, budget disputes, and police discipline adjudications. OPAAC administers independent conciliation, arbitration, and adjudication services to police associations, police service boards, and police services across the province. OPAAC's primary responsibilities include:

- Promotion of harmonious labour relations in the policing community
- Provision of conciliation services prior to arbitration
- Administration of the mediation/arbitration process for police contract bargaining disputes (interest disputes), and rights grievances
- Administration of adjudication services
- Assisting parties in negotiating a voluntary collective agreement
- Maintaining records and sponsoring the publication and distribution of information regarding collective agreements, merit adjudication orders, and arbitration awards

OPAAC carries out its mandate delivering timely, professional and effective services aligned with the CSPA and the objectives of the Ministry of the Solicitor General.

Legislative authority

The legislative authority of OPAAC is set out in Part IX of the CSPA. The statutory responsibilities are set out specifically in subsections 147 (4) and 148 (2) of the CSPA as follows:

OPAAC has the following responsibilities:

1. Selecting the members of, and maintaining, a register of arbitrators who are available for appointments to conduct arbitrations under Part XIII
2. Selecting the members of, and maintaining, a roster of adjudicators who are available for appointments to hold hearings under the CSPA and regulations

3. Assisting arbitrators and adjudicators appointed by the commission chair with administrative arrangements in connection with arbitration and adjudication hearings
4. Fixing the fees of arbitrators appointed by the commission chair under section 229
5. Sponsoring the publication and distribution of information about agreements, arbitrations, and adjudications under this act
6. Maintaining records of agreements, decisions and awards made under Parts XII and XIII
7. Any other prescribed responsibilities. 2019, c. 1, Sched. 1, s. 147 (4)

OPAAC is also subject to the following:

- *Accessibility for Ontarians with Disabilities Act, 2005* (AODA)
- *Occupational Health and Safety Act, 1990* (OHSA)
- *Freedom of Information and Protection of Privacy Act, 1990* (FIPPA)
- *Public Service of Ontario Act, 2006* (PSOA)
- Ontario's *Human Rights Code*
- All other applicable laws as well as Ontario government policies and directives including the Agencies and Appointments Directive (AAD)

Guiding Principles

- **Accountability:** Provincial agencies deliver public services and are accountable to the government through the responsible Minister.
- **Responsiveness:** Provincial agencies align their mandate and operations with government priorities and direction.
- **Efficiency:** Provincial agencies use public resources efficiently and effectively to carry out their mandates, as established by their respective constituting instruments. They operate in a cost-effective manner and pursue efficiencies throughout the agency's service delivery and administration.
- **Sustainability:** Provincial agencies operate in a way that their current form is sustainable over the long-term while delivering a high standard of service to the public.
- **Transparency:** Good governance and accountability practices for provincial agencies are complemented by transparency in the form of public posting of governance and accountability documents including the business plan, annual report, MOU and expenses information.

Role of OPAAC

The Ontario Police Arbitration Commission (OPAC) was established in 1972 to support the timely and effective resolution of labour relations and collective bargaining disputes involving police associations and police service boards in Ontario. Effective April 1, 2024, OPAC was renamed and continued as the OPAAC under the CSPA. OPAAC's mandate was expanded to include the administration of police discipline adjudications for municipal police services, the Ontario Provincial Police, and First Nations police services that have opted into the CSPA pursuant to section 32. OPAAC also administers conciliation and arbitration services to participating First Nations police services and administers the resolution of municipal budget disputes involving police service boards, municipalities, First Nations police services that have opted into the CSPA, and the Minister.

There are six conciliation and arbitration dispute categories:

1. Rights disputes involve the interpretation, application, administration or alleged violation of an existing collective agreement or arbitral award
2. Interest disputes involve amendments to an existing collective agreement or establishing terms for a new collective agreement
3. Duty of Fair Representation (DFR) grievances by individual association member officers who may not file a DFR against a police service board.
4. Municipal Budget disputes involve the joint application to OPAAC by the municipal board and municipality to determine their operating budget through conciliation, or arbitration
5. First Nations Budget disputes involve the joint application by the minister and the First Nations board to determine their operating budget
6. Part XIII Complaint involve an allegation to inquire into a complaint of an alleged contravention of Part XIII: Labour Relations

In addition to the above, there are six more arbitration dispute categories totaling 12 arbitration file types:

7. First Nations Severance Pay disputes deal with severance issues arising from the abolition or reduction of a First Nation police service
8. Severance Pay disputes deal with severance issues arising from the abolition or reduction of a police service
9. The Ontario Provincial Police (OPP) Detachment Budget disputes involve the application by the affected municipality and/or OPP detachment board to determine their operating budget

10. Reprisal disputes involve the alleged complaint that a member or former member of a police service or special constable employed or formerly employed by a special constable employer suffered retaliation or threatened retaliation pursuant to section 190 of the CSPA
11. Membership and Status disputes involve the decision to determine whether a person is subject to Part XIII of the CSPA as a police service member employed by a police service board, or whether a person is a senior officer or whether a person is prohibited from being a member of a police association because of section 220 of the CSPA
12. Request to Separate Interest Bargaining disputes involve the alleged disagreement whether bargaining, conciliation and arbitration should be carried on with more than two categories within a police service (apart from senior officers)

There are seven adjudication categories:

1. PSA Appeals are transitional appeals formerly handled by the Ontario Civilian Police Commission (OCPC) pursuant to section 87 of the PSA
2. Challenges to disciplinary measures imposed by a chief of police including suspensions, forfeiture of pay, reprimands and other permitted disciplinary measures of a police officer for misconduct or unsatisfactory work performance
3. Demotion/Termination of a Police Officer involves the application to demote or terminate a police officer
4. Demotion/Termination of a Police Chief or Deputy Police Chief involves the application to demote or terminate a police chief or deputy police chief
5. Demotion/Termination of the Commissioner or Deputy Commissioner involves the application to demote or terminate the commissioner or deputy commissioner
6. Record Expungement involves the application to prevent the expungement of a disciplinary record past 2 or 5 years
7. Suspension Without Pay or SWOP involves the application to appeal a decision to impose suspension without pay on an officer

In accordance with the CSPA, the chair appoints conciliators and mediator/arbitrators to resolve labour relations and budget disputes. The chair also appoints adjudicators to hear and adjudicate police officer disciplinary cases.

OPAAC does not influence, nor interfere with, the conciliation, arbitration or adjudication processes.

Composition of OPAAC

In accordance with subsection 147 (5) of the CSPA, OPAAC is composed of the following:

- a chair
- vice-chair(s)
- members of an Arbitration Committee
- members of an Adjudication Committee
- members of other committees as may be prescribed

In accordance with O. Reg. 403/23 of the CSPA, the arbitration committee consists of the following:

- Four members appointed by the Solicitor General on the recommendation of a police association or an organization representing police associations, including one member representing First Nations police associations. Four members appointed by the Solicitor General on the recommendation of a police service board or an organization representing police service boards, including one member representing First Nations police service boards. The commission chair, as the chair of the committee
- The vice-chair, who acts as chair in the chair's absence

In accordance with O. Reg. 403/23 of the CSPA, the adjudication committee consists of the following:

- Four members appointed by the Solicitor General on the recommendation of a police association or an organization representing police associations, including one member representing First Nations police associations.
- Four members appointed by the Solicitor General on the recommendation of a chief of police, including the OPP Commissioner, or an organization representing chiefs of police, including one member representing First Nations chiefs of police.
- The commission chair, as the chair of the committee
- The vice-chair, who acts as chair in the chair's absence

2025-26 OPAAC members

OPAAC chair

Sig Walter: January 18, 2026 to July 17, 2027; tenure since January 18, 2024

OPAAC vice-chair

Richard Stubbings: February 1, 2026 to July 30, 2027; tenure since: February 1, 2024

Adjudication committee

- Representing police associations:
 - Mark Baxter: September 15, 2025 to September 14, 2027; tenure since: January 31, 2024
 - Clayton Campbell: December 4, 2024 to December 3, 2026
 - Kip Mckenzie: September 16, 2025 to September 15, 2027
 - David Sabatini: December 19, 2025 to December 18, 2027
 - Johnny Cerasuolo: January 31, 2024 to July 30, 2025
- Representing police chiefs and the OPP Commissioner
 - Melissa Barron: September 16, 2025 to September 15, 2027; tenure since January 31, 2024
 - Thai Truong: September 16, 2025 to September 15, 2027; tenure since January 31, 2024
 - Jason Saunders: September 16, 2025 to September 15, 2027
 - Terry Armstrong: September 16, 2025 to September 15, 2027
 - James MacSween: January 31, 2024 to July 30, 2025

Arbitration committee

- Representing police associations:
 - Mark Baxter: October 7, 2025 to October 6, 2027; tenure since January 31, 2024
 - Clayton Campbell: December 4, 2024 to December 3, 2026
 - Kip Mckenzie: December 19, 2025 to December 18, 2027
 - Tim Reparon: October 7, 2025 to October 6, 2027; tenure since January 31, 2024
- Representing police service boards
 - Jason Batise: December 19, 2025 to December 18, 2027
 - Alan Boughton: October 7, 2025 to October 6, 2027; tenure since January 31, 2024
 - Shawn Poland: October 7, 2025 to October 6, 2027; tenure since January 31, 2024
 - Patrick Weaver: October 7, 2025 to October 6, 2027; tenure since January 31, 2024

List of conciliators, register of arbitrators and roster of adjudicators

There were no new additions to the list of conciliators or register of arbitrators in fiscal year 2025-26. O. Reg. 403/23 introduced new eligibility requirements that took place following a prescribed transition period, resulting in OPAAC removing nine adjudicators, who were current, or former members of police services. OPAAC subsequently added two new adjudicators for a total roster of 25 compared to 32 in fiscal year 2024-25. All new adjudicators were voted on and approved for placement on OPAAC's roster of adjudicators by the Adjudication Committee.

Organization

Ministry of the Solicitor General

Solicitor General

Deputy Solicitor General, Community Safety (reports to the Solicitor General)

Assistant Deputy Minister/Chief Administrative Officer (ADM/CAO), Corporate Services Division (reports to the Deputy Solicitor General, Community Safety)

Ministry staff reporting to the ADM/CAO, providing support to the commission:

Senior manager

- One lead
- One issues management advisor
- One senior program and research advisor
- One business and finance analyst

Program manager (reports to the senior manager)

- Six conciliation services assistants

Arbitration and adjudication commission

Commission chair (reports to the Solicitor General)

Commission vice-chair (acts in the place of the OPAAC chair if the OPAAC chair is absent or unable to act and performs tasks as delegated by the chair)

Adjudication committee: eight committee members (report to the chair)

- Three committee members representing police associations.
- One committee member representing First Nations police associations.

- Three committee members representing chiefs of police including the OPP Commissioner.
- One committee member representing First Nations chiefs of police.

Arbitration committee: eight committee members (report to the chair)

- Three committee members representing police associations.
- One committee member representing First Nations police associations
- Three committee members representing police service boards.
- One committee member representing First Nations police service boards.

Financial report

Fiscal year 2025-26 budget

Fiscal year 2025-26	Budget	Actuals	Variance
Salaries & Wages	\$1,046,500	\$764,643	\$281,857
Benefits	\$147,900	\$104,685	\$43,215
Transportation & communication	\$40,000	\$10,940	\$29,060
Services	\$5,407,300	\$1,137,325	\$4,269,975
Supplies & equipment	\$14,000	\$5,512	\$8,488
Total	\$6,655,700	\$2,023,105	\$4,632,595
Recoveries	-	(\$73,097)	-
Total less recoveries:	\$6,655,700	\$1,950,008	\$4,705,692

Note: The agency recovers certain costs associated with administering legislated services, as authorized by applicable legislation and regulations.

Services breakdown:

Fiscal year 2025-26	Budget	Actuals	Variance
Other services	\$3,500,000	\$500,899	\$2,999,101
Conciliation services	\$150,000	\$66,473	\$83,527
Arbitration services	\$300,000	\$99,895	\$200,105
Adjudication services	\$1,457,300	\$470,058	\$987,242
Total:	\$5,407,300	\$1,137,325	\$4,269,975

OPAAC's approved 2025-26 budget was \$6,655,700. Actual expenditures were \$2,023,105, which when adjusted by net recoveries of \$73,097, resulted in a surplus of \$4,705,692. This variance is largely attributable to the following factors:

- Lower than expected adjudication application volumes, unexpected settlements, as well as longer than anticipated timelines for some cases, with certain adjudication matters extending across fiscal years.
- The OPAAC Case Management Modernization Project was completed below the originally approved project budget.
- Salary and Wage expenditures not fully realized due to employee departures and deferred recruitment activities.

Appointee remuneration

Total remuneration for all committee appointees for the 2025-26 fiscal year was \$221,666.

Appointee	Total Annual Remuneration	Per Diem Remuneration Rate
Sig Walter, chair (part-time)	\$118,296	\$744
Richard Stubbings, vice-chair (part-time)	\$99,594	\$583
Mark Baxter, member (part-time)	\$1,888	\$472
Alan Boughton, member (part-time)	\$472	\$472
Shawn Poland, member (part-time)	\$472	\$472
Tim Reparon, member (part-time)	\$472	\$472
Patrick Weaver, member (part-time)	\$472	\$472
John Cerasuolo, member (part-time)	\$0	\$472
Clayton Campbell, member (part-time)	\$0	\$472
Melissa Barron, member (part-time)	\$0	\$472
James MacSween, member (part-time)	\$0	\$472
Thai Truong, member (part-time)	\$0	\$472
Terry Armstrong, member (part-time)	\$0	\$472
Kip McKenzie, member (part-time)	\$0	\$472
Jason Batise, member (part-time)	\$0	\$472
Jason Saunders, member (part-time)	\$0	\$472
David Sabatini, member (part-time)	\$0	\$472
Total:	\$221,666	

Note: Receipt of per diems are voluntary and may be declined. Employees of the Ontario Public Service are not eligible to receive per diems.

Overview of programs and activities

Conciliation services

Where parties are unable to resolve issues through discussion or negotiation, an application may be submitted to the OPAAC chair for the appointment of a conciliator under the CSPA. An impartial conciliation officer is assigned to assist the parties in resolving or narrowing outstanding bargaining issues or collective agreement interpretations. If conciliation does not result in an agreement, either party may request that unresolved matters proceed to arbitration. The conciliation process is intended to support mutually acceptable outcomes and, where possible, avoid the cost and time associated with arbitration. OPAAC continues to use the services of three experienced conciliators, whose availability allows for same-day meetings to accommodate multiple conciliation matters.

2025-26 conciliation highlights:

- 60 new applications for conciliator appointments
- 91 conciliation files were handled in total, including carryover from previous years

Including carryover files, conciliation activity in fiscal year 2025–26 remained below OPAAC’s 10-year average of 145 cases per year. OPAAC received 60 new conciliation requests in 2025–26, compared with 68 in the previous fiscal year. With 31 carryover files from 2024–25, the total number of conciliation files handled in 2025–26 was 91. A detailed summary of conciliation activity, including file categories and outcomes, is provided in **Appendix 1**, and the 10-year activity summary is provided in **Appendix 2**.

Arbitration services

If conciliation does not resolve the dispute and the parties are unable to agree on a joint arbitrator appointment, either party may request that the OPAAC chair appoint an arbitrator under the CSPA.

2025-26 arbitration highlights:

- 14 new applications for arbitrator appointments
- 43 arbitration files were handled in total, including carryover from previous years

Arbitration activity in fiscal year 2025–26 remained below OPAAC’s 10-year average of 57 files. OPAAC received 14 new arbitration requests in 2025–26, compared with 12 in the previous fiscal year. With 29 carryover files from prior years, the total number of arbitration files handled in 2025–26 was 43. A detailed summary of arbitration activity, including file categories and outcomes, is provided in **Appendix 1**, and the 10-year activity summary is provided in **Appendix 2**.

Adjudication services

Where a disciplinary hearing is required, an application may be submitted to the commission chair for the appointment of one or more adjudicators to conduct the hearing in accordance with the CSPA and its regulations.

2025-26 adjudications highlights:

- 77 new applications for adjudicator appointments
- 99 adjudication files were handled in total, including carryover from previous years

In fiscal year 2025–26, OPAAC received 77 new adjudication requests and handled a total of 99 adjudication files, including 22 carryover files from 2024–25. As police discipline adjudication is a relatively new addition to OPAAC’s mandate under the CSPA, there is limited historical data available for comparison. A detailed summary of adjudication activity, including file categories and outcomes, is provided in **Appendix 1**.

2025-26 Transitional *Police Services Act* appeal (PSA) highlights:

- 4 new Transitional PSA appeal applications

Eleven transitional PSA appeal files were handled in total, including seven carryover files from 2024–25. As transitional PSA appeals are new to OPAAC’s mandate, there is limited historical data available for comparison. A detailed summary of Transitional PSA appeal activity is provided in **Appendix 1**.

Mitigation of undue labour relations strife - strategic direction

OPAAC continues to use its statistical database to monitor how frequently police services, police associations, individuals employed by police services, and the Solicitor General apply for conciliation services or for the appointment of arbitrators or adjudicators. Where analysis identifies unusual patterns or statistically significant increases in application volumes, OPAAC shares its observations with committee members and the organizations they represent. Subject to discussions with committee members, the chair may subsequently write to a police service and police association to offer the commission’s assistance if the workplace parties mutually agree.

Distribution of labour relations information

The commission provides stakeholders and the public with accessible information about its mandates and services. OPAAC’s website (<https://www.policearbitration.gov.on.ca/>) posts historical arbitration and adjudication decisions making them publicly available and sets out OPAAC’s policies, procedures and accountability documents for stakeholders, legal counsel, and labour relations professionals. These materials, including awards, summaries, and agreements are available for research and reference. OPAAC’s website complies with the

[Accessibility for Ontarians with Disabilities Act, 2005](#), and remains compliant with regulatory requirements.

Performance measures – fiscal year 2025-26

The following performance measures outline results in relation to OPAAC's core business functions and service delivery objectives. Average response times are measured from receipt of application to first contact.

1. Core business function: conciliation

The expectation is that every application is acknowledged within the same business day, apart from complex applications that require further interpretation or direction from the chair.

The results indicate that OPAAC's average response time in 2025–26 was **1.0 day** and consistent with the five-year benchmark of **1.0 day**. OPAAC continued to prioritize timely service delivery.

Objective	Outcome statement	Measure	Result achieved
Ensure timely delivery of professional services by qualified conciliators	Efficient delivery of administration services to support the conciliation caseload	At or below the previous five-year average number of days to respond from receipt of application to first contact of 1.0 day	Average number of days to respond from receipt of application to first contact: 1.0 day

2. Core business function: arbitration

As with conciliation, every application for arbitration is acknowledged within the same business day, apart from complex applications that require further interpretation or direction from the chair.

The results indicate that the commission's average response time in 2025-26 was **1.3 days**, slightly higher than the five-year benchmark of **1.0 day**. This modest increase is attributed to internal workload adjustments required during the commission's transition from the PSA to the CSPA. The commission continues to prioritize timely service delivery.

Objective	Outcome statement	Measure	Result achieved
Ensure timely delivery of professional services by qualified mediator/arbitrators	Efficient delivery of administration services to support the arbitration caseload	At or below the previous five-year average number of days to respond from receipt of application to first contact of 1.0 day	Average number of days to respond from receipt of application to first contact: 1.3 days

3. Core business function: adjudication

In fiscal year 2025–26, OPAAC’s average response time from receipt of application to first contact for adjudication files was **1.0 day**.

Objective	Outcome statement	Measure	Result achieved
Ensure timely delivery of professional services by qualified adjudicators	Efficient delivery of administration services to support the adjudication caseload	Average response time from receipt of application to first contact	Average number of days to respond from receipt of application to first contact: 1.0 day

4. Core business function: transitional PSA appeals

In fiscal year 2025–26, OPAAC’s average response time from receipt of application to first contact for transitional PSA appeal files was **1.0 day**.

Objective	Outcome statement	Measure	Result achieved
Ensure timely delivery of services for legacy transitional PSA appeal files	Efficient delivery of administration services to support the transitional PSA matters caseload	Average response time from receipt of application to first contact	Average number of days to respond from receipt of application to first contact: 1.0 day

5. Core business function: maintain and distribute information & research materials

In fiscal year 2025–26, OPAAC experienced website stability issues that affected its ability to reliably track performance metrics. While all decisions and awards were published on average within 10 business days of receipt, accurate measurement data could not be consistently captured and is therefore reported as unavailable. The Commission is undertaking a website

modernization initiative that will improve system stability and performance monitoring capabilities.

Objective	Outcome statement	Measure	Result achieved
Improve stakeholder accessibility to the application process	Enhanced access to information on the commission's website	At or below the previous five-year average number of days for new awards and decisions to be published on the commission website from receipt of summary of 1.0 day	Data unavailable due to system issues

Appendix 1 - Activity summary: fiscal year 2025-26

Conciliation activity summary

Results from conciliation appointments	Conciliation files processed	Rights grievances	Interest disputes	Duty of fair representation	Severance pay
Carryover of files from 2024-25	31	24	6	1	0
New conciliation requests 2025-26	60	48	2	10	0
Total conciliation files:	91	72	8	11	0

Conciliation file outcomes in 2025-26

File outcomes	Total
Withdrawn	17
Resolved	15
Unresolved	20
On Hold	9
In progress	30
Total files handled:	91

Arbitration activity summary

Results from arbitration appointment	Arbitration files processed	Rights grievances	Interest disputes	Duty of fair representation	Severance pay	Membership and Status	Reprisals
Carryover of files from 2021-22	3	2	0	1	0	0	0
Carryover of files from 2022-23	5	3	0	2	0	0	0
Carryover of files from 2023-24	11	10	0	1	0	0	0
Carryover of files from 2024-25	10	9	0	1	0	0	0
New arbitration requests 2025-26	14	5	2	5	0	1	1
Total arbitration files	43	29	2	10	0	1	1

Arbitration file outcomes in 2025-26

Outcomes	Total
Dismissed	2
In progress	33
Final awards delivered	2
Mediated settlement	0
Withdrawn	4
Agreed to own arbitrator	0
Settled prior to arbitration	2
Total files handled:	43

Adjudication activity summary

Results from adjudication appointments	Adjudication files processed	Demotion or termination of a police officer	Demotion or termination of a police chief or deputy police chief	Demotion or termination of the commissioner or deputy commissioner	Records expungement	Challenges to disciplinary measures imposed by the chief of police	SWOP
Carryover of files from 2024-25	22	19	0	0	0	2	1
New adjudication requests 2025-26	77	58	0	0	0	17	2
Total adjudication files:	99	77	0	0	0	19	3

Adjudication file outcomes in 2025-26

File outcomes	Total
Dismissed	2
Settlement	24
In progress	55
Withdrawn	18
Total files handled:	99

Transitional PSA appeal activity summary

Results from transitional PSA appeal appointments	Transitional PSA appeal files processed
Carryover of files from 2024-25	7
New appeal requests 2025-26	4
Total transitional PSA appeal files:	11

Transitional PSA appeal file outcomes in 2025-26

File outcomes	Total
In progress	6
Dismissed	4
Withdrawn	1
Total files handled:	11

Appendix 2 - Activity summary: 10-year overview

Conciliation files

Categories	16-17	17-18	18-19	19-20	20-21	21-22	22-23	23-24	24-25	25-26	Average
New conciliation applications	84	131	70	100	234	93	52	61	68	60	95.3
Rights grievances	72	118	62	83	228	87	49	56	58	48	86.1
Interest disputes	7	9	3	11	2	0	1	1	8	2	4.4
Duty of fair representation (DFR)	5	4	5	6	4	6	2	4	2	10	4.8
Severance pay	0	0	0	0	0	0	0	0	0	0	0
Total conciliation applications	115	166	104	128	268	260	132	89	94	91	144.7
Rights grievances	97	149	93	108	256	247	125	82	83	72	131.2
Interest disputes	13	13	6	13	7	3	2	2	9	8	7.6
Duty of fair representation (DFR)	5	4	5	7	5	10	5	5	2	11	5.9
Severance pay	0	0	0	0	0	0	0	0	0	0	0

Arbitration files

Categories	16-17	17-18	18-19	19-20	20-21	21-22	22-23	23-24	24-25	25-26	Average
New arbitration applications	29	23	32	20	16	30	19	23	12	14	21.8
Rights grievances	24	20	28	15	13	26	16	19	12	5	17.8
Interest disputes	1	3	3	2	2	2	0	1	0	2	1.6
Duty of fair representation (DFR)	4	0	1	3	0	2	3	3	0	5	2.1
Severance pay	0	0	0	0	1	0	0	0	0	0	0.1

Categories	16-17	17-18	18-19	19-20	20-21	21-22	22-23	23-24	24-25	25-26	Average
Membership and Status	0	0	0	0	0	0	0	0	0	1	0.1
Reprisals	0	0	0	0	0	0	0	0	0	1	0.1
Total arbitration applications	39	41	51	57	60	86	91	53	48	43	56.9
Rights grievances	30	36	45	48	49	73	78	44	40	29	47.2
Interest disputes	3	3	4	5	7	9	7	1	1	2	4.2
Duty of fair representation (DFR)	6	2	2	4	3	3	5	8	7	10	5.0
Severance pay	0	0	0	0	1	1	1	0	0	0	0.3
Membership and Status	—	—	—	—	—	—	—	—	0	1	0.1
Reprisals	—	—	—	—	—	—	—	—	0	1	0.1

Adjudication files

Categories	16-17	17-18	18-19	19-20	20-21	21-22	22-23	23-24	24-25	25-26	Average
New adjudication applications	—	—	—	—	—	—	—	—	27	77	52
Demotion/Termination of a police officer	—	—	—	—	—	—	—	—	21	58	39.5
Demotion/Termination of a police chief or deputy police chief	—	—	—	—	—	—	—	—	0	0	0
Demotion/Termination of the commissioner or deputy commissioner	—	—	—	—	—	—	—	—	0	0	0
Records Expungement	—	—	—	—	—	—	—	—	0	0	0
Challenges to disciplinary measures	—	—	—	—	—	—	—	—	4	17	10.5

Categories	16-17	17-18	18-19	19-20	20-21	21-22	22-23	23-24	24-25	25-26	Average
imposed by the chief of police											
SWOP	—	—	—	—	—	—	—	—	2	2	2
Total adjudication applications	—	—	—	—	—	—	—	—	27	99	63
Demotion/Termination of a police officer	—	—	—	—	—	—	—	—	21	77	49
Demotion/Termination of a police chief or deputy police chief	—	—	—	—	—	—	—	—	0	0	0
Demotion/Termination of the commissioner or deputy commissioner	—	—	—	—	—	—	—	—	0	0	0
Records Expungement	—	—	—	—	—	—	—	—	0	0	0
Challenges to disciplinary measures imposed by the chief of police	—	—	—	—	—	—	—	—	4	19	11.5
SWOP	—	—	—	—	—	—	—	—	2	3	2.5

Transitional PSA Appeal files

Categories	16-17	17-18	18-19	19-20	20-21	21-22	22-23	23-24	24-25	25-26	Average
New transitional PSA appeal applications	—	—	—	—	—	—	—	—	8	4	6
Total transitional PSA appeal applications	—	—	—	—	—	—	—	—	8	11	9.5

Note: OPAAC began administering adjudication matters, including CSPA adjudication applications and transitional PSA appeals, on April 1, 2024. Data for fiscal years before 2024–25 are therefore not applicable. Averages are based on the years for which data are available.

Total OPAAC Conciliation and Arbitration files over 10 years

Categories	16-17	17-18	18-19	19-20	20-21	21-22	22-23	23-24	24-25	25-26	Average
Total new applications	113	154	102	120	250	123	71	84	80	74	117.1
Total new and carryover applications	154	207	155	185	328	346	223	142	142	134	209.1

All total files handled by OPAAC in 2025-26 Comparison

Categories	Total files handled in 2024-25	Total files handled in 2025-26
Conciliation files	94	91
Arbitration files	48	43
Adjudication files	27	99
Transitional PSA appeal files	8	11
Total	177	244

Ontario Police Arbitration and Adjudication Commission
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