

Ministry of Transportation

Driver and Vehicle Services Branch

87 Sir William Hearst Avenue  
Toronto ON M3M 0B4

Ministère des Transports

Direction des services relatifs aux permis de  
conduire et à l'immatriculation

87, avenue Sir William Hearst  
Toronto ON M3M 0B4



April 02, 2025

Ontario Trucking Association  
555 Dixon Road  
Toronto, ON M9W 1H8

Mr. Stephen Laskowski and Mr. Geoffrey Wood

Re: International Registration Plan (IRP) service delivery

Thank you for your recent correspondence outlining concerns from some OTA members related to the International Registration Plan (IRP) program. We take these concerns seriously and are making every effort to address them on an urgent basis as we understand the importance and the urgency for carriers to receive their credentials back in a timely manner.

Effective March 3, 2025, International Registration Plan (IRP) service delivery has transitioned from the Ministry of Transportation to ServiceOntario, with the objective to provide more convenient service by increasing the number of locations and service agents across the province.

As part of this transition, a centralized process has been implemented that prioritizes applications based on urgency, type of transaction (e.g., new IRP plates), and submission date to minimize delays.

### **March Registration Extension**

As previously communicated, to assist in the transition, a 30-day registration extension has been provided to Ontario IRP Registered Carriers valid through April 30, 2025 for all renewals.

While the 30-day extension helps address immediate concerns related to plate renewals, we also appreciate that enhancements are necessary to best serve applications for new plates or the replacement of lost plates.

We encourage applicants to submit the applications online or by email to achieve the best outcome, and to use the recommended email subject line content to assist in flagging urgent requests.

### **ServiceOntario IRP Processing**

- Carriers may submit their IRP applications online, by email, fax, or mail/courier:
  - Online at [www.ontario.ca/page/international-registration-plan](http://www.ontario.ca/page/international-registration-plan)
  - By email at [IRPProcessing@ontario.ca](mailto:IRPProcessing@ontario.ca)
  - By fax at 416-235-3924 or 1-866-587-6771 (within Ontario)
  - By mail/courier to the attention of: IRP Processing at 447 McKeown Ave, Unit 111 North Bay, ON P1B 9S9 or 20 Dundas Street West, Floor 4, Toronto, ON M5G 2H1 (send to the closest/cost effective location)

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- **In the interim, once an application is submitted and received, applicants can expect a phone call within two business days to discuss details.**
- Fee notices will be issued once the application review has been completed. Carriers may choose to submit a Credit Card Authorization and have products sent by courier within 2 business days **or** schedule an appointment for in-person services, at one of our 16 IRP designated ServiceOntario service centres.
- **For urgent requests (replacements for lost/stolen credentials) can be flagged for review by marking the subject line as “URGENT: LOST/STOLEN REPLACEMENT REQUIRED”.**

We understand that these changes may require adjustments to your members' current processes, and we appreciate their patience. MTO and Service Ontario will continue to fine tune the process and we welcome continued feedback and open dialogue. Our goal is to enhance the efficiency and accessibility of IRP services, ultimately benefiting the transportation industry and helping to optimize the supply chain.

Should IRP applicants have any questions or require further information about their application(s), please contact the IRP Processing Team directly at [IRPProcessing@ontario.ca](mailto:IRPProcessing@ontario.ca).

Sincerely,



Dianne Oliphant  
Director  
Driver and Vehicle Services Branch