

#6 MPP BIRTH CERTIFICATE UPDATE

Date: 03/04/04



Minister's Message

Dear Colleagues:

The Office of the Registrar General (ORG) is making progress in addressing the birth certificate backlog.

Improving access to government services to create real positive change is a key priority for this government. As you know, last week in Thunder Bay, I announced funding of \$2.6 million to address the birth certificate service backlog. I am pleased to report that expedited and emergency service levels have improved.

Media coverage of the funding announcement in Thunder Bay has helped to inform citizens of the need to apply early.

The March break peak travel season is now in full swing. As a result, requests for expedited service have increased. Please note that this service is provided only with proof of urgency.

For people travelling with newborns, there may be an alternative option to explore, the Municipal Travel Letter. The FAQ below provides information on this service.

Sincerely yours,

Jim Watson, M.P.P.
Minister of Consumer and Business Services

Operational Improvements

- Total of 76 additional full-time and part-time staff hired.
- 3,445 certificates issued over five days for an average of 689 certificates per day, an increase of 36% over previous week.
- 17 person days of staff worked overtime during the weekend of February 21, 22.
- Telephone calls have dropped from 9,700 to 8,400 per day.

This data effective to Feb. 27, 2004

** Français aussi disponible*

MPP Service Desk

Phone: Toronto Office (416) 212-6499
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FAQ

Q: What are Municipal Travel Letters and how do I obtain them?

A: Municipal Travel Letters may assist parents of newborns who need to obtain a passport for their child in order to travel. They are issued by Municipal Division Registrars located in most City Halls across Ontario. The Municipal Travel Letter is currently accepted in place of a birth certificate by the Passport Office for a child who has not yet been registered. Service availability and fees vary according to municipality. There is no guarantee that all Division Registrars will be able to issue this document. Contact your local City Hall or Municipal Division Registrar in advance.