

#7 MPP BIRTH CERTIFICATE UPDATE

Date: 03/11/04



Minister's Message

Dear Colleagues:

Reducing the birth certificate backlog at the Office of the Registrar General (ORG) is a top priority for the Ministry.

I am pleased to report that our *Plan Ahead* message has been successful. The ORG is managing to handle the increase in volume of requests over the peak March Travel period while maintaining a high productivity rate.

Staff at the ORG continue to increase the number of certificates issued. As well, improvements at our call centre and new call-handling technology has resulted in a 71% decline in the number of requests to the call centre, as well as a 32% decrease in the average telephone call hold-time.

The Ministry's commitment to government service remains a key priority. In order to monitor ORG service improvements, I will soon be asking you to participate in a short questionnaire.

Thank you for your patience and support as we continue to improve access to government services at the ORG.

Sincerely yours,

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

Operational Improvements

- Total of 87 additional full-time and part-time staff hired.
- 3,608 certificates issued over five days for an average of 721 certificates per day, an increase of 4.7% over the previous week.
- 226 person-days of overtime worked during the weekend of February 28, 29.
- Total telephone calls to 1-800-461-2156 system dropped from 8,400/day to 2,426/day, a 71% decrease.
- Average hold-time for telephone calls dropped from 19 minutes to 13 minutes, a decrease of 32%.
- As of March 5, ORG staff are currently processing regular birth certificate requests from October 16, 2003.

This data effective to March 5, 2004

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FAQ

Q: What is a name change and what are the timelines?

A: There are six different ways to legally change your name in Ontario. A formal change of name for adults and children is the most requested form of name change. Currently, the processing time for name changes is between nine and ten months. Name changes cannot be issued on an expedited or emergency basis.

Q. What is the timeline for Marriage Certificates?

A: Marriage certificates can be processed through regular, expedited or emergency service. A Proof of Urgency letter is required for expedited or emergency service. Please note that a marriage certificate must be requested, as one will not be automatically issued. The processing time for marriage certificates is the same as birth certificates. The fee for a certified copy is \$22, the cost for a file-sized copy is \$15, and the emergency rate is an additional \$15.

Q. What is the timeline for Death Certificates?

A: Death certificates are processed through regular, expedited or emergency service. A Proof of Urgency letter is required for expedited or emergency service. The fee for a certified copy is \$22, the fee for a file-sized copy is \$15, and the emergency rate is an additional \$15.