

#8 MPP BIRTH CERTIFICATE UPDATE

Date: 03/18/04



Minister's Message

Dear Colleagues:

I greatly appreciate your continued patience as we work to create real positive change at the ORG.

We take your feedback very seriously. Attached to this week's Birth Certificate Update is a brief feedback form that will help my office and the ORG serve you better. Simply fax the form back to us and we will share the results with you promptly.

We will be simplifying the refund process for your constituents. Next week - attached to this newsletter - will be a simplified refund form that your constituents can complete and mail or fax to the ORG.

Shift work in Thunder Bay has been so successful that we are preparing to implement a similar expansion in Toronto as well. This initiative will begin on March 22nd.

We are now producing, on average, 734 birth certificates per day.

To those of you who attended the information session for Opposition MPPs on March 9, 2004, thank you for your time and suggestions. To those who were not able to attend I want to assure you that staff at the ORG are working hard to improve service to Ontarians.

I appreciate the opportunity to keep you informed on the progress and operational improvements at the ORG.

Sincerely yours,

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

Operational Improvements

- 3,672 certificates issued over five days for an average of 734 certificates per day.
- 173 person-days of overtime worked during the weekend of March 6th and 7th
- Notice for a second shift at the Toronto ORG Office posted March 4th, takes effect on March 22nd. Daily first shift will be 7:15 am to 3:15 pm with 15 staff. Daily second shift will be 9:30 a.m. to 5:30 p.m. with 13 staff.
- Total number of incoming calls has dropped by 60% over the previous week.
- Number of calls answered by ORG operators increased by 7%.
- As of March 12, ORG staff are currently processing regular birth certificate requests from October 24, 2003.

This data is effective to March 12, 2004

** Français aussi disponible*

MPP Service Desk

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Thunder Bay (807) 343-7445

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 may be accepted in place of a birth certificate by the Passport Office for a child whose birth 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.