

January 31, 2020

Mayor Rochefort & Councillors
Municipality of East Ferris
390 Highway 94
Corbeil, ON P0H 1K0

Dear Mayor & Councillors,

This letter is written on behalf of the Service Provider Network of private ServiceOntario offices under contract to deliver services for the Province of Ontario. We are small to medium-sized businesses located in and around your community, providing customer service to your residents for over 100 years.

The Ministry of Government and Consumer Services has had a digital-first approach under the previous Liberal and current Conservative government. The current government is moving quickly to implement these initiatives without the necessary due diligence and measured approach to ensure the survival of in-person services. As the most grassroots level of government, you understand that in-person services are essential for our residents. Not all citizens have the luxury or ready access to digital technology, and our network will still need to be in place to assist those clients and those most disadvantaged in our community.


We are looking for your support advocating with your provincial counterparts to ensure that we remain viable and able to continue to operate our offices. Cities, such as Georgetown, have already had their office close. For fifteen months, the provincial government has not been able to find a new service provider for the Georgetown/Acton area (population of 51,000) due to the uncertainty created by a stagnant compensation model that does not adequately compensate these private businesses.

Our current compensation model results in revenue generation when we complete a transaction. The model does not compensate for any of the customer services which we provide. With the push to go digital, the transactions that will be remaining will be incredibly time-consuming for which we are grossly underpaid.

Please call our local MPP(s) to ask what is being done to maintain services in our community. Municipalities cannot afford further downloading of services from the Province of Ontario and this will be a reality if the service provider network is not supported. The Municipality of Chatham/Kent (population of 105,000) had to take over the ServiceOntario office because, again, the government was not able to attract a private contractor when the previous private issuer voluntarily gave it up (he did not retire as was widely written in the media).

I would be happy to answer any questions that you may have.

Respectfully,



Teresa Miller

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