



# JOHN FRASER, MPP / DÉPUTÉ

Ottawa South / Ottawa-sud

May 21, 2020

The Honourable Lisa Thompson  
Minister of Government and Consumer Services  
College Park, 5<sup>th</sup> floor  
777 Bay St.  
Toronto, Ontario  
M7A 2J3

Dear Minister Thompson,

I am writing on behalf of several constituents who have expressed concern over the lineups and crowding taking place at several Service Ontario locations here in Ottawa. The crowding poses a risk to public health and many of the people do not need to be there as the Ministry has provided extensions for many Ontario identification and health cards as well as renewals.

I propose several measures that the Ministry should undertake immediately to not only help alleviate any inconvenience to the public but more importantly, ensure continued public health and safety.

- 1) Clearly and continually communicate through various ministries that driver's licences, health cards and renewals for plates have all been extended.
- 2) There are often line-ups outside Service Ontario locations many hours before opening, so an employee or ministry staff should be on site and in place directing members of the public how to physically distance properly and manage the line-ups as many other retailers and service providers are currently doing.
- 3) The opening hours and length of service hours are not commensurate with the volumes of people showing up for service. Please consider extending hours to help alleviate the demand and reduce line-ups to protect the public.

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Thank you for your consideration and I look forward to your response.

Sincerely,

A handwritten signature in blue ink, appearing to read "John Fraser". The signature is written in a cursive style with a large initial "J" and a long, sweeping underline.

John Fraser  
MPP, Ottawa South