

Ministry of  
Transportation

Office of the Minister

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Ministère des  
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October 20, 2016

### Sessional Paper No.P-22

P-22 Petition relating to Group Education Sessions (Sessional Paper No. 22) (Tabled by MPP McDonell, September 14, 2016)

P-22 Petition relating to Group Education Sessions (Sessional Paper No. 22) (Tabled by MPP McDonell, September 21, 2016)

#### Response:

I recognize that Ontario's seniors value their driving privileges and the independence that comes with maintaining an Ontario's driver's licence. The Ministry of Transportation is committed to assisting seniors to maintain their driving privileges while ensuring road safety.

Ministry staff strive to provide clients with the highest quality of service. Recently, the region that includes Cornwall and the United Counties of Stormont, Dundas and Glengarry, experienced higher than normal session cancellations due to unforeseen circumstances and staffing fluctuations. Seniors were contacted and advised if a session was cancelled and provided with a new date.

In cases such as this, the ministry authorizes temporary driver's licenses to seniors to allow them to continue to drive until they can attend their session. We are aware of the issues this causes and have taken steps to avoid these circumstances, including adding additional resources to limit the cancellation of sessions and reducing call wait times on our call centre. The Ministry is also looking at future business process improvements, including online booking and an email request option, to further improve our customer service.

Functional Assessment Centres are independently operated and are not a branch of the ministry. Potential vendors are required to qualify through a request for proposal and must meet mandatory criteria before being approved by the ministry – to date there have been no requests from vendors within Cornwall and the surrounding area.

Thank you for the opportunity to provide a response to your petition.

Sincerely,

Steven Del Duca  
Minister