



Town of Saugeen Shores
600 Tomlinson Drive, P.O. Box 820
Port Elgin, ON N0H 2C0

January 22, 2026

The Honourable Stephen Crawford
Ministry of Public and Business Service Delivery and Procurement
777 Bay Street, 5th Floor
Toronto, Ontario M7A 2J3

Dear Minister Crawford:

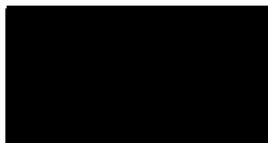
On behalf of the Town of Saugeen Shores and the Saugeen Shores Chamber of Commerce, we would like to extend our sincere thanks to you and your team for meeting with our delegation during the ROMA conference. We appreciate you taking the time to hear our concerns regarding the service levels at the 616 Port Elgin ServiceOntario location.

We appreciate your willingness to work collaboratively with the Town and the Chamber of Commerce to address the issues raised. Your openness to dialogue and partnership reflects a strong commitment to improving front-line service delivery for our residents, businesses, and visitors.

We are encouraged by the positive steps underway and look forward to continuing to work together to enhance the customer experience at the Port Elgin ServiceOntario. Please extend our thanks to everyone involved in supporting this important work.

Thank you again for your attention and partnership.

Sincerely,



Luke Charbonneau
Mayor, Town of Saugeen Shores



Jon Fee
CEO / Executive Director , Saugeen
Shores Chamber of Commerce / Service
Provider – ServiceOntario - 616 Port Elgin

