

# Ministry of Transportation

## Questions & Answers

### *International Registration Plan program transfer from Ministry of Transportation to ServiceOntario*

#### **Key Messages:**

- Effective February 3, 2025, the delivery of the International Registration Plan program (IRP) will transfer from the Ministry of Transportation to ServiceOntario.
- IRP Services will continue to be delivered at existing locations for the month of February. Effective March 3<sup>rd</sup>, 2025 IRP services will transition to 16 ServiceOntario service centres.
- The transition of these services to 16 ServiceOntario locations aligns the IRP program with other vehicle registration services, modernizing the delivery for greater efficiency, and enhancing customer service by increasing access to IRP services at more locations with fewer service interruptions.

#### **Questions and Answers:**

##### **1. What is changing with the International Registration Plan Program?**

There are no changes to the program or program requirements, only to the service delivery.

Service delivery for the International Registration Plan program is transferring from the Ministry of Transportation to ServiceOntario. As part of this change, in-person services will expand from the current 11 MTO IRP field offices, to 16 ServiceOntario centres effective March 3, 2025.

A new IRP Processing Team, will review and process IRP applications, carrier communications, and issuance of fee notices. Additionally, this team will manage applications submitted via mail or courier.

The 16 ServiceOntario centres will close transactions after carriers receive their fee notices. These centres will collect original documents, process payments, and issue credentials to carriers.

## **2. Where will carriers submit their applications?**

Until February 28, 2025, carriers will continue to submit their applications as they currently do. Starting March 3, 2025, carriers will submit all applications to the new IRP Processing Team either online, by email, fax or mail/courier.

**Email:** [IRPProcessing@ontario.ca](mailto:IRPProcessing@ontario.ca)

**Fax:** 416-235-3924, or toll free 1-866-587-6771

**Secure Fax** (Credit Card Authorization Forms Only): 416-860-8319 or toll free 1-833-377-0105

### **Mail/Courier locations:**

#### **Location 1:**

ServiceOntario  
Attention: IRP Processing – Courier Request  
447 McKeown Ave., Unit 111  
North Bay, ON P1B 7P4

#### **Location 2:**

ServiceOntario  
Attention: IRP Processing – Courier Request  
20 Dundas Street West, Floor 4  
Toronto, ON M5G 2H1

## **3. What about transactions that have already been initiated through MTO prior to February 3, 2025. Will I have to resubmit to ServiceOntario?**

Clients will not be required to resubmit their request as a result of the transition to ServiceOntario. All transactions in progress will be transferred and completed by ServiceOntario.

## **4. Will IRP Services be transferring to public and private ServiceOntario centres?**

Yes, in-person services will be available at 16 ServiceOntario locations, 5 public service centres and 11 privately operated service centres.

**5. What ServiceOntario locations will be providing in-person services?**

<b>ServiceOntario Centre</b>	<b>Address</b>
Barrie (South)	Barriergate Centre 274 Burton Ave, Unit 21 Barrie, ON L4N 5W4
Brampton (Northeast)	55 Mountainash Road Brampton, ON L6R 1W4
Brampton (South)	4 McLaughlin Rd S, Unit 8 Brampton, ON L6Y 3B2
Cobourg	Fleming Building 1005 Elgin St W, Unit 105 Cobourg, ON K9A 5J4
Concord	7880 Keele St, Unit 12 Concord, ON L4K 4G7
Etobicoke (Central)	250 Wincott Dr, Unit 19B Toronto, ON M9R 2R5
Hamilton	Ellen Fairclough Building 119 King Street W, 4th FLR Hamilton, ON L8P 4Y7
Kingston	Kingslake Plaza 1201 Division Street Kingston, ON K7K 6X4
London (Lambeth)	2295 Wharnccliffe Rd S, Unit 2 London, ON N6P 1A7
Mississauga (Streetsville)	6295 Mississauga Rd N Mississauga, ON L5N 1A5

ServiceOntario Centre	Address
North Bay	447 McKeown Ave, Unit 111 North Bay, ON P1B 7P4
Ottawa (Nepean)	1948 Merivale Rd Nepean, ON K2G 3J6
Thunder Bay	Ontario Government Building 435 James St S, Unit 113 Thunder Bay, ON P7E 6T1
Waterloo	105 Lexington Rd, Unit 16 Waterloo, ON N2J 4R7
Windsor West	Dorwin Plaza 2467 Dougall Avenue Windsor, ON N8X 1T3
Woodstock	Liberty Plaza 925 Dundas St, Unit 5A Woodstock, ON N4S 8V3

**6. Who do I contact if I have questions about an IRP transaction?**

For the month of February continue to contact the existing IRP offices.

Effective March 3<sup>rd</sup>, 2025, the IRP Processing Team will be your first point of contact for all your IRP transaction needs. IPR processing email is [irpprocessing@ontario.ca](mailto:irpprocessing@ontario.ca)

The Ministry of Transportation’s Program Office will continue to assist IRP clients with PRIO online services support.

**7. Are service standards changing?**

No, the current service standards will still apply.

**8. Will I require an appointment to receive my IRP credentials at one of the 16 ServiceOntario locations? Can I book an appointment online?**

Yes, you will need an appointment to make payment and pick-up credentials. Appointments will be scheduled through the IRP Processing Team.

**9. Will walk-in services be available for replacement transactions (cab card, plates, permits, validation stickers)?**

Applications for replacement transactions will be submitted to the IRP Processing Team for processing and a same-day appointment will be provided at one of the 16 ServiceOntario locations to complete the transaction.

**10. Is the MTO IRP Program Office moving to ServiceOntario as well?**

No, the IRP Program Office will remain with MTO and continue to provide support as it currently does.