

# The Regional Municipality of York

Committee of the Whole  
Finance and Administration  
June 15, 2023

Report of the Regional Solicitor and General Counsel

## Court and Tribunal Services 2022 Annual Report

### 1. Recommendations

Council receive this report for information.

### 2. Summary

This report provides Council with an overview of Court and Tribunal Services 2022 Annual Report (Attachment 1) as submitted to the Ministry of the Attorney General (the “Ministry”). The report includes an overview of 2022 achievements, an introduction to the 2023-2026 Court and Tribunal Services Action Plan and 2023 initiatives. This Annual Report is required under the Memorandum of Understanding with the Province of Ontario.

Key Points:

- In 2022, Court and Tribunal Services:
  - Focused on upgrading courtroom technology, creating more efficient hybrid hearings and expanding fine payment options to provide greater flexibility and convenience for court users
  - Assumed responsibility from the Province for prosecuting *Provincial Offences Act* Part III charges
  - Developed the 2023 – 2026 Court and Tribunal Services Action Plan outlining key objectives and priorities over the next four years in alignment with the Region’s 2023 to 2027 Strategic Plan
- In 2023, Court and Tribunal Services will continue to focus on increasing productivity through innovation, technology and process reform to improve accessibility and service delivery

### 3. Background

#### **Court and Tribunal Services administers the *Provincial Offences Act* program for York Region by providing Court Operations and Prosecution services**

York Region's Provincial Offences Court is a crucial part of the Provincial justice system providing administrative services to over 30 law enforcement and regulatory agencies. These include municipal bylaw enforcement, York Regional Police (YRP), Ontario Provincial Police (OPP), and other Provincial and Federal enforcement agencies operating in York Region. In accordance with the Inter-Municipal Agreement, all municipal *Provincial Offences Act* matters, including charges relating to parking, bylaw, building and fire code offences, are administered and prosecuted by York Region at the Region's expense with all revenue collected from municipal matters disbursed to the appropriate municipality.

### 4. Analysis

#### **In 2022 Court and Tribunal Services focused on staff development, transfer of Part III responsibilities from the Province to the Region, and building on technological advancements to improve operational efficiencies**

Over the past year, through various legislative, policy and technological initiatives, Court and Tribunal Services improved its organizational structure, modernized operations supporting timely access to justice and leveraged technological advancements to increase operational efficiency.

In 2022, Court and Tribunal Services' key accomplishments included:

- Successfully transferring responsibility for prosecution of *Provincial Offences Act* Part III charges from the Province to the Region. York Region's Prosecution team worked with the Ministry, YRP and OPP on a transition plan that not only well-positioned the Region to receive the transfer of Part III charges, but also enhanced service delivery of Part III charges and Regional court services.
- Upgrading courtrooms with hybrid hearing capabilities, enhancing access to justice for all court users. The hybrid approach allows for a combination of remote and in-person attendance, providing greater flexibility and convenience. Participants now have the option to attend court appearances virtually or in-person.
- Prioritizing staff training with a focus on building technical skills, resilience, and ability to flourish through change.
- Planning and preparing for implementation of the Court's Digital Roadmap, including allocating budget and resources, aligning with corporate and Provincial digital initiatives, and obtaining stakeholder support.

- Receiving Council approval in [June 2022](#) to establish a Regional Administrative Penalty Tribunal (APT) to support the shift of bylaw and camera-based enforcement from the Provincial Offences Court system to a more efficient process.
- Expanding fine payment options to include accepting payment over the phone, in addition to the existing options of online, mail, and in-person. Providing more convenient payment options is anticipated to result in an increase in timely fine payments.
- Launching the 2023-2026 Court and Tribunal Services Action Plan (the Action Plan). The Action Plan identifies concrete actions the Branch will undertake to support the Region's Strategic Plan and Branch and Department mandates, with a focus on the four priority areas described below.

**The 2023 – 2026 Court and Tribunal Services Action Plan balances delivery on Court's key mandate of providing modern, timely, and accessible justice services while supporting the advancement of community health, safety, and well-being initiatives**

Building on the success of the previous 2019–2022 Multi-Year Plan, the 2023-2026 Action Plan outlines the priorities of the Branch over the next four years. The Action Plan's foundation is grounded in advancing the Region's Strategic Plan focusing on sustaining economic growth and vitality, promoting the safety and well-being of our communities, and providing services that are accessible, equitable, and reliable. The Action Plan is structured around four priority areas:

- Inclusion
- Innovation
- Excellence in Service Delivery
- A Sustainable Justice System

The actions driving the Action Plan's priority areas are a combination of new initiatives identified by staff and those previously identified in the Court's Digital Roadmap. The Action Plan aims to improve and enhance operational efficiency by strengthening resource capabilities, streamlining processes, introducing interactive solutions, improving the accessibility of services, and creating an equitable workplace while ensuring sustainability of the court system. These actions will transition Court and Tribunal Services to a more inclusive, accessible, and efficient model that best serves the public interest and supports the Region's vision and strategic direction. To ensure timely advancement of these actions, required resources were included in Court's multi-year budget.

## **Court and Tribunal Services' 2023 key priorities will improve operational efficiencies, build on technological advancements, and continue to provide a customer-centered, timely, and efficient court user experience**

In 2023, Court and Tribunal Services' key priorities include:

- Developing an Administrative Penalty Tribunal (APT) program for bylaw and camera-based enforcement, including automated speed enforcement (ASE) and red-light camera (RLC). APT will streamline the process of administering offences and support the growth of camera-based enforcement in York Region without additional burden on Provincial Offences Courts. APT will use technology to improve the customer experience by making it easier and faster to either pay or dispute offences.
- Exploring the feasibility of establishing a Regional automated enforcement processing centre, in partnership with the Public Works Department. The processing centre will be responsible for analysing camera-based enforcement images and laying of charges. This will provide the Region with autonomy over expansion of the Regional camera-based enforcement program.
- Developing a Learning and Development Personas Program to provide staff with a training path specific to their role. This will ensure all staff have the tools they need to be successful in their role and are ready to support changes to business processes and technologies.
- Expanding virtual payment solution capabilities to support the automated payment plans program. This will streamline the payment process, reduce workload for staff, support collection of large receivables, and improve the customer experience by enabling automatic payments on a predetermined schedule.
- Conducting an efficiency review of Court and Tribunal Services' business processes to identify opportunities for process automation and improvement in workflow. This will help ensure that the Branch is well-prepared for the transition to new digital tools and technologies and can fully leverage its capabilities to drive efficiency and effectiveness as part of the Digital Roadmap.

## **5. Financial**

All financial implications directly associated with this report, including the performance measures set out herein are reflected in the 2023 Court and Tribunal Services' \$20 million gross operating expenditures budget.

## **6. Local Impact**

There is no specific local municipal impact directly associated with this report. However, the Region's Provincial Offences Courts provide court administration and prosecution related to municipal bylaws and parking matters for all nine local municipalities and supports the

administration of justice in all local municipalities and across the Region and in the Province generally.

## 7. Conclusion

This annual report provides an overview of the activities provided by Court and Tribunal Services in 2022. The 2023 key initiatives will continue to provide timely access to justice and improve the court user experience.

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For more information on this report, please contact Lisa Brooks, Director of Court and Tribunal Services, at 1-877-464-9675 ext.73209. Accessible formats or communication supports are available upon request.



Recommended by:

**Dan Kuzmyk**  
Regional Solicitor and General Counsel



Approved for Submission:

**Bruce Macgregor**  
Chief Administrative Officer

June 2, 2023

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Attachment 1 - Court and Tribunal Services Annual Report for the Year Ended December 31, 2022