



To: Committee of the Whole
Meeting Date: June 13, 2024
From: Dan Kuzmyk
Regional Solicitor and General Counsel
Re: **Court & Tribunal Services 2023 Progress Report**

This memorandum provides Council with an overview of Court and Tribunal Services 2023 Progress Report (Attachment 1). The 2023 Progress Report provides an update of the 2023-2026 Court and Tribunal Services Action Plan including an overview of 2023 achievements, 2024 actions, and Auditor's Provincial Offences Act (POA) Financial Statement of Operations to be submitted to the Ministry of the Attorney General as required under the Memorandum of Understanding with the Province of Ontario.

Court and Tribunal Services 2023-2026 Action Plan sets a strategic direction with actionable steps

The 2023-2026 Action Plan outlines the priorities of the Court and Tribunal Services Branch, while 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. Structured around four priority areas, the Action Plan aims to improve and enhance operational efficiency by strengthening resource capabilities, streamlining processes, introducing interactive solutions, improving accessibility of services, and creating an equitable workplace while ensuring sustainability of the court system.

In 2023, significant accomplishments in Court and Tribunal Services included:

- Conducted an efficiency review of Court and Tribunal Services' business processes that identified 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 as part of the Digital Roadmap
- Established a Regional Administrative Penalty Tribunal which will support the shift of bylaw and camera-based charges from the Provincial Offences Court system to a more efficient and cost-effective administrative process starting at the end of 2024

- Collaborated with the Provincial government to facilitate French language training for staff across all Ontario Provincial Offences courts, utilizing Federal government funding. This included procuring the instructions, managing registration and scheduling classes
- York Region's Prosecution team successfully argued several cases that resulted in precedent-setting sentences ranging from \$40,000 to \$155,000 fines under the York Region Forestry By-Law
- Processed 174,672 charges filed with the court; served over 152,212 customers; scheduled 67,871 court appearances; and collected 138,426 payments totalling \$23.6 million

Court and Tribunal Services' consolidation to one courthouse location in 2024 will further improve operational efficiencies and build on technological advancements

The actions driving the Action Plan's priority areas combine new initiatives identified by staff and those previously identified in the Court's Digital Roadmap. Key actions planned for 2024 include:

- Consolidate York Region's two Provincial Offences Courthouses into one location at 17150 Yonge Street, Newmarket
- Implement the Legal and Court Services Department's Inclusion, Diversity, Equity and Accessibility Strategy
- Collaborate with York Regional Police and Corporate Security to provide emergency response training for all court staff
- Prioritize and develop an implementation plan for the 52 opportunities identified through the Business Process Review
- Expand use of digital scanning solutions to further end-to-end automation of ticket processing and trial request administration
- Launch York Region's Administrative Penalty Tribunal Program for camera-based offences
- Implement an address verification solution to improve customer services through timely and accurate communication to defendants

These actions will transition Court and Tribunal Services to a more inclusive, accessible, and efficient model that best serves public interest and supports the Region's vision and strategic direction. To ensure timely advancement of these actions, required resources were included in Court Services' multi-year budget.

For more information on this memo, please contact Barb Ryner, Acting Director, Court Operations at 1-877-464-9675 ext. 73250. Accessible formats or communication supports are available upon request.



Dan Kuzmyk
Regional Solicitor and General Counsel



Erin Mahoney
Chief Administrative Officer

May 29, 2024
#16112195

Attachment 1 – Court and Tribunal Services 2023 Progress Report