



Ministry of the Attorney General

Court Services Division

Annual Report 2010-11

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Message from the Deputy Attorney General

The Ministry of the Attorney General is responsible for administering justice in Ontario. Within the ministry, the Court Services Division is responsible for the administration of the courts. The Court Services Division operates the largest and busiest court system in Canada and one of the largest in North America, with core services that include court office services, judicial and courtroom support, mediation programs, and enforcement services. The Court Services Division 2010-11 Annual Report, which includes the division's Five-Year Plan, highlights accomplishments achieved by the division over the past year. I encourage everyone to take the time to read this report and share any comments with the ministry by email at attorneygeneral@ontario.ca.

The Court Services Division has many accomplishments to be proud of over the past year. I am very supportive of their work to enhance employee engagement and ensure professional and respectful workplaces across the division, as well as their demonstrated commitment to an accessible court system. The division continued to improve and publicize its Accessibility Coordinator service, which is a one-window access point for information and requests for accommodation for people with disabilities.

Throughout 2010-11, the Court Services Division worked diligently to test, refine and plan for the implementation of the Attorney General's four pillars of family justice improvement. In December 2010, the Attorney General announced that core family justice services - a mandatory information program, family mediation services and information and referral coordinators - would be available in all courts that hear family cases by summer 2011.

The division also monitored the impact of the 2010 civil justice reforms in the year following their implementation, and reported positive results in improving access to justice.

In the criminal justice system, the Court Services Division continues to be a valued partner in implementing initiatives developed through the Justice on Target strategy, aimed at creating a faster, more effective criminal justice system in Ontario.

2010-11 has been a busy and challenging year for the Court Services Division, and I am grateful for the strong leadership of Ann Merritt, assistant deputy attorney general, who recently announced that she was retiring after 32 years with the ministry. I would like to take this opportunity to thank Ann for her valuable contributions to the ministry and to the Court Services Division. Her professionalism and strategic advice have been highly valued by the ministry, and I offer her good wishes for health and happiness in her retirement.

In closing, I would also like to thank all Court Services Division staff for their outstanding efforts to provide quality customer service while delivering a modern, professional court system that supports accessible and effective justice services. I look forward to the division's continued good work as we move into 2011-12.

A handwritten signature in dark ink, appearing to read 'Murray Segal', written in a cursive style.

Murray Segal
Deputy Attorney General



Foreword *by the* Assistant Deputy Attorney General

I am honoured to present the Court Services Division Annual Report for fiscal year April 1, 2010 to March 31, 2011. The division continues to strive to

provide a modern, professional court service that supports accessible, fair, timely and effective justice services. Our five-year planning process helps us to achieve this mission by measuring and reporting on the improvements we have made over the past year. The following pages outline our achievements and progress made during 2010-11.

As part of our commitment to provide modern court services, the Court Services Division continues to make progress with the Court Information Management System (CIMS) initiative. Scheduled to begin implementation in 2012, this modern system will integrate the three existing case management systems, introduce advanced functionality in support of court operations, and provide the foundation for enhanced electronic court services for the public. In 2010-2011, much of the work on CIMS centred around the business and technical planning required to develop the system.

In the past year, due to the increase in the Small Claims Court monetary limit from \$10,000 to \$25,000, more Ontarians had access to the faster, more affordable dispute resolution process in that court. In addition, over 38,000 Small Claims Court forms have been completed online using the Ontario Court Forms Assistant, which makes it easier for litigants to prepare and submit their forms to the court.

To enhance access to justice for family court clients, the division spearheaded changes in the Brampton and Milton court communities to provide more information up front for families, enhance their ability to access community services and legal advice, and to use alternatives to court services. After extensive consultation with the judiciary, the bar, mediators and the other justice participants, these innovative services are in the process of being expanded province-wide.

The division is implementing the Good Government Act, 2011, which received Royal Assent on March 30, 2011 and included amendments to the Provincial Offences Act and Justices of the Peace Act as well as minor changes to the Evidence Act. The division has also worked with municipal partners to simplify out-of-court procedures, enhance municipal fine enforcement and expand the use of

technology to improve the local delivery of justice services for provincial offences. Additionally, the division continues to work with municipal partners to implement key Provincial Offences Act streamlining reforms recommended by the provincial-municipal working group.

Working toward a shared goal of a court system that is accessible to people with disabilities, the division consulted regularly with the Ontario Courts Accessibility Committee and explored some of the more challenging frontiers of accessible justice services. The division also supported the development and approval of the ministry's Accessibility Strategic Plan, a plan that maps out accessibility improvements and initiatives for the next three years.

In 2010-11 the division launched an action plan to support professional and respectful workplaces across the province, including director and manager discussions with staff, and manager training sessions; staff training will commence in 2011-12. A number of new employee engagement initiatives, such as the Court Services Division newsletter and the employee engagement web page were also introduced, promoting enhanced organizational communication to all divisional staff.

This has been another busy, challenging and exciting year and I am very proud of the accomplishments of the Court Services Division. I am particularly grateful to the over 4000 staff in the division, who work tirelessly across the province to support the work of the ministry, provide quality services to the people of Ontario, and enhance access to justice.

After 12 years in the Court Services Division and 32 years with the Ministry of the Attorney General, I am retiring from the Ontario Public Service. I am very proud of the work that the division has done and continues to do, I extend my sincere thanks to all Court Service Division staff for the wonderful support and assistance that they have provided to me over the past five years as assistant deputy attorney general. It has been an honour to work with such extraordinarily committed and talented individuals.

Ann Merritt
Assistant Deputy Attorney General
Court Services Division

Chapter 1

Introduction to the Court Services Division



From top to bottom: Court Services Division staff members, Prix Excelsior employee recognition award, courtroom and public area at the new Durham courthouse

Mission

The Ministry of the Attorney General is responsible for administering justice in Ontario. Within the ministry, the Court Services Division is responsible for the administration of the courts.

The division's mission is to provide a modern and professional court service that supports accessible, fair, timely and effective justice services.

Goals

The *Courts of Justice Act* sets out important goals for the administration of the courts. Section 71 of the act states:

The administration of the courts shall be carried on so as to,

- (a) maintain the independence of the judiciary as a separate branch of government:
- (b) recognize the respective roles and responsibilities of the Attorney General and the judiciary in the administration of justice:
- (c) encourage public access to the courts and public confidence in the administration of justice:
- (d) further the provision of high quality services to the public; and
- (e) promote the efficient use of public resources.

The division is committed to furthering these goals and has a legislative obligation to provide information in its annual report on the progress made each year in meeting them.

In this regard, the division has an evolving five-year plan, as set out in Appendix A, that identifies the legislated goals and related business goals and initiatives.



Kingston courthouse

Core Services

Court Office Services

Court Services Division personnel provide court office services across the province, including scheduling court cases at the direction of the judiciary, providing information and counter services to the public, and maintaining court records and files.

Judicial and Courtroom Support

The division provides administrative support to all judges of the Court of Appeal for Ontario and the Superior Court of Justice, and to all judges and justices of the peace of the Ontario Court of Justice. It also manages the jury system and provides courtroom support through court clerks and registrars, court reporters, court monitors, court services officers and interpreters.

Enforcement Services

The division administers the filing of garnishments and writs of execution, the

collection and distribution of enforcement proceeds to creditors, and the enforcement of civil orders, including evictions, injunctions and writs of delivery.

Mediation Programs

Mandatory civil mediation is part of the civil court process in Ottawa, Toronto and Windsor.

Family mediation services are provided by external service providers at the 17 Family Court branch of the Superior Court of Justice locations¹. Court Services Division manages the contracts for the delivery of mediation services in these courts. Staff mediators provide services in the Ontario Court of Justice family locations in Toronto.

¹ Barrie, Bracebridge, Brockville, Cobourg, Cornwall, Durham, Hamilton, Kingston, L'Orignal, Lindsay, London, Napanee, Newmarket, Ottawa, Perth, Peterborough and St. Catharines



Osgoode Hall, Toronto

The Opening of the Courts

On September 14, 2010, the Chief Justice of Ontario, the Honourable Warren K. Winkler, presided with Chief Justice Heather Forster Smith of the Superior Court of Justice and Chief Justice Annemarie E. Bonkalo of the Ontario Court of Justice at the province's Opening of the Courts ceremony in Toronto. The chief justices were joined by Attorney General Chris Bentley.

The Attorney General observed: "Our system of justice is the best in the world and a proof of that is every single day, people come to Canada and to Ontario from all over the world. They come for many reasons, but they come first and foremost knowing that their rights and their freedoms will be protected and respected here in ways they might not be elsewhere."

Chief Justice Winkler commented: "As with any public institution, [...], there is always an appetite, a need and, indeed, an expectation that court services be modernized to meet new demands. The judiciary has willingly accepted the important leadership role it can, and does, play in court reform, and recognizes the shared interest we

have with government and other key players in a well-functioning justice system."

Chief Justice Smith stated that "In a large organization like our Court, any initiative for change will only be achieved in a measured and careful way. The pace of change may be perceived, by some, as simply too protracted; but, in large and foundational institutions, well-executed progress, not speed, must be the gauge of successful change. [...] over the past year I have seen some very healthy "green shoots" on a number of important Court initiatives. These are the visible aspects of projects that are aimed solely at achieving more efficient and effective service by the Court to the public."

Chief Justice Bonkalo noted that "Though the primary focus of the Ontario Court of Justice has always been on due process, fair trials and just outcomes, we also concerned ourselves with the related issues of accessibility, timeliness and service. Our service approach to the delivery of justice has led to a number of initiatives with others in the justice sector, to improve service to the public."

Role of the Assistant Deputy Attorney General, Court Services Division

The assistant deputy attorney general of the Court Services Division oversees the administration of Ontario's courts and is responsible for legislative, regulatory and operational policy and program development related to improving the court system.

Regional Structure

For the purpose of providing court services, the division is organized into seven administrative regions.

Each region is responsible for:

- delivering local criminal, civil, small claims and family court services
- maintaining records, files, exhibits and databases
- providing judicial support services, including courtroom and administrative support
- managing juries
- enforcing court orders
- managing fines, fees and trust funds
- managing regional stakeholder communications
- implementing divisional initiatives

Regional Directors

Each region is managed by a director of court operations who reports to the assistant deputy attorney general of the Court Services Division.



Central East Regional Profile



Sarina Kashak
Acting Director
Court Operations
Central East Region

The Central East Region is located to the north and east of Toronto and is part of the Greater Toronto Area. Through eight courthouses and 10 satellites, the region serves the communities of York, Durham, Simcoe, Muskoka, Haliburton, Northumberland, Peterborough and the City of Kawartha Lakes.

Over the past decade, this region has experienced one of the highest growth rates in the country. In response, strategic capital planning studies to plan for the anticipated growth over the next 25 years have been conducted for York Region and Simcoe County, and a study for Peterborough will take place in 2011.

A new courthouse for the Durham Region opened in February 2010, the first courthouse to be built in Ontario under the alternative financing project model. Transition to the new Durham Region courthouse began in February 2010 and was completed April 2010. An enjoyable and successful Court Opening Ceremony was held on October 27, 2010, with one of the highlights being the unveiling of the Roy McMurtry painting, donated by the former chief justice of Ontario to celebrate the event.

The new Durham courthouse is one of the most technologically-advanced courthouses in Ontario. It contains six courtrooms outfitted for video remand conferencing and five additional courtrooms with

video conferencing capabilities; two remote video testimony rooms for vulnerable witnesses; one jury courtroom equipped for simultaneous translation and three portable translation booths, which allow the proceedings to be translated into another language for people sitting in the public gallery. The region also continues to receive Closed Circuit Television requests for both large jury selection pools and for remote witnesses.

The use of family order macros, which saves staff typing time and speeds up the process for creating family orders, continues to be expanded across the region. The Barrie courthouse has two major projects nearing completion: the wayfinding signage project and the move to one secure front entrance.

Additional facilities modifications in Simcoe/ Muskoka at the Orillia, Bradford, Collingwood and Midland locations include security improvements upgrades to public, judicial and administrative areas; and exterior repairs.

In Newmarket, two additional jury deliberation rooms and a tape management office were constructed. The Richmond Hill Small Claims Court is acquiring new space for an administrative office and retrofitting the existing space.

The presence of coal tar in Peterborough has been challenging, however, regular testing has confirmed that the building is safe. The City of Peterborough consultant is gathering information for possible remediation on that site, and information meetings are scheduled regularly with all staff and justice participants.

Central East Regional Statistics

Regional Centre: Newmarket

Population: 2,238,488

Area: 25,809 km²

Population Density: 86.7 persons/km²

Base Court Locations: 8

Satellite Court Locations: 10

Total Court Locations: 18

Population Statistics from Statistics Canada, 2006 Census.



In Lindsay, a remote testimony suite, jury deliberation room and a justice of the peace intake office are scheduled for construction in 2011-12.

The Newmarket courthouse was one of the first sites to be engaged in the ministry's Justice on Target (JOT) strategy and has seen significant improvements in dealing with criminal court delays. JOT has also succeeded in building stronger relationships between all justice participants. As a result of JOT, Durham has the province's first video plea court as well as on-site fingerprinting and DNA sampling. Durham's First Appearance Check-in Office will officially launch on August 2, 2011, where clients attending court for the first time will be provided with a checklist to guide them on steps to be taken before entering the courtroom. The First Appearance Check-in Office will also assist clients by providing them with disclosure, directing them to meet with duty counsel, applying for legal aid certificates, or meeting with a direct accountability/mental health worker. The JOT strategy has since been rolled out to Peterborough, Cobourg, Lindsay, Barrie and Bracebridge. Ongoing meetings with all JOT justice participants are held on a regular basis to discuss strategies to reduce the average days to disposition and the average appearances to dispositions.

One of the biggest challenges and successes for the Central East Region in 2010-11 was preparing for the G8 Summit in Bracebridge. It was a successful collaboration of all levels of police, Crowns, judiciary and justice partners resulting in a coordinated plan to deal with any and all incidents that may have resulted from the high profile event.

The Durham family court office is engaged in a divisional pilot project along with 47 Sheppard Avenue East, Toronto and Brampton involving the ministry's Family Policy and Programs Branch and the Ministry of Community and Social Services' Family Responsibility Office. The goal of the pilot is to increase efficiencies and timeliness of issuing, tracking and scheduling court enforcement files in family cases.

In 2004, in Durham, an electronic trial scheduling solution was developed to allow the Ontario Court of Justice trial scheduling information to be shared across two court locations. This 'green' paperless system using 'Outlook' will be shared across the province as an interim solution for Ontario Court of Justice scheduling, pending the completion of Court Information Management System.

Staff throughout the region have received training on the Information and Information Technology Policy; Bill 168: An Overview; Travel, Meal and Hospitality Expenses Directive; Workplace Discrimination and Harassment Prevention; Workplace Violence Prevention; May I Help You? Welcoming Customers with Disabilities; Occupational Health and Safety Certification; Automated External Defibrillator; Cardiopulmonary Resuscitation; and enforcement officer training.

Regional supervisors regularly attend scheduled Supervisor of Court Operations Forums. These forums are used to provide management training to all regional supervisors.

A new regional operations trainer will conduct training for staff on the new Digital Recording Device initiative that will be rolling out in the region throughout 2011.



Port Hope courthouse

Central West Regional Profile



Joanne Spriet
Director
Court Operations
Central West Region

The Central West Region includes the western Greater Toronto Area and extends from Fort Erie in the east to Dufferin County in the north and Norfolk County in the southwest.

The region is the most populated of all seven Court Services Division regions and serves a diverse, multicultural population, including Ontario's largest

First Nations reserve, Six Nations reserve, and the New Credit reserve.

In September 2010, Brampton court services, together with other courthouse tenants, celebrated the 10th anniversary of the opening of the A. Grenville and William Davis Courthouse. In honour of the occasion, courthouse namesake and former Premier, William G. Davis attended to witness the opening of a time capsule from 1967 and the creation of a new capsule by staff and justice participants.

Brampton court services management continues to organize annual mock trials and mock bail courts for the benefit of secondary school students within the Peel District School Board

and the Peel/Dufferin Separate School Board. The end of March 2011 marks the 9th Annual Mock Trial event and the 6th Annual Mock Bail Court event.

The Brampton and Milton court sites were selected as pilot sites for the ministry's new Family Process Improvement initiative. Both sites have implemented mandatory information programs and dispute resolution officers have been in place since the summer of 2010. On-site mediation services are also available as part of this initiative.

In 2010, the Justice on Target (JOT) strategy was rolled out in Hamilton, Milton, Orangeville, Brantford, Cayuga, Simcoe, Welland and St. Catharines. Local leadership teams were established at all sites and the teams meet regularly to identify, implement and sustain initiatives to address criminal court delay. Staff are providing valuable input and assistance to the teams.

For instance, in Milton, as a result of staff input, management will be introducing new communication hand-outs for accused, including frequently asked questions and forms. As well, changes were made to how the video remand court is conducted. These changes have resulted in a reduction of approximately 30 minutes of

Central West Regional Statistics

Regional Centre: Hamilton

Population: 2,817,988

Area: 10,654 km²

Population Density: 264.5 persons/km²

Base Court Locations: 11

Satellite Court Locations: 3

Total Court Locations: 14

Population Statistics from Statistics Canada, 2006 Census.



court time per day when video remand court is in session.

Legal Aid Ontario has intake workers now set up to assist clients at all Central West court sites. In Brantford, and Simcoe, Legal Aid Ontario now has applications offices, with offices in Cayuga expected to be completed and operating at the end of May 2011.

Other IT initiatives for 2010-11 included the installation of software upgrades for the new Digital Recording Devices currently utilized at the two pilot sites in Brantford and one pilot site in Simcoe; implementation across the region of the Interpreter Tracking Tool developed by Brampton court services staff and management; and the installation of two Public View Terminals at the Brampton court site and one at the courthouse at 45 Main Street East in Hamilton, to allow public access to the case management and estates systems.

A number of facility projects were completed in the region, which support the ministry's mandate of providing an accessible justice system as well as providing a more safe, secure and efficient working environment for staff and stakeholders. These projects include the installation of remote testimony equipment at the Burlington courthouse, renovation of the Family Court administration office in St. Catharines, renovation of the jury room connected to the heritage courtroom in Orangeville, and the installation of high density filing systems in Milton and St. Catharines. In addition, preliminary plans have been drafted for the installation of perimeter security at the Simcoe and Welland courthouses.

In 2010-11, Central West Region staff received training on the following programs/functions: orientation manual, court reporter, court clerk and registrar, court records clerk, conflict resolution, communicating to resolve conflict, emotional intelligence and the newly developed program, client services representative (criminal) training.

The Hamilton management team organized the presentation of "Neighbours, Friends and Families", a public education campaign to raise awareness of the signs of woman abuse, to the regional management team as well as all Hamilton staff. The campaign supports Bill 168, An Act to amend the *Occupational Health and Safety Act* with respect to violence and harassment in the workplace and other matters, which came into effect in June 2010. In addition, Central West staff received training on Bill 168: An Overview; Travel, Meal and Hospitality Expenses Directive; Workplace Discrimination and Harassment Prevention; Workplace Violence Prevention; May I Help You? Welcoming Customers with Disabilities; and SafeSmart.



Welland courthouse

East Regional Profile



Viviane Carpentier
Acting Director
Court Operations
East Region

The East Region is geographically a triangle bordering the province of Quebec along the Ottawa River from Killaloe to L'Orignal, extending southwest along the St. Lawrence River and Lake Ontario to west of Trenton, and adjacent to central Ontario, east of Peterborough and Huntsville.

The region provides court services in 28 locations in 10 counties. Many of these court locations provide services in French and English in designated locations.

To improve service delivery and meet the operational needs of the Court, the region has benefited from a number of facility enhancements and has continued the planning for a new courthouse in Belleville.

In consultation with the judiciary and other justice participants, the planning phase of the new Quinte consolidated courthouse to be located in Belleville is well underway. A request for proposals, inviting short-listed companies to submit their bids to design, build, finance and maintain the new courthouse was issued in August 2009. Three consortiums were chosen

to proceed through the design concept phase, culminating in a final submission in December 2010. The three design concepts were evaluated in February 2011, and an announcement on the successful proponent is expected in spring 2011.

Facility and security improvements were made to a number of the region's court sites. In the Ottawa courthouse, renovations and upgrades were made and equipment was purchased to increase security. A new justice of the peace intake office and Pro Bono Law Ontario office were constructed and digital recording equipment in courtrooms was installed. The Ontario Realty Corporation is continuing their work on the "green roof" at the Ottawa location as part of their greening strategy. Interpreter booths and equipment were installed at the Kingston courthouse to accommodate a high-profile matter. Information technology and sound quality upgrades were completed at the Belleville and Picton courts, and video remand technology was introduced in the Napanee court location.

The Pembroke courthouse has won an impressive seven awards since its construction in 2008 including the Building Owner and Managers Association Building of the Year Award in the historical category at the international level in 2010. The court also participated in the Doors Open Ontario program in September 2010 welcoming over 200 visitors.

East Regional Statistics

Regional Centre: Ottawa

Population: 1,603,625

Area: 35,296 km²

Population Density: 45.4 persons/km²

Base Court Locations: 18

Satellite Court Locations: 10

Total Court Locations: 28

Population Statistics from Statistics Canada, 2006 Census.





Ottawa courthouse

The Brockville courthouse continues to play an important role in bringing the community together by hosting numerous community events, including a concert during the 2010 Thousand Islands Jazz Festival when over 100 visitors enjoyed jazz music in the atrium.

The Cornwall courthouse hosted the Victim Commemoration Ceremony in honour and support of victims whose lives have been affected by crime. A granite bench was donated to the courthouse in honour of all victims.

As part of the Justice on Target (JOT) strategy, committees composed of members of the judiciary and justice partners introduced new initiatives. Most courts in the East Region have implemented an "Effective First Appearance" initiative by creating a local form that is provided to accused persons upon being charged with a criminal offence by police services. This form contains important local information in relation to where and how services can be offered, and what to expect through the criminal court process. This information assists to better prepare newly accused persons for their first court appearance.

The East Region provides high-quality counter services and strives to exceed telephone and correspondence standards and French Language Services requirements. To continue improving on our service delivery, court locations have assigned accessibility coordinator leads and encourage feedback on customer service.

As part of the region's learning initiatives and quality assurance projects, reference materials for court staff, such as family process maps, were updated to ensure that current and consistent information is provided to court users. Staff members continue to complete all mandatory training, including Bill 168: An Overview; Travel, Meal and Hospitality Expenses Directive; Workplace Discrimination and Harassment Prevention; Workplace Violence Prevention; and May I Help You? Welcoming Customers with Disabilities.

Northeast Regional Profile



Robert Gordon
Acting Director
Court Operations
Northeast Region

The Northeast Region spans the area from Mattawa in the east to Wawa in the west, and from Parry Sound in the south to Peawanuck on the coast of Hudson's Bay in the north. It includes major urban centres in Ontario's north as well as smaller communities near James Bay.

Seventy per cent of the population for northern Ontario resides in the Northeast Region. There are significant Francophone and Aboriginal populations in the region and court services are regularly provided in French, Ojibway and Cree. The Northeast Region encompasses 10 base court locations and 25 satellite courts. Six satellite court locations are located on First Nations reserves and five in the region are remote and can only be reached by airplane.

In 2010-11, significant progress was made on several court facilities projects across the region. In Parry Sound, a courthouse expansion project is underway. Phase One is completed and Phase Two has commenced. When completed, the facility will include a legal aid application office, an expanded family office for family mediation

services, courtroom upgrades, a child friendly room – a closed circuit television room, which will allow children to testify from outside the courtroom – and offices for police and victim services. Following a space analysis study at the Sault Ste Marie courthouse, all Court Services Division public counters are being relocated to the adjacent building (formerly the Land Registry office). This move will provide one location for the public to access information and file documents. This will also allow a re-organization of the space within the heritage facility.

The Gore Bay courthouse has undergone many improvements over the last year. A courtroom has been equipped with video conferencing equipment, which has enabled the judiciary to preside over matters in this remote location from urban centres in the region.

During the months of June and July, the Sudbury Integrated Business Continuity Plan was activated twice at the 159 Cedar Street base court location. Due to an earthquake and a flood caused by a mechanical failure, Court Services Division was forced to move all operations to the 155 Elm Street Courthouse.

The Justice on Target (JOT) local leadership teams are implementing new initiatives that will assist the region in reaching the targeted goals. For instance, new forms have been created for

Northeast Regional Statistics

Regional Centre: Sudbury

Population: 551,470

Area: 366,192 km²

Population Density: 1.5 persons/km²

Base Court Locations: 10

Satellite Court Locations: 25

Total Court Locations: 35

Population Statistics from Statistics Canada, 2006 Census. Because the Northeast Region crosses census districts, the following assumptions were used to calculate the regional statistics. The population includes all complete census districts plus the populations of Peawanuck, Attawapiskat and Kashechewan. Population data is not available for Attawapiskat in the 2006 census due to incompletely enumerated Aboriginal reserves. The geographic area includes all complete census districts, plus 86 per cent of the Cochrane district and 27 per cent of the Kenora district.



bail court, which allow the Crown to screen files and provide positions regarding bail by 9:00 a.m. to duty counsel or defence counsel. As a result, defence counsel will be able to apply for disclosure in bail court and receive the Crown's position regarding a guilty plea. The bail Crown is now available as early as 8:30am to review any new police briefs that are provided. Trial collapse forms have also been introduced to review the trials that do not proceed. The screening of new cases has been expanded into the direct accountability program, and accordingly, the John and Jane Schools' educational intervention programs for sex-work related offences are used to divert some class one offences. The implementation of these initiatives has been completed with the commitment of all justice participants and resulted in reducing the number of days to disposition and the number of court appearances in the region.

To increase awareness of the jury system in Ontario and encourage First Nations participation, a jury awareness presentation was made by the Northwest Region's interpreter liaison to the Whitefish First Nations. The chief and council, elders, and community members were all in attendance.

As part of its commitment to support a trained professional workforce, the Northeast Region has taken full advantage of e-learning using various forms of technology to enhance its ability to deliver training in an efficient and cost-effective manner. Staff training included Bill 168: An Overview; Travel, Meal and Hospitality Expenses Directive; Workplace Discrimination and Harassment; Workplace Violence Prevention; May I Help You? Welcoming Customers with Disabilities; and diversity training.

Sault Ste. Marie courthouse



Northwest Regional Profile



Robert Gordon
Director
Court Operations
Northwest Region

The Northwest Region extends from the Minnesota border in the south to Fort Severn in the north, and from the Manitoba border in the west to the White River in the east. The vast geography, remote locations and winter travel conditions present many program delivery challenges.

The Northwest Region includes 36 satellite court locations, 22 of which are in Aboriginal communities that are only accessible by air transportation. Court staff, members of the judiciary and members of the legal profession travel extensively within these remote areas to provide community-centred services.

In partnership with the judiciary, the Court Services Division worked in collaboration with the ministry's Facilities Management Branch to develop plans to improve court facilities in the Northwest Region.

In February 2009, the site of the Thunder Bay consolidated courthouse was officially announced. Located in the downtown core, the new building will improve access to justice by increasing the number of courtrooms and providing better security and enhanced access for persons with disabilities.

The courthouse will also include, for the first time in the province, an Aboriginal Conference Settlement Suite, which was initiated as a result of collaborations with First Nations communities. A First Nations Elders Committee was formed to perform the necessary ceremonies throughout the construction of the courthouse. The Elders will also oversee the spiritual integrity of the Aboriginal Conference Settlement Suite and any sacred items housed in this space. In August 2010, a First Nations Cleansing Ceremony was performed by the Elders Committee on the grounds where the new courthouse will be built. In February 2011, the Groundbreaking Ceremony was held to officially launch the construction of the new facility.

To support accessible, fair, timely and effective justice services within the region, on-site legal aid application offices have been established in Thunder Bay, Kenora, Fort Frances and Sioux Lookout as part of the Justice on Target (JOT) strategy aimed at reducing criminal court delays. Accused persons may now apply immediately for legal aid directly at the courthouse and, as a result, those who qualify are able to retain counsel more quickly. As part of the strategy, the Thunder Bay JOT Local Leadership Team has created a number of unique tools to support and achieve JOT targets and reduce the number of criminal court appearances and days to disposition. These tools include: information being distributed to accused persons at the time of their release from police custody; an enhanced

Northwest Regional Statistics

Regional Centre: Thunder Bay

Population: 234,820

Area: 436,204 km²

Population Density: 0.5 persons/km²

Base Court Locations: 5

Satellite Court Locations: 37

Total Court Locations: 42

Population Statistics from Statistics Canada, 2006 Census. Because the Northwest Region crosses census districts, the following assumptions were used to calculate the regional statistics. The population includes the districts of Thunder Bay, Rainy River and Kenora, minus Peawanuck, Attawapiskat and Kashechewan. Population data is not available for Attawapiskat in the 2006 census due to incompletely enumerated Aboriginal reserves. The geographic area includes Thunder Bay and Rainy River, plus 14 per cent of the Cochrane district and 73 per cent of the Kenora district.





Thunder Bay courthouse

reminder notice provided to accused persons at the first appearance court with details regarding what the accused must do prior to their next appearance; and a checklist for filing informations provided to all Thunder Bay area police/enforcement agencies to assist in the preparation of informations and ensure that all the necessary details are included.

With the Northwest's unique geographic challenges, video conferencing continues to increase access to justice across the region. In 2010-11, the region participated in a cross-division pilot project aimed at increasing access to justice services in the remote north. This project partnered with Sandy Lake First Nation to install a video conferencing unit in their band office. A remote support worker from the community will assist victims, witnesses and accused persons in accessing a variety of services via video to the base court in Kenora.

The Northwest Region has benefited enormously from its partnership with First Nations communities and organizations in the delivery of court services. The Northwest continues to work toward reflecting the diversity of the region in its workforce and in service delivery. There are significant Aboriginal populations in the region and court services are regularly provided in Ojibway and Oji-Cree.

The region also continues to provide interpretation in a number of community-specific

local dialects as a result of the recruitment, training and mentoring of First Nation interpreters.

The Northwest Region has partnered with Grand Council Treaty #3 to raise awareness of the importance of First Nation participation in the jury process and to request that up-to-date band lists be provided by the community. The region committed to meeting with representatives from twenty-four Treaty #3 communities. To date, eighteen forums have been completed and the remaining six are currently being scheduled. As a result of one of the forums held, we have received a band list from that community. The region continues to build on the relationships being forged during these forums with a view of increasing the participation of First Nations people in the jury process.

The Northwest Region has taken full advantage of e-learning using video, Microsoft Live Meeting and learning modules to enhance its ability to deliver training in an efficient and cost-effective manner as part of the region's commitment to support a trained professional workforce. Mandatory courses completed by staff include Bill 168: An Overview; Travel, Meal and Hospitality Expenses Directive; Workplace Discrimination and Harassment Prevention; Workplace Violence Prevention; and May I Help You? Welcoming Customers with Disabilities.

Toronto Regional Profile



Lynn Norris
Acting Director
Court Operations
Toronto Region

The Toronto Region serves the City of Toronto. With a population of over 2.5 million, the region has the highest population density of all Court Services Division regions. The region is ethnically diverse with one in four immigrants to Canada settling in Toronto.

The Toronto Region includes many high-volume courts and key justice system participants, including the Court of Appeal for Ontario; the Offices of the Chief Justices for the Court of Appeal, the Superior Court of Justice and the Ontario Court of Justice; the Provincial Legislature; the offices of the Law Society of Upper Canada; and many of the province's largest law firms. The region also houses Ontario's first electronic courtroom for commercial and other non-jury civil matters, as well as a number of multi-accused high security courtrooms with enhanced technology to support complex criminal prosecutions.

The region continued to support planning for new courthouse construction in Toronto, including the functional program for the Toronto criminal courthouse that will accommodate downtown Ontario Court of Justice criminal and youth cases. A number of improvements to existing courthouses were implemented, including a multi-year safety upgrade project at 311 Jarvis Street, which continued throughout 2010-11. The project

includes the replacement and upgrading of the heating and ventilation systems, replacement of the fire alarm system and installation of a new sprinkler system. In May 2010, the first phase of a security project at 361 University Avenue was completed. This project included the installation of new security gate arms at the top of the ramps, new garage doors, additional exterior lighting, and a new security operations centre on the first floor of the courthouse.

The City of Toronto hosted the G20 summit in June 2010. To ensure the least amount of disruption to court operations during this time, the court facility at 2201 Finch Avenue West was designated as the processing site for all G20 related arrests. The court heard over 400 matters over a three day period, processing over 1,000 charges resulting in the largest number of cases in one day in the history of Toronto courts. Justice participants throughout the region, including the judiciary, police, Crown attorneys and divisional staff worked together to ensure adequate staffing, security measures, court facilities and other court operational needs were in place. Staff demonstrated professionalism and commitment to ensure the successful delivery of the G20 dedicated courts throughout this time.

The Justice on Target (JOT) strategy in the Toronto Region Ontario Court of Justice criminal courts has resulted in positive and time-saving measures in set-date and bail court operations.

Early resolution initiatives in all locations have resulted in a decrease in the number of cases

Toronto Regional Statistics

Regional Centre: 700 Bay Street

Population: 2,503,281

Area: 630 km²

Population Density: 3,973.5 persons/km²

Base Court Locations: 11

Satellite Court Locations: 0

Total Court Locations: 11

Population Statistics from Statistics Canada, 2006 Census.





Roofline and clock tower, Old City Hall courthouse

appearing in set-date courts, which in turn has allowed these courts to assist with overcrowded bail courts and reduce the amount of staff time required to prepare and update daily court lists. The courthouses at 1000 Finch Avenue, Old City Hall and College Park have reduced time required for set-date courts, allowing the court more time to process bail courts effectively and efficiently, as well as providing the Crown with additional time for screening cases and pre-trial matters.

In addition, under JOT, daily information sessions for accused persons making their first appearance have been implemented at 2201 Finch Avenue, 1000 Finch Avenue, 1911 Eglinton Avenue, Old City Hall and College Park and provide valuable information regarding the criminal court process and options available. This process has resulted in a decrease in the average number of appearances by the accused in most court locations.

The region also supported planning by the Ontario Court of Justice and a community based advisory committee for an Integrated Domestic Violence Court pilot project to be located at 311 Jarvis Street starting in June 2011.

In January 2011, the Toronto Region began planning for the implementation of digital recording devices in four court locations: College Park, 1911 Eglinton Avenue East, 47

Sheppard Avenue East, and 311 Jarvis Street. Regional project leads were identified and local implementation teams were established for each site. Transition plans have been communicated to the judiciary, court staff and justice partners within the region. Digital recording devices will be implemented in the remaining Toronto courts by 2012.

In March 2011, an electronic trial scheduling tool adopted from the Oshawa courts and supported by the Ontario Court of Justice was implemented at 1000 Finch Avenue West. The implementation of this program assists with the recording, tracking and sharing of appropriate scheduling information with stakeholders and promotes efficient courtroom utilization. The implementation at 1000 Finch Avenue West will be evaluated with a view to expanding the use of this tool throughout the Toronto Ontario courts, pending the completion of Court Information Management System.

As part of its commitment to support a trained professional workforce, the Toronto Region has delivered training on topics such as Bill 168: An Overview; Travel, Meal and Hospitality Expenses Directive; Workplace Discrimination and Harassment Prevention; Workplace Violence Prevention; May I Help You? Welcoming Customers with Disabilities; Professionalism in the Workplace; French Language Services; and Aboriginal Awareness.

West Regional Profile



Paul Langlois
Director
Court Operations
West Region

Geographically, the West Region spans approximately 33,000 square kilometres from Owen Sound down along the shores of Lake Huron to Windsor, then back up the shores of Lake Erie to St. Thomas before heading back to Owen Sound via Kitchener and Guelph, and includes both large urban and rural farming

communities. The region also contains two major border crossings between Canada and the United States in Sarnia and Windsor.

The region is served by 18 base courts in 13 communities providing full justice support services for criminal, civil, family and Small Claims Court cases. In addition, six satellite court locations offer specific justice services. The London-based regional office houses Ontario's Provincial Jury Centre, which manages the provision of information to support the selection of jury panels across the province.

In 2010-11, the London courthouse had almost completed three phases of a four-phase renovation. London continues to be the designated weekend and statutory holiday bail court location for the entire West Region.

All locations in the West Region have been actively involved in the Justice on Target (JOT) initiative since 2009. As part of the JOT strategy,

divisional staff are working with members of the judiciary and other criminal justice participants through Local Leadership Teams and/or informal discussions between justice participants to identify, implement and sustain locally-developed solutions in all courts in the region. There has also been a collaborative involvement of the West Regional Leads committee, comprised of judiciary, directors and regional representatives from Legal Aid, the defence bar, Ministry of Corrections and Community Safety, the Victim/Witness Assistance Program and the County and District Law Presidents Association from throughout the London-Windsor corridor.

Several significant initiatives have been commenced in the West Region. For instance, Legal Aid offices are now in place at all West Region Superior and Ontario Court of Justice courthouse locations. A locally developed Notice to Accused is provided to all accused persons in the region to prepare them for their next appearance. In larger courts, an Enhanced Reminder Notice to accused persons is provided as a reminder of their next court date and the purpose for the court appearance. Several courts in the region have implemented first appearance court enhancements, including information sessions for accused persons, information check-in desks, and streamlined processes for out-of-court activities. The first appearance court enhancements have resulted in shorter dockets and reduced sitting time in first appearance courts. To streamline the way counsel set dates for trials, several courts have implemented a new date setting process.

West Regional Statistics

Regional Centre: London

Population: 2,210,610

Area: 32,789 km²

Population Density: 67.4 persons/km²

Base Court Locations: 18

Satellite Court Locations: 6

Total Court Locations: 24

Population Statistics from Statistics Canada, 2006 Census.





St. Thomas courthouse

Progress will continue in 2011 on the Waterloo Region consolidated courthouse project. In January 2010, Integrated Team Solutions was announced as the preferred proponent to design, build, finance and maintain the courthouse. Progress is being made in the construction phase of this project at the site in downtown Kitchener.

Work continues on the St. Thomas consolidated courthouse project. The proponent evaluation phase of the consolidated courthouse project is currently underway led by Infrastructure Ontario. The site for the new building will incorporate the existing historical courthouse built in 1853 that formerly housed the Superior Court of Justice sittings. In order to commence the project, the Superior Court of Justice sittings were relocated to a temporary location at 1 Silver Street, St Thomas, which incorporates many of the new technologies that will be in the consolidated courthouse.

In keeping with the government's commitment, the West Region continues to maintain automated external defibrillators at 10 sites across the region and ensure that the mandatory

number of personnel are trained and certified to respond in emergency situations.

Kitchener, Guelph, and Cambridge will be the Phase One sites in the West Region for the implementation of digital recording devices, moving from older analogue technology to digital recordings of court proceedings. The balance of the region will move to this technology in future waves, with Phase Two being implemented in London in the early 2011-12 fiscal year.

The West Region continues to support the OPS Green Initiative and has developed a strategy for potentially reducing the number of print devices during the next equipment renewal cycle. The West Region continued to support learning and development activities. Managers were involved in coaching and mentoring activities and ensured that staff were provided with time to complete mandatory training, including Bill 168: An Overview; Travel, Meal and Hospitality Expenses Directive; Workplace Discrimination and Harassment Prevention; Workplace Violence Prevention; and May I Help You? Welcoming Customers with Disabilities.

Corporate Directors

Corporate directors manage each of the division's five branches: the Civil Policy and Programs Branch, the Corporate Planning Branch, the Criminal/Provincial Offences Act Policy and Programs Branch, the Divisional Support Branch, and the Family Policy and Programs Branch. The Court Business Solutions Branch of the Justice Technology Services supports technology in the division. Each director reports to the assistant deputy attorney general.

The corporate directors are: Susan Charendoff, Civil Policy and Programs Branch; Meredith Brown (A), Corporate Planning Branch; Diana Hunt, Criminal/Provincial Offences Act Policy and Programs Branch; Beverly Leonard (A), Divisional Support Branch; Anne Marie Predko, Family Policy and Programs Branch; and Chris Walpole, Head, Court Business Solutions Branch.

Corporate Support



Susan Charendoff
Director
Civil Policy and
Programs Branch

The Civil Policy and Programs Branch is responsible for:

- developing, implementing and managing legislative, regulatory and administrative initiatives with respect to the civil justice system
- providing legal, operational, policy and program support to civil court and enforcement office staff
- providing legal, operational and policy support and advice to senior management on civil court and enforcement issues
- participating on the Civil Rules Committee
- developing, implementing and managing civil justice reform strategies to reduce cost and delay in the civil justice system



Meredith Brown
Acting Director
Corporate Planning
Branch

The Corporate Planning Branch is responsible for:

- developing operational policy and providing program support to court operations
- managing special projects



Diana Hunt
Director
Criminal / Provincial
Offences Act
Policy and Programs
Branch

The Criminal/Provincial Offences Act Policy and Programs Branch is responsible for:

- developing, implementing and managing legislative, regulatory and administrative initiatives affecting the courts in the criminal practice area and the courts that hear *Provincial Offences Act* matters
- providing policy and program support to criminal court staff
- providing support to initiatives from the ministry's Criminal Law Division and Justice on Target project team
- overseeing, providing operational and operational policy support to, and acting as a liaison with municipal partners on *Provincial Offences Act* matters
- providing legal support and advice to senior management on criminal, *Provincial Offences Act* and cross-practice area issues
- supporting judicial and legal appointments
- providing judicial library services
- providing management information, including court activity statistics
- providing research services

The Divisional Support Branch is responsible for:

- leading financial and workforce planning
- providing human resources and labour relations implementation support
- leading strategic planning and implementation
- supporting facilities and emergency management planning
- coordinating public communications
- producing and publishing the annual report



Beverly Leonard
Acting Director
Divisional Support
Branch

The Family Policy and Programs Branch is responsible for:

- developing, implementing and managing legislative, regulatory and administrative initiatives with respect to the family justice system
- providing policy, program, legal and technical support and training to family court staff
- providing legal support and advice to senior management on family justice issues
- developing, implementing and managing justice reform strategies to reduce cost and delay in the family justice system
- managing and expanding family mediation and information services
- participating on Federal/Provincial/Territorial Family Law Committees and the Family Rules Committee
- leading the Accessibility Unit and working to incorporate accessibility principles into program and policy change



Anne-Marie Predko
Director
Family Policy and
Programs Branch

The Court Business Solutions Branch is responsible for:

- developing and implementing the information technology components of the Court Services Division multi-year plan
- planning, developing, implementing and managing large scale, complex information technology and business transformation initiatives
- planning, developing and implementing information technology systems and accompanying support models to enable the ministry's mandate of providing a modernized court system
- acting as liaison with the division's branches, Justice Technology Services Division and Infrastructure Technology Services while providing leadership in the development and delivery of progressive information technology services
- consulting, as appropriate, with the Judicial Information Technology Office and the judiciary to ensure the collaborative planning and management of initiatives affecting the judicial computing environment and the development of solutions
- overseeing and supporting the acquisition of the division's information technology hardware and software



Chris Walpole
Director
Court Business
Solutions Branch

Chapter 2

Introduction to Ontario's Courts

Ontario's *Courts of Justice Act* provides the legislative framework for the province's court structure. The act establishes the jurisdiction of each of the province's three courts: the Court of Appeal for Ontario, the Superior Court of Justice, and the Ontario Court of Justice.

The Court of Appeal for Ontario

The Court of Appeal for Ontario is the highest court in the province. The Court of Appeal for Ontario hears:

- Criminal appeals of decisions of the Superior Court of Justice and the Ontario Court of Justice in relation to indictable offences
- Inmate appeals (heard on alternate months in Kingston and heard monthly in Toronto)
- Motions for leave to appeal and appeals from lower court appellate decisions in relation to Summary Conviction and Provincial Offences Act matters
- Appeals of final decisions of the Superior Court of Justice in relation to civil and family disputes
- Appeals of final decisions from the Ontario Review Board
- Motions for leave to appeal and appeals of appellate decisions of the Divisional Court
- Single judge and panel motions brought in relation to appeals before the court
- Matters remanded to the Court of Appeal by the Supreme Court of Canada and matters referred to the Court of Appeal by the Lieutenant Governor in Council or the Federal Minister of Justice

The Court of Appeal for Ontario sits in Toronto at Osgoode Hall and is composed of the Chief

Justice of Ontario, Warren K. Winkler; the Associate Chief Justice of Ontario, Dennis O'Connor; 20 other full-time judges; and two supernumerary judges. Appeals are heard by a panel of three or five judges. Decisions from the Court of Appeal may be further appealed to the Supreme Court of Canada.

"The people of Ontario can be proud of our justice system. Our independent and highly qualified judiciary confidently delivers fair, transparent and impartial justice. We are also blessed with a vibrant bar and expert court administration. Yet, there remain many within our communities that feel the justice system remains out of reach and untimely.

It is only through our vigilance and commitment to meaningful access to justice services in family, civil and criminal law matters that we can be confident that our legal system will remain the strong pillar it must be to support our free and democratic society."

The Honourable Warren K. Winkler
Chief Justice of Ontario



Bottom Left: Historic floor tiles, Osgoode Hall Rotunda
Top: Stained glass ceiling, Osgoode Hall Rotunda
Bottom: Columns in Osgoode Hall Library

The Superior Court of Justice

The Superior Court of Justice hears:

- criminal prosecutions of indictable offences
- some criminal prosecutions involving young persons
- summary conviction appeals from the Ontario Court of Justice
- bail reviews
- all civil proceedings (civil claims under \$25,000 are dealt with in Small Claims Court, a branch of the Superior Court)
- family law disputes involving divorce or property claims, child and spousal support, and custody and access claims (where the Family Court branch of the Superior Court of Justice exists, the Superior Court hears all family cases, including child protection and adoption matters)

“One of the most important and most debated principles underlying our justice system in Canada today is access to justice... most agree that meaningful access to justice must be access that is timely, effective and affordable for everyone.

Our principal partner in the administration of justice in Ontario is the Ministry of the Attorney General and, in particular, its Court Services Division... The collaborative efforts of all our justice partners comprise an enviable model for the delivery of meaningful access to justice.”

The Honourable Heather Forster Smith
Chief Justice of the Superior Court of Justice

The Superior Court of Justice sits in 49 court locations in Ontario. The Court is led by Chief Justice Heather Forster Smith. Justice J. Douglas Cunningham is the associate chief justice. Subject to the authority of the chief justice, eight regional senior judges oversee scheduling and matters involving the judiciary. The senior judge of the Family Court branch of the Superior Court of Justice advises the chief justice on matters related to family justice throughout the province. Madam Justice Mary Jane Hatton stepped down from the position of senior judge of the Family Court in July 2010 and Justice R. John Harper was appointed to that position in September 2010. Most of the judicial locations in Ontario also have a local administrative judge who oversees the judicial administrative issues at that specific location on behalf of the Court.

Rear view of Osgoode Hall. Foreground: The Frederick G. Gans memorial sculpture by Maryon Kantaroff



Divisional Court

The Divisional Court is a branch of the Superior Court of Justice and is one of the busiest and most efficient appellate level courts in Canada. The Divisional Court is the primary forum for the judicial review of government action in Ontario and also has some civil appellate jurisdiction. For example, the Divisional Court hears appeals and reviews of decisions from several hundred governmental agencies, boards and commissions. The Divisional Court also hears some civil appeals under \$50,000.

The Divisional Court sits in various locations with either one or three judges depending on the type of proceeding. The Court includes the chief justice of the Superior Court of Justice, the associate chief justice of the Superior Court of Justice and other judges appointed from the Superior Court of Justice.

Family Court

In 17 municipalities across the province, the Family Court branch of the Superior Court of Justice provides a single court for all family matters, including divorce, division of property, child protection, adoption, child and spousal support, and child custody and access matters. Special services provided at Family Court branch locations include Family Law Information Centres, mediation services and parent information sessions.

Where the single Family Court does not exist, jurisdiction over family law matters is divided between the Superior Court of Justice and the Ontario Court of Justice.

Small Claims Court

Small Claims Court is another branch of the Superior Court of Justice. The Court hears civil actions for claims up to \$25,000. Frequently referred to as the “people’s court,” Small Claims Court offers streamlined procedures and affordable access to justice, and hears almost half of all the civil proceedings in the province. Small Claims Court is primarily presided over by senior lawyers appointed to serve as deputy judges. There are also a small number of permanently appointed Small Claims Court judges.



Divisional Court courtroom, Osgoode Hall



Left: Ontario Court of Justice Crest
Right: Stone carving, exterior of Old City Hall

The Ontario Court of Justice

All criminal cases are commenced in the Ontario Court of Justice and over 95 per cent of these cases are completed in this Court. Ontario Court judges and justices of the peace sit in over 170 locations across the province.

Judges of the Court hear:

- criminal prosecutions of indictable and summary conviction offences
- most criminal prosecutions involving young persons
- *Provincial Offences Act* appeals from the decisions of justices of the peace
- child protection applications, family law disputes involving custody, access and support, and adoption applications in areas where the Family Court branch of the Superior Court of Justice does not exist

Justices of the peace hear:

- bail hearings
- first appearance matters
- prosecutions of provincial offences

“Cooperation amongst those working in the justice system is critical to its success. Working together with other participants in the justice community is the only way this enormous workload can be managed to ensure that justice is accessible in Ontario.

While each of us individually, of course, must discharge our responsibilities independently and vigorously, we are not precluded from open mutual discussion and a willingness to work together on issues.”

The Honourable Annemarie E. Bonkalo
Chief Justice of the Ontario Court of Justice

The Court is led by Chief Justice Annemarie E. Bonkalo. Associate Chief Justice Peter D. Griffiths and Associate Chief Justice/Coordinator of Justices the Peace John A. Payne provide support to the chief justice and have special delegated responsibilities as well as those set out by statute.

For the purposes of judicial administration of the Ontario Court of Justice, the province is divided into seven geographic regions, each of which has a regional senior judge and a regional senior justice of the peace. Across the province, local administrative judges and justices of the peace assist the regional senior judges and regional senior justices of the peace, respectively.

The Judiciary 2010-11



**The Honourable
Warren K. Winkler**
Chief Justice of Ontario



**The Honourable
Dennis R. O'Connor**
Associate Chief Justice
of Ontario



**The Honourable
Heather Forster Smith**
Chief Justice of the
Superior Court of Justice



**The Honourable
J. Douglas Cunningham**
Associate Chief Justice of the
Superior Court of Justice



**The Honourable
Mary J. Hatton**
Senior Family Judge
Superior Court of Justice



**The Honourable
Annemarie E. Bonkalo**
Chief Justice of the
Ontario Court of Justice



**The Honourable
Peter D. Griffiths**
Associate Chief Justice of the
Ontario Court of Justice



**The Honourable
John A. Payne**
Associate Chief Justice of the Ontario
Court of Justice / Coordinator of Justices of
the Peace



Judicial Complement (as of March 31, 2011)

Court	Judicial Official	Complement
Court of Appeal for Ontario	Judges of the Court of Appeal for Ontario (Full-time)	22
	Judges of the Court of Appeal for Ontario (Supernumerary)	2
Superior Court of Justice	Judges of the Superior Court of Justice (Full-time)	242
	Judges of the Superior Court of Justice (Supernumerary)	78
	Judges of the Small Claims Court (Part-time)	3
	Deputy Judges of the Small Claims Court	412
	Traditional Masters (Part-time)	2
	Case Management Masters	16
Ontario Court of Justice	Judges of the Ontario Court of Justice (Full-time)	284
	Judges of the Ontario Court of Justice (Part-time)	36
	Justices of the Peace	345
	Justices of the Peace (Per Diem)	49

Chapter 3

2010-11 Court Activity

2010-11 court activity statistical data is extracted from automated case tracking systems in use in Ontario.

Criminal statistics for the Ontario Court of Justice are extracted from an operational system called ICON.

Statistical data for other courts are obtained from the FRANK system. The system collects data and facilitates tracking activity for civil, family, Small Claims Court and criminal proceedings in the Superior Court of Justice.

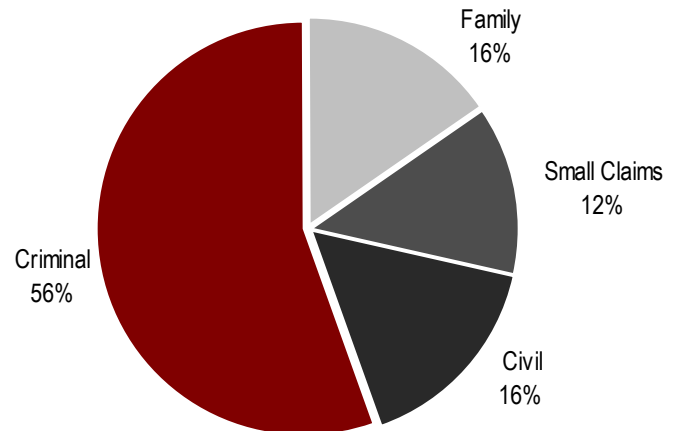
Province-wide data from the FRANK system became available April 1, 2005 and has replaced the data for civil, family, Small Claims Court and criminal proceedings in the Superior Court of Justice, that were previously reported. Older court statistics derived from previous data are not comparable with data from the new system.

This chapter highlights some of the trends that Court Services Division is tracking for all practice areas. More information and definitions are included in Appendix B.

New Proceedings Received by Practice Area

In 2010-11, criminal matters comprised over half of all new proceedings; followed by civil and family matters, which accounted for 16 per cent each, and Small Claims Court proceedings, which comprised 12 per cent.

**New Proceedings Received by Practice Area
April 2010 to March 2011**



The Criminal Courts Ontario Court of Justice

Five Year Trends

Charges Received, Disposed, and Pending

All criminal charges are initially filed in the Ontario Court of Justice. Some of those charges proceed to the Superior Court of Justice by way of indictment.

In 2010-11, the Ontario Court of Justice received over 570,000 criminal charges. Adult Criminal Code of Canada charges comprised 78.6 per cent of total charges received, while adult federally prosecuted charges comprised 10 per cent and youth charges 12 per cent.

Over the past five fiscal years, the number of charges received decreased by four per cent. Adult Criminal Code of Canada charges decreased by two and a half per cent, while youth charges decreased by 20 per cent.

The Court disposed of four per cent more charges last year than it did in 2006-07, with adult Criminal Code of Canada and federally prosecuted charges accounting for most of the increase (both increased by six per cent).

The number of charges pending has decreased by 7.4 per cent. Over the past five years, the number of charges pending for adult Criminal Code of Canada decreased by 6.6 per cent, while federally prosecuted charges pending increased by seven per cent.

Events¹

An event is a court appearance. Over the past five years, criminal events heard in the Ontario Court of Justice decreased by 8.5 per cent. Historically, the number of events heard has increased from year to year. In 2009-10, for the first time in years, the number of events heard decreased. This decrease continued into 2010-11.

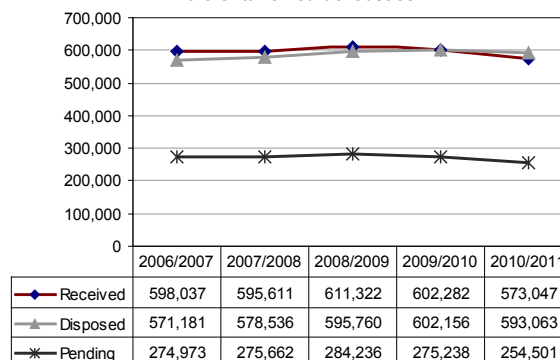
Courtroom Operating Hours²

Province-wide, courtroom operating hours increased 3.8 per cent over the last five years.

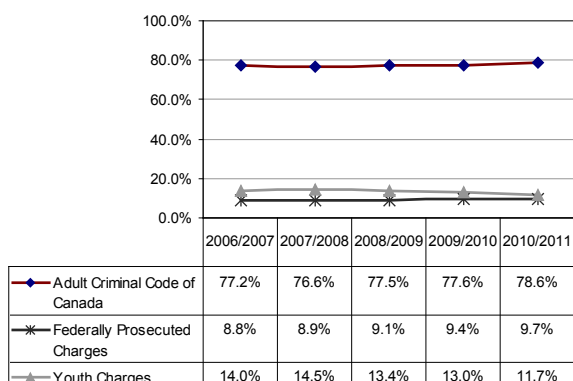
¹ Criminal events heard in the Ontario Court of Justice are collected for each charge that was before the court. For example, if a person has been charged with two offences, the courts database shows two events for each court appearance.

² Courtroom operating hours reflect hours during which courtrooms are in use; they do not measure working hours for judicial officials or court staff. Activity outside of the courtroom is not captured.

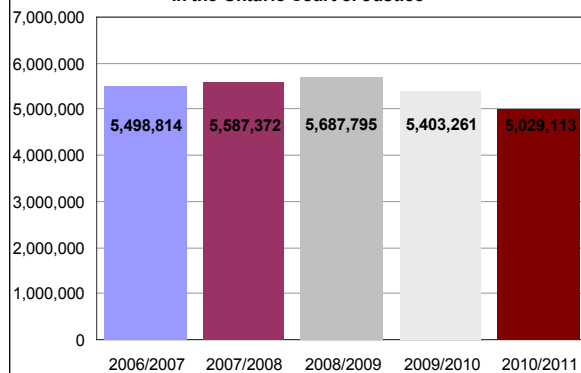
**Charges Received, Disposed, and Pending
in the Ontario Court of Justice**



**Per cent of Charges Received by Statute
in the Ontario Court of Justice**



**Events Heard
in the Ontario Court of Justice**



The Criminal Courts Superior Court of Justice

Five Year Trends

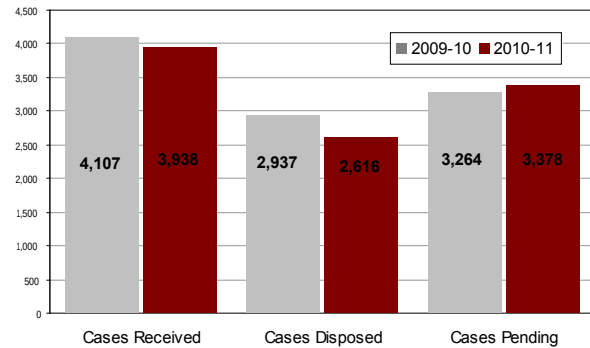
Cases Received, Disposed, and Pending¹

In 2010-11, the Superior Court of Justice received 3,938 criminal cases and disposed of 2,616 cases (indictments and appeals). Both the number of criminal cases received and disposed has decreased since 2009-10 (four per cent and 11 per cent, respectively). Over the last two fiscal years, criminal cases pending have increased by 3.5 per cent.

Courtroom Operating Hours²

Courtroom operating hours decreased by two per cent over the last five years.

**Cases Received, Disposed, and Pending
in the Superior Court of Justice, Criminal**



¹ Due to a change in data entry and collection methods in Ottawa, Toronto and Windsor, older court statistics derived from previous data are not comparable with data derived from the new collection method. As result, five-year trend data will not be available until 2013-14.

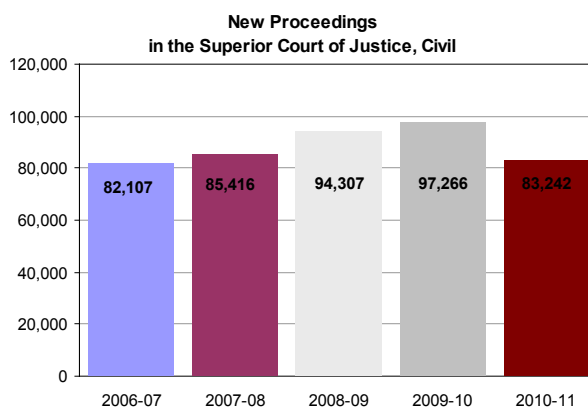
² Courtroom operating hours reflect hours during which courtrooms are in use; they do not measure working hours for judicial officials or court staff. Activity outside of the courtroom is not captured.

The Civil Courts

Five Year Trends

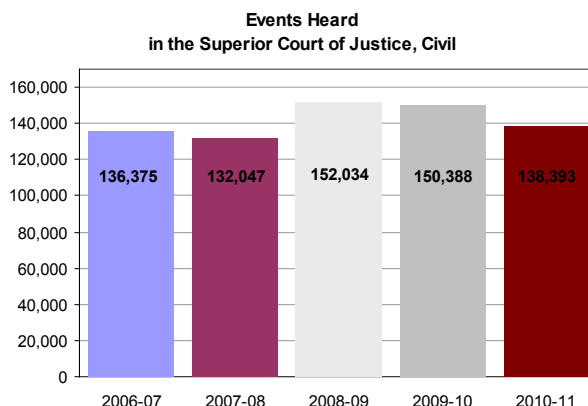
New Proceedings

In 2010-11, there were 83,242 new proceedings initiated in the Superior Court of Justice, up 1.4 per cent from 2006-07. However, in 2010-11 there was a significant decrease in the number of new proceedings compared to 2009-10. This decrease is partially due to the increase in monetary limit of the Small Claims Court from \$10,000 to \$25,000 beginning January 1, 2010. This reform allowed cases that would have been commenced in the Superior Court of Justice prior to 2010 to be brought in the Small Claims Court. In 2010-11, 1,296 of civil new proceedings were heard in the Divisional Court.



Events Heard

Over the last five years, the number of events heard increased by 1.5 per cent. However, in 2010-11 there was a significant decrease in the number of events heard compared to 2009-10. This decrease is partially due to the increase in monetary limit of the Small Claims Court from \$10,000 to \$25,000 beginning January 1, 2010. This reform allowed cases that would have been commenced in the Superior Court of Justice prior to 2010 to be brought in the Small Claims Court.



Civil Mediation

Mandatory mediation is a feature of civil case management in Toronto¹, Ottawa and Windsor. Full settlement rates for mandatory mediation in Ottawa and Windsor have increased from approximately 44 per cent in 2006-07 to 46 per cent in 2010-11.

Courtroom Operating Hours²

Courtroom operating hours have decreased by 6.6 per cent over the last five years.

¹ Statistics for Toronto are currently not available.

² Courtroom operating hours reflect hours during which courtrooms are in use; they do not measure working hours for judicial officials or court staff. Activity outside of the courtroom is not captured.

The Family Courts

Five Year Trends

Overview of Family Proceedings

Family matters are heard in the Superior Court of Justice, the Family Court branch of the Superior Court of Justice, and the Ontario Court of Justice. In 17 locations¹, the Family Court branch of the Superior Court hears all family matters. In the rest of the province, family matters are heard in either the Superior Court of Justice or the Ontario Court of Justice, depending on the claims made in the case.

New Proceedings

In 2010-11, the family courts received 81,836 new proceedings. Of these, 10,549 (13 per cent) were child protection proceedings under the Child and Family Services Act. The total number of new proceedings decreased by seven per cent since 2006-07, and new child protection proceedings decreased by 19.4 per cent.

Events Heard

In 2010-11, there were 307,865 events heard in the family courts, of which 23 per cent were events heard in child protection proceedings. Since 2006-07, the total number of events heard decreased by three per cent, while child protection events heard decreased by 6.5 per cent.

Time to Disposition for Child Protection Proceedings

Since 2006-07, the percentage of child protection proceedings that took more than four months to be disposed increased from 44 per cent to 49 per cent.

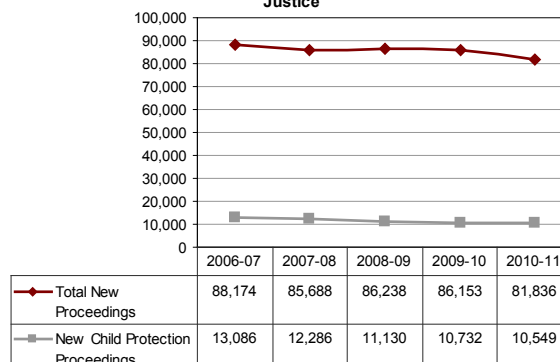
Mediation

Family mediation rates for full and partial settlement increased slightly from 77 per cent in 2006-07 to 80 per cent in 2010-11.

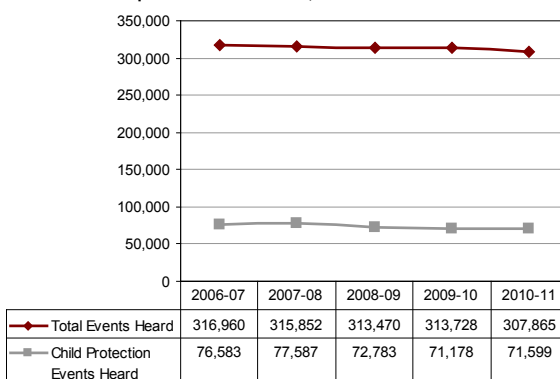
Courtroom Operating Hours²

Since 2006-07, courtroom operating hours increased by nine per cent.

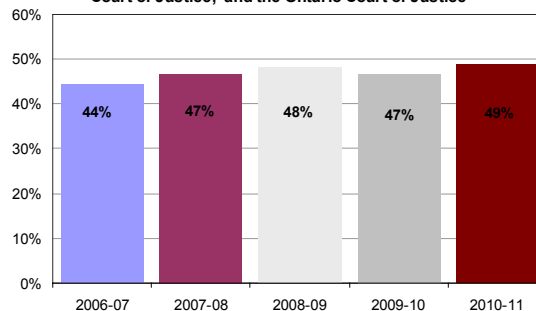
New Family Proceedings in the Superior Court of Justice, the Family Court branch of the Superior Court of Justice, and the Ontario Court of Justice



Family Events Heard in the Superior Court of Justice, the Family Court branch of the Superior Court of Justice, and the Ontario Court of Justice



Percentage of Child Protection Proceedings that Took More than Four Months to be Disposed in the Family Court branch of the Superior Court of Justice, and the Ontario Court of Justice



¹ Barrie, Bracebridge, Brockville, Cobourg, Cornwall, Whitby, Hamilton, Kingston, L'Orignal, Lindsay, London, Napanee, Newmarket, Ottawa, Perth, Peterborough and St. Catharines

² Courtroom operating hours reflect hours during which courtrooms are in use; they do not measure working hours for judicial officials or court staff. Activity outside of the courtroom is not captured.

The Family Courts Superior Court of Justice

New Proceedings

Since 2006/2007, the number of new proceedings commenced in the Superior Court of Justice decreased by 7 per cent.

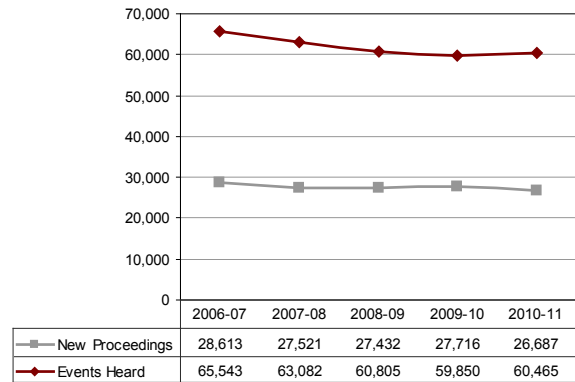
Events Heard

Over the last five years the number of events heard decreased by 8 per cent.

Courtroom Operating Hours¹

Since 2006/2007, courtroom operating hours increased by 13.5 per cent.

New Family Proceedings and Events Heard in the Superior Court of Justice



¹ Courtroom operating hours reflect hours during which courtrooms are in use; they do not measure working hours for judicial officials or court staff. Activity outside of the courtroom is not captured.

Family Court branch of the Superior Court of Justice

New Proceedings

Since 2006-07, the total number of new proceedings commenced in the Family Court branch of the Superior Court of Justice has decreased by five per cent, and new child protection proceedings commenced decreased by 17.4 per cent.

Events Heard

In the past five years, the total number of events heard decreased by one per cent, while child protection events heard decreased by 6.6 per cent.

Time to Disposition for Child Protection Proceedings

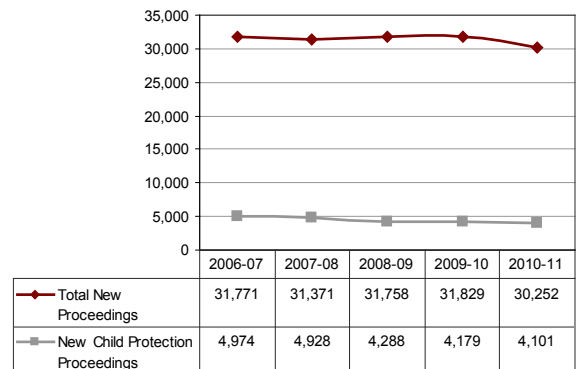
The percentage of child protection proceedings that took more than four months to be disposed increased from 42 per cent in 2006-07 to 48 per cent in 2010-11.

Courtroom Operating Hours¹

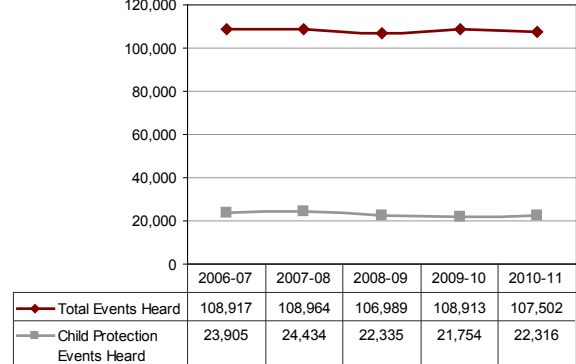
Since 2006-07, courtroom operating hours increased by 13.4 per cent.

¹ Courtroom operating hours reflect hours during which courtrooms are in use; they do not measure working hours for judicial officials or court staff. Activity outside of the courtroom is not captured.

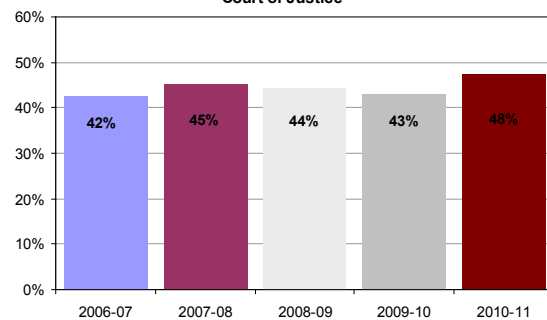
**New Family Proceedings in the Family Court branch
of the Superior Court of Justice**



**Family Events Heard in the Family Court branch
of the Superior Court of Justice**



**Percentage of Child Protection Proceedings that Took More than Four
Months to be Disposed in the Family Court branch of the Superior
Court of Justice**



The Family Courts Ontario Court of Justice

New Proceedings

In the last five years, the total number of new proceedings commenced in the Ontario Court of Justice decreased by 10.4 per cent, and new child protection proceedings commenced decreased by 20.5 per cent.

Events Heard

Since 2006-07, the total number of events heard decreased two per cent, and child protection events heard decreased by 6.4 per cent.

Time to Disposition for Child Protection Proceedings

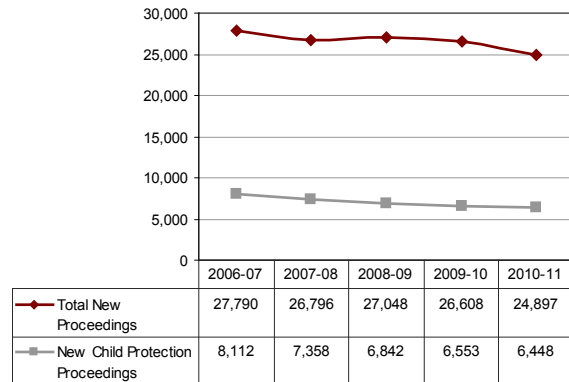
The percentage of child protection proceedings that took more than four months to be disposed increased from 45 per cent in 2006-07 to 50 per cent in 2010-11.

Courtroom Operating Hours¹

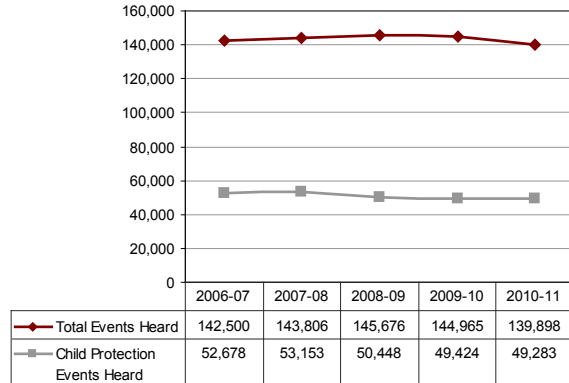
Since 2006-07, courtroom operating hours increased by 3 per cent.

¹ Courtroom operating hours reflect hours during which courtrooms are in use; they do not measure working hours for judicial officials or court staff. Activity outside of the courtroom is not captured.

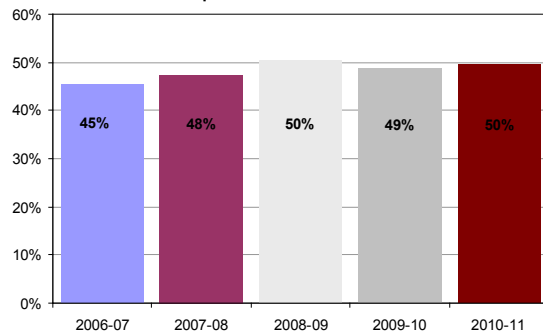
New Family Proceedings in the Ontario Court of Justice



Family Events Heard in the Ontario Court of Justice



Percentage of Child Protection Proceedings that Took More than Four Months to be Disposed in the Ontario Court of Justice



Small Claims Court

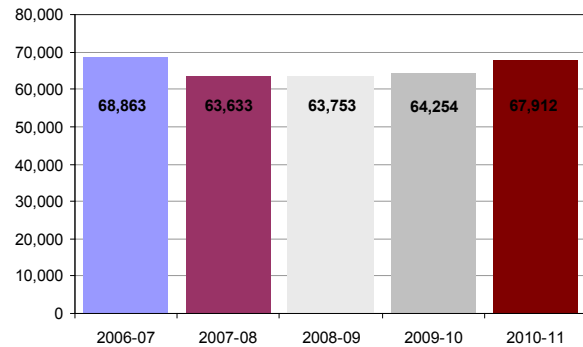
Five Year Trends

New Proceedings

Of all civil cases commenced in 2010-11, 45 per cent were Small Claims Court claims.

In 2010-11, 67,912 new cases were filed in the Small Claims Court, a decrease of 1.4 per cent from 2006-07. However, in 2010-11 there was an increase in the number of new cases commenced in the Small Claims Court compared to 2009-10. This increase is likely due to the increase in monetary limit of the Small Claims Court from \$10,000 to \$25,000 beginning January 1, 2010. This reform allowed cases that would have been commenced in the Superior Court of Justice prior to 2010 to be brought in the Small Claims Court.

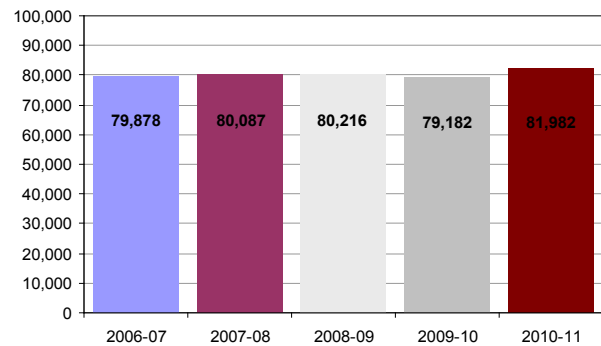
**New Proceedings
in the Small Claims Court**



Events Heard

Over the past five years, events heard increased by 2.6 per cent. This increase is partially due to the increase in monetary limit of the Small Claims Court mentioned above.

**Events Heard
in the Small Claims Court**



Courtroom Operating Hours¹

Since 2006-07, courtroom operating hours increased by nine per cent.

¹ Courtroom operating hours reflect hours during which courtrooms are in use; they do not measure working hours for judicial officials or court staff. Activity outside of the courtroom is not captured.

The Court of Appeal for Ontario

Five Year Trends

New Appeals Filed by Practice Area

In 2010-11, criminal appeals filed comprised 56 per cent of all new appeals filed in the Ontario Court of Appeal. Six per cent of appeals were in family matters and 38 per cent were in civil matters.

Criminal Appeals

Over the last five years, the number of criminal appeals filed decreased by one per cent, while appeals disposed increased by nine per cent.

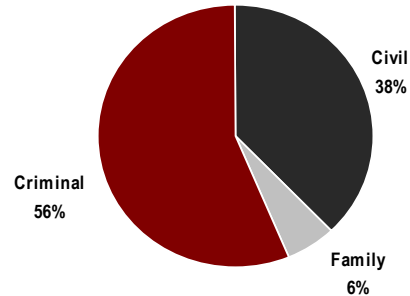
The number of criminal appeals pending decreased seven per cent.

Civil and Family Appeals

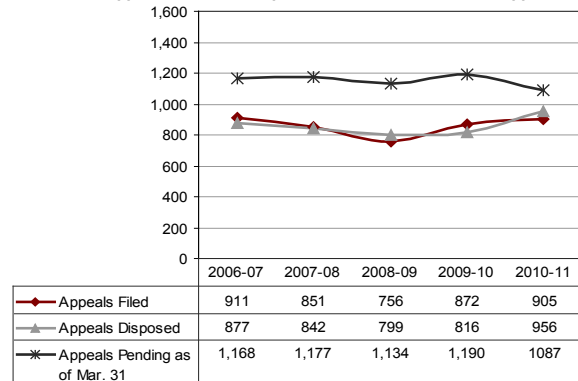
Over the last five years, the number of civil and family appeals filed and disposed decreased by 12 per cent and 14 per cent, respectively.

The number of civil and family proceedings pending decreased by 29.6 per cent.

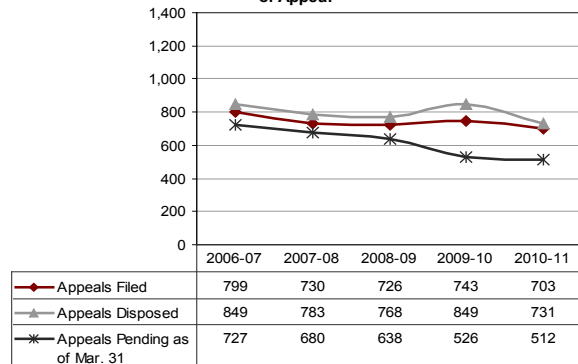
**Appeals Filed in the Ontario Court of Appeal
April 2010 to March 2011**



Criminal Appeals Filed and Disposed in the Ontario Court of Appeal



Civil and Family Appeals Filed and Disposed in the Ontario Court of Appeal



Chapter 4

2010-11 Operational Overview

The Criminal Courts

Justice on Target

First announced in 2008, Justice on Target (JOT) is the province's strategy to reduce delay in Ontario's criminal courts. Ontario will achieve faster, focused justice by targeting 30 per cent reductions in the provincial average of days and court appearances needed to complete a criminal case. The province plans to meet its target by June 2012.

The Justice on Target strategy was honoured to receive the top 2010 Institute of Public Administration of Canada (IPAC) Leadership Award. The gold prize in the Federal/Provincial/Territorial category of the prestigious Public Sector Leadership Award was announced in November 2010. The award recognizes the exciting and innovative work people are doing to reduce criminal court delay across Ontario and is shared by justice participants in sites across the province. Robert Taylor, Chief Executive Officer of IPAC noted that the strategy was chosen because of its "boldness, impact, collaboration and results."

Senior managers in Court Services Division shared in this award. Court Services local and corporate office staff are proud to be actively engaged in supporting JOT initiatives to enhance effectiveness in all court sites.

Court staff play an integral role in local leadership teams through collaboration with justice participants, supporting judicial officials and providing critical statistics and data to support JOT's evidence based approach to addressing delay in the criminal courts.

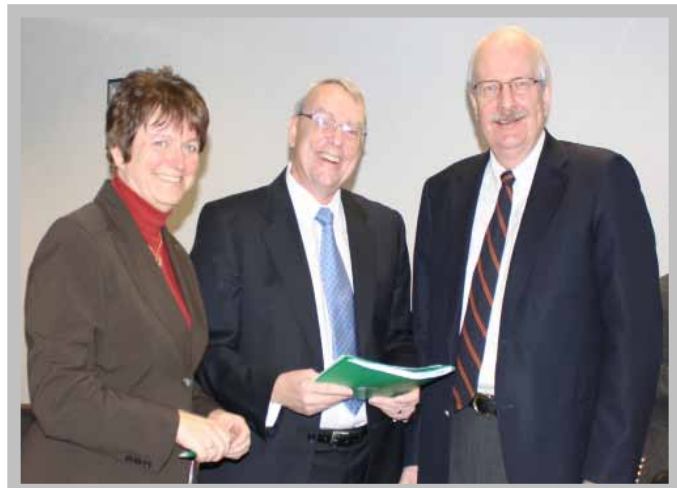
JOT and criminal court processing data from January 1 to December 31, 2010 is available at www.ontario.ca/justiceontarget. The data shows JOT is working. Province-wide, the average number of appearances needed to complete a criminal charge is now down nearly six per cent since the strategy got underway.

As of October 1, 2010, all Ontario Court of Justice criminal courthouses in the province, including satellite offices, have been formally



Above: Old City Hall Clock Tower

Below: Members of the Justice on Target Expert Advisory Committee
Lynne Wagner, the Honourable Peter Griffiths, Ken Anthony



engaged in JOT. Court staff and other local leaders at every site are identifying, implementing and sustaining initiatives to reduce criminal court delay.

These initiatives include:

1. Meaningful First Appearances

Giving people more information earlier so that they can make decisions sooner is a theme behind many of the new initiatives implemented locally under the heading of "Meaningful First Appearances." Many sites are changing the forms handed out to accused at the time of arrest or conducting orientation sessions to help people better prepare for court.

2. Dedicated Prosecution

This innovative system changes the way Crown Offices are structured and cases are managed. Dedicated prosecution allows prosecutors to better monitor the progress of cases and focus on substantive decisions earlier in the court process, helping to complete cases faster.

3. Crown Access Commitment

Some sites have taken steps to put resolution Crowns physically closer to the court and defence counsel so that timely resolution talks can be held.

4. Streamlined Disclosure

This approach includes an initial and much-reduced disclosure package earlier in the process to allow crown and defence to screen key material sooner. A second, more detailed disclosure would be made if a decision is made to go to trial. This "two-step," streamlined disclosure process ensures that all justice participants, including crown, defence counsel and accused persons, get the information they need earlier in the process.

5. Appearance Standard

This approach recognizes that it would be beneficial to have a standard number of appearances for most matters, after which most cases should be either set down for trial or otherwise resolved.

6. Increased Availability of Plea Courts

Justice participants are finding ways to make Plea Courts available when an accused wants to

plead guilty at a scheduled appearance. Some sites have found that by resolving simple cases sooner, court time and space is freed up to have Plea Courts available every day of the week.

7. Direct Accountability

Direct accountability recognizes that some low-risk, offences such as minor acts of vandalism and theft can be dealt with outside of the formal criminal court process, while still holding offenders accountable in the community. Sanctions could include community service, restitution, donation to a charity or attending programming or counselling.

8. New guidelines ensure that measures are taken earlier in the court process before the first appearance, where possible.

9. Enhanced Video Conferencing

Justice participants are finding ways to make maximum use of existing video conferencing equipment, such as video pleas or scheduling private and secure consultations between defence counsel and in-custody accused. This is a recognition facilitating defence counsel discussions with in-custody clients, which may also reduce the number of appearances and time between appearances for in-custody accused.

10. Bail Enhancements

Local Leadership Teams at several large to medium sites have implemented initiatives to reduce the number of appearances in the bail phase of a criminal case. Enhancements include coordinating the order in which accused are brought into court from the cells, and taking steps to ensure the case is screened by the Crown's office and a sentencing and bail position is available for defence or duty counsel before court, if possible.

11. On-Site Legal Aid and Simplified Online Application Process

When the strategy began its work in mid-2008, eight locations across the province had an on-site legal aid application office. Since then, another 39 locations have established on-site legal aid. An additional five are being planned for the future as part of Legal Aid Ontario's transformation.

In addition to the extensive work done by court staff at individual JOT court sites, divisional staff are involved in supporting JOT in a number of corporate initiatives, including:

- the formation of a working group to be co-chaired with the Criminal Law Division to look at best practices in managing Weekend and Statutory Holiday courts
- working with the Ontario Court of Justice to support the expansion of Outlook as an interim electronic trial scheduling tool
- streamlining administrative processes in court offices
- reviewing video use in criminal courts to support best practices in using available technology effectively and efficiently
- enhanced collection of data about why appearances are adjourned to support JOT's evidence-based approaches in local court sites
- regular updates and exchanges with the division's Criminal Operational Policy and Criminal Technical Tables

Access to Court Records

The division welcomes opportunities to share information about policies governing access to court records with the media and members of the public. These are accessible on the ministry website at:

http://www.attorneygeneral.jus.gov.on.ca/english/courts/policies_and_procedures/public_access/

Revisions to the policy are expected in 2011.

In addition, the division has worked with colleagues from across the country on issues related to access to court records. Ontario is represented on the Association of Canadian Court Administrators (ACCA) Information Management committee.



Court file records

The Civil Courts

Civil Rules

The Civil Rules Committee is a statutory committee composed of representatives from the judiciary, the bar and the Ministry of the Attorney General. The chair of the committee is Associate Chief Justice O'Connor of the Court of Appeal for Ontario. The committee has jurisdiction to make rules regarding procedures in all civil proceedings.

In June 2006, the Ontario government asked former Associate Chief Justice Coulter Osborne to review and recommend improvements to the civil justice system. The Civil Justice Reform Project conducted province-wide consultations, reviewed civil justice studies and reforms in other jurisdictions, and considered available data.

Following the release of the Civil Justice Reform Project report in November 2007, the Attorney General sought feedback on its recommendations from Ontarians during a civil justice tour of all regions of the province.

In December 2008 and in December 2009, the government announced reforms to the civil justice system, which came into effect on January 1, 2010. Regulations amending dozens of court rules were filed on December 10, 2008, and October 16, 2009, respectively.

Key reforms included:

- increasing the monetary limit of the Small Claims Court from \$10,000 to \$25,000
- raising the monetary limit for Simplified Procedure from \$50,000 to \$100,000
- reducing pre-trial costs and delays by requiring advance timelines for sharing information between parties to a dispute and limiting pre-trial examinations for discovery to one day, unless the parties or the court decide that more time is needed
- lowering litigation costs and reducing the need for lengthy trials by making it easier to resolve cases earlier
- creating a general principle of proportionality in the Rules of Civil Procedure so the time and expense of each case reflects what is at stake.

Impacts of the reforms continue to be monitored.

Civil Case Management

Case management under Rule 77 of the Rules of Civil Procedure has been in place in Ottawa and Toronto since 1997 and in Windsor since 2003. Under case management, the court supervises the progress of cases to promote timely resolution. Toronto cases were subject to a modified case management system under Rule 78, which was effective as of December 2004, but was revoked on January 1, 2010.

The Civil Rules Committee considered Mr. Osborne's recommended changes to civil case management and an amended Rule 77 took effect in Ottawa, Toronto and Windsor on January 1, 2010. Under the amended Rule 77, case management is no longer automatic, and parties now have greater responsibility for managing actions and moving them quickly to trial or other resolution.

Updated fact sheets entitled Civil Case Management under Rule 77 of the Rules of Civil Procedure, and flowcharts summarizing the processes under the Rules of Civil Procedure are available online at <http://www.attorneygeneral.jus.gov.on.ca/english/courts/ccm/>.

Mandatory Mediation

Ontario's Mandatory Mediation Program is established by Rule 24.1 of the Rules of Civil Procedure in Toronto, Ottawa and Windsor. The program is designed to help litigants settle their cases early in the litigation process to save them the time and expense of going to trial. Cases that do not fully settle at mediation continue through the court process.

Mediation services are provided by private sector mediators. The ministry maintains a roster of qualified mediators in each location where Rule 24.1 operates. Rule 24.1 applies to most civil non-family actions. Proceedings relating to estates, trusts and substitute decisions are referred to mediation under Rule 75.1, unless there is a court order exempting them.

Updated fact sheets entitled Mandatory Mediation under Rules 24.1 and 75.1 of the Rules of Civil Procedure and flowcharts summarizing the

processes under the Rules of Civil Procedure are now available online at www.attorneygeneral.jus.gov.on.ca/english/courts/manmed.

Simplified Procedure

The simplified procedure under Rule 76 of the Rules of Civil Procedure provides a streamlined, more cost-effective process. As of January 1, 2010, the simplified procedure is available for cases over \$25,000 and up to \$100,000, as recommended by former Associate Chief Justice Osborne. Previously, the monetary limit was \$50,000.

Updated fact sheets entitled Simplified Procedure under Rule 76 of the Rules of Civil Procedure and flowcharts summarizing the processes under the Rules of Civil Procedure are now available online at www.attorneygeneral.jus.gov.on.ca/english/courts/civil/suing_and_being_sued_main.asp.

Small Claims Court

As of January 1, 2010, individuals and businesses can bring their civil claims of up to \$25,000 in the Small Claims Court where procedures are less formal and costs are lower. Previously, the limit was \$10,000.

In addition to the monetary limit increase, a number of changes were made to the Rules of the Small Claims Court and the court forms to help simplify and streamline processes. Effective January 2010, 11 court rules were changed and 42 court forms were improved. The forms are available in court offices and in a fillable format online at www.ontariocourtforms.on.ca/english/scc.

As of May 2010, five commonly-used Small Claims Court forms can now be completed using the Ontario Court Forms Assistant. The tool can be used to help fill out forms to start or defend a claim. Visit the Forms Assistant at the following website: <https://formsassistant.ontariocourtforms.on.ca/>.

As of January 31, 2011, the site has received more than 101,000 visits. Over 31,000 Small Claims Court forms have been completed or partially completed online, making it easier for Ontarians to submit their forms to the court and get their matter heard more quickly.

User-friendly procedural guides, brochures and flowcharts are also available at court offices or online at www.attorneygeneral.jus.gov.on.ca/english/courts/scc. In addition, automated telephone information systems continue to be available in 12 high-volume Small Claims Court locations throughout the province. Using this system, callers may choose from a menu of options to hear general information, such as court addresses, fax numbers and hours of operation, as well as basic information about bringing or defending a claim in Small Claims Court.

On January 1, 2011 amendments to the Courts of Justice Act concerning contempt proceedings in Small Claims Court were proclaimed. As of that date, changes to the rules of the Small Claims Court also came into force. The changes are summarized in an article called "What's New? Changes to the Small Claims Court Rules and Forms in effect January 1, 2011" available on the Ministry of the Attorney General's website at: www.attorneygeneral.jus.gov.on.ca/english/courts/civil/changes_to_SCC.asp. The changes include:

- amendments to the rules for service of a claim by registered mail and courier at the defendant's place of residence
- increases to costs and disbursements
- new statutory provisions and amendments to the rules concerning contempt hearings for failure to attend an examination after judgment
- minor amendments to forms



Richmond Hill Small Claims Court



Exterior Artwork, Milton courthouse
"Balancing Act" by George Wallace

The Family Courts

Four Pillars of Family Justice Reform

Throughout 2010-11, the ministry worked with the judiciary, the Bar, mediators, mental health professionals and women's advocates to strengthen the family justice system and improve access to justice based on the following four pillars:

- providing more information to families up front about the steps they need to take and the impact on children when relationships break down
- through an intake and triage approach, identifying cases which are appropriate for mediation and other means of alternative dispute resolution, as well as cases which require immediate judicial attention so that those cases receive expedited access to the courts
- improving access to legal advice as well as less adversarial means of resolving issues
- streamlining and simplifying the steps involved for those cases that must go to court

Family justice participants in the Brampton and Milton Courts were the first to implement these improvements and to develop initiatives,

including a mandatory information program, a dispute resolution officer program in the Superior Court of Justice, and on-site mediation. These improvements were made possible by a partnership between the ministry, the Superior Court of Justice, the Ontario Court of Justice and Legal Aid Ontario.

Family Mediation and Information Services Expansion

Family mediation and information services have been available at each Family Court branch of the Superior Court of Justice location since 1999 and include on and off-site family mediations, information and referral coordination services in the Family Law Information Centre, and parent information sessions.

In September 2010, in response to the positive feedback about the mandatory information program in Brampton and Milton, the ministry decided to expand the mandatory information program to the Family Court sites. In December 2010, the government decided that the ministry



would increase access to justice by expanding family justice services to all court locations.

Families across the province will soon have access to:

- a mandatory information program
- both on-site and off-site family mediation to help families work out solutions outside the courtroom
- information and referral coordinators who help direct and connect potential litigants to services in the community that assist with family breakdown, including counseling and support services and alternatives to litigation

The Family Policy and Programs Branch has worked hard throughout the later half of 2010-11 preparing for this substantial service expansion.

Changes to the Family Law Rules

The Family Rules Committee is a statutory committee composed of representatives of the judiciary, the Bar and the Ministry of the Attorney General, with jurisdiction to make rules regarding procedures in Ontario's family courts. The

committee is chaired by Justice Gloria Epstein of the Court of Appeal for Ontario.

In March 2010, amendments to the Family Law Rules came into effect to ensure consistency with Ontario legislation and to implement the custody and access changes brought about by the government's proclamation of certain sections of the Family Statute Law Amendment Act, 2009. In addition, the committee passed changes to the rules and forms relating to expert reports, service of documents, financial disclosure and financial statements.

Family Courts Steering Committee

The Family Courts Steering Committee is an inter-ministerial and interagency group chaired by the assistant deputy attorney general of the Court Services Division. The committee's objective is to determine ways to improve the delivery of family court services and the processing of family and child protection cases.

In 2010, the committee received reports from two advisory committees. One advisory committee looked at ways to attract new lawyers to child protection law, particularly in the northern regions of the province. The other committee looked at long child protection trials and made recommendations about best practices for conducting trials in order to reduce delays for children in care.

The committee is currently working on a strategy to reduce unnecessary delays in child protection cases.



Top left and bottom right: Family Law Information Centre and Mediation Room, Ottawa courthouse

Chapter 5

2010-11 Corporate Initiatives

ACCESS TO JUSTICE

Court Interpreters

Court interpreting is a highly skilled profession and the Court Services Division continues to foster relationships in order to support the profession, and to share information and best practices.

In 2010-11, the division tested approximately 400 interpreters across the province using new court interpreter tests developed by Vancouver Community College. This is in addition to the approximately 700 tests administered the previous year. Based on expert advice in the field of court interpreting, a new model of accreditation was developed and implemented. Court interpreter training was updated to reflect adult learning principles and continues to be delivered to interpreters across the province.

The division continues to test and train qualified interpreters. To help individuals prepare for the test, test preparation classes were developed and are offered free of charge. These classes supplement online test preparation materials and provide helpful information on how to best use the online materials.

To ensure continuous improvement of the court interpreter program, the division continues to provide opportunities to expand the use of video and audio technology in the provision of remote interpretation.



Royal Coat of Arms, Superior Court of Justice



Accessibility signage

Accessibility for Persons with Disabilities

Court Services Division continued to improve the accessibility of the court system for people with disabilities.

The courthouse accessibility coordinator service is the key initiative supporting accessibility in the division. The coordinators are the main point of contact for information about accessibility and they respond directly to requests for accommodation or assistance from people with disabilities. Accessibility coordinators responded to over 279 requests for accommodation between January 2009 and May 2010. Complete contact information for each court location's accessibility coordinator, as well as each courthouse's accessibility features, are listed by court location on the ministry's website at www.attorneygeneral.jus.gov.on.ca/english/courts/Court_Addresses. During the year, the division analysed the way the service is provided and has found that it is working well.

The division co-sponsors an accessibility unit, which provides strategic and operational support to improve accessibility across the ministry. The unit prepares and maintains the ministry-wide Accessibility Strategic Plan, coordinates the development of an annual accessibility plan as required under the Ontarians with Disabilities Act, 2001, and assesses and monitors compliance with the Accessibility Standards for Customer Service.

The division has incorporated accessibility and plain language principles into the design of some court forms and documents. The division is also working on a strategy to increase the availability of sign language interpreters in courts. The division expanded the use of sign language interpreters to all courtroom matters and at all court office counters, and successfully used remote interpretation for sign language matters. Work on the strategy will continue.

The Ontario Courts Accessibility Committee (OCAC) was formed in 2007. It is co-chaired by the assistant deputy attorney general of the Court Services Division and Justice Susan Lang of the Court of Appeal for Ontario. The committee provides strategic and practical advice on how to implement the recommendations of the Weiler Report "Making Ontario's Courts Fully Accessible to People with Disabilities". OCAC is an important linkage between the ministry, the judiciary and others in the justice sector.

The division supported the development and release of the first issue of the OCAC biannual newsletter, *Accessibility in Brief*. The newsletter provides timely information about the work of the OCAC, accessibility improvements in the courts, and helps build understanding of accessibility topics. It is available to the broader justice community through the ministry website and through the website of several key justice stakeholders, including the Law Society of Upper Canada and the Ontario Bar Association.



Jury box, Kingston courthouse

JURY REVIEW

The ministry continues to work towards the modernization of the jury system.

In 2010-11, through a variety of initiatives and with the participation of our justice partners, the ministry made significant improvements to the current jury system in Ontario. The ministry developed enhanced juror information and instructions, and revised the jury questionnaire and the summons form to improve readability and accessibility for the public. The ministry's jury duty website and automated jury telephone system were updated to provide the public with additional instructions, and frequently asked questions and answers.

In 2010-11, the ministry also continued its partnerships with various First Nations communities in Ontario and held jury awareness forums to increase First Nations participation in the jury process, increase goodwill, and improve dialogue between the ministry and the First Nations at a local level.

OPEN FOR BUSINESS ACT, 2010

On October 25, 2010, the *Open for Business Act, 2010* received royal assent. The act made a number of changes to courts-related legislation to modernize the legislation, improve clarity and increase transparency.

The *Creditors' Relief Act* was repealed and replaced with the *Creditors' Relief Act, 2010*. The new act modernizes the provisions in the current act, brings the act into line with current court rules and practices, and codifies the common law.

The amendments to the *Execution Act* helped to make the enforcement of judgment debts clearer, reflect current processes, and modernize the legislation.

MODERNIZING SERVICE DELIVERY

Court Reporting Services

The ministry continues to modernize in-court recording equipment through the expanded use of digital recording devices in courtrooms and is targeting full implementation of these devices in all courtrooms in Ontario in 2011.

In 2010-11, the division continued work on the framework for the enhanced service delivery of court reporting and transcript production in Ontario. Under this new framework, ministry court reporters will continue to take the in-court record with a standardized audio recording method using digital recording devices. The transcript ordering party will choose a transcriptionist from a list of professional, qualified transcribers, which could include but would not be limited to the reporter in the courtroom. The ministry will set standards for in-court certification and training, while building on the strengths of the current system and our dedicated staff. Transition and implementation is expected to occur over the next 18 months.



IT Initiatives & Accomplishments

In 2010-11, the Court Business Solutions Branch provided expertise and guidance in the development and implementation of the following information technology (IT) initiatives.

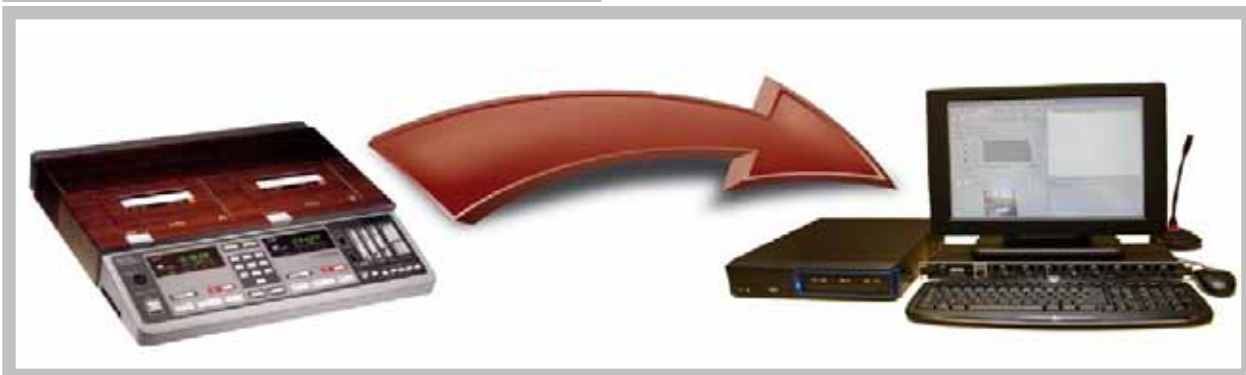
Modernization of Court Case Tracking Systems

Court Information Management System

The Court Services Division's work on the Court Information Management System (CIMS) continued throughout 2010-11. Much of the year was spent on technical and business planning efforts for CIMS, with the project moving into the development stage during the final quarter. This important initiative will modernize the technological support provided for court operations as well as enhance electronic court services for the public.

This joint business/IT initiative is being deployed in an incremental fashion and will consolidate information in the division's foundational court case tracking systems — ICON, FRANK and Estates — and provide enhanced electronic document management, court scheduling and financial and automated workflow capabilities. This will benefit staff, the public and all others served by the Superior Court of Justice, the Ontario Court of Justice, and the municipal courts.

Phase One of CIMS is expected in the spring of 2012.



Court Services Division implementation from analog to digital recording devices is currently underway across the province

Support for Court Operations

FRANK

The FRANK system, a province-wide case tracking application for the Superior Court of Justice civil, family, small claims, and criminal court matters as well as Divisional Court is integral in supporting the delivery of court services to the public of Ontario.

In 2010-11, the functionality of the FRANK system was enhanced to support the Court Services Division's Family Mandatory Information Program.

Streamlining Court Operations

In 2010-11, the division continued to modify and re-configure its technology to aid with streamlining of court operations for front line staff. A key area of focus was the reduction and/or streamlining of the data entry requirements for core systems. Discussions continue regarding automated electronic data availability and reducing the requirement for printing system reports, both of which are considered interim streamlining options leading up to the implementation of the Court Information Management System (CIMS).

Courts Time Reporting System

The Courts Time Reporting System was developed to meet an identified internal need to easily and accurately log the work hours of court staff, thereby ensuring efficient operations at court sites across the province.

This attendance management tool is a secure and password protected application and is used by court staff and managers to input, monitor and manage court staff work hours.

The application is being piloted in the East Region of the division, with planning for a full provincial rollout underway.

Modern Technology in Courtrooms

The Court Services Division is committed to continually upgrading and enhancing the use of modern technology in support of the courts, including the use of video conferencing. With one of the largest high-speed videoconferencing networks in the world, the justice sector in Ontario leverages technology to increase access to justice for those in remote communities as well as within larger urban centres, minimizing

the need for travel and effectively reducing the environmental impact of bringing people together.

In 2010-11 a new Vendor of Record (VOR) arrangement for video conferencing was established, making desktop and mobile video solutions available to the courts. The introduction of mobile video technology offers great opportunities for extending the use of video conferencing, both in the courtroom and beyond, providing justice services to those who require them.

Working Collaboratively to Support the Judiciary

Court Business Solutions Branch continues to provide support to the judiciary on behalf of the division through direct IT support as well as through ongoing work with the Judicial Information Technology Office. Court Business Solutions Branch and the Judicial Information Technology Office collaborate to resolve IT problems and assist the division in enhancing access to justice through the exploration and development of information technology. This work is critical in supporting the security and segregation of judicial information. In addition to operational support to the judiciary, in 2010-11 the branch worked closely with the trial courts to document their requirements with regards to the CIMS initiative.

Court Security

Beginning in 2012, the provincial government will begin to assume a share of the costs of court security and prisoner transportation from municipalities, to a maximum of \$125 million per year by 2018. This initiative also includes the development of a court security standards framework for Ontario's courts, which is being done in consultation with the police, the judiciary, and key justice partners.

In 2010-11, the Court Security Standards Working Group, chaired by the division with representation from the Courts, the municipal and policing sectors, and other justice-sector participants, undertook the development of a preliminary court security standards framework, which will be used to support consultation with a broad range of justice-sector participants and stakeholder groups beginning in March 2011.

Divisional Training Initiatives and Partnerships

Training Initiatives for Court Staff

Court Services Division continues to make learning and development a priority, providing effective training resources to support learning requirements. Employees across the province developed learning and development plans that reflect individual needs. The division facilitated the delivery of legislated mandatory training in the areas of accessibility, expenditures and the introduction of recent changes to the Occupational Health and Safety Act for over 4000 staff in seven regions and five branches by providing a variety of methods to access and track the e-learning training provided by the Ontario Public Service Centre for Leadership and Learning.

The Learning and Development Committee, consisting of corporate and regional representatives from across the division, provides a forum for members to discuss issues related to learning and training and to advise senior management on the future direction of training initiatives in the division. This year, the committee focused on providing standardized operational training materials, in all business lines, for use across the regions.

The Court Services Division Training Plan continues to guide the central coordination of training initiatives and ensures consistent high-quality training materials to support staff development. The plan focuses on operational training of new court systems and priorities and includes corporately developed and delivered training.

The division continues to support and facilitate training with the increased use of tool(s) such as Microsoft's Live Meeting, which augments a standard teleconference with the ability to view and edit documents in addition to providing access to other applications, and Adobe Captivate, which provides access to interactive one-on-one training at a convenient time for court staff.

Providing tools to support a professional and respectful workplace was a key priority for the division in 2010-11. Both management and staff benefited from a series of ongoing training opportunities to ensure that the division continues

to promote and sustain professional and respectful workplaces across the province.



Manager Awareness Session training to support a professional and respectful workplace

Specialized Court Support Services Certificate Program

In 2007-08, Court Services Division managers and supervisors as well as members of the judiciary provided guidance and support to Durham College in the development of the first specialized court support training program to be offered in Ontario. The eight-month program focuses solely on court support staff roles and responsibilities. It includes training on courtroom paperwork, transcript production and jury management as well as ethics, courtroom procedures and legal terminology. Thirty students enrolled for the September 2010 semester. Graduates continue to be successful in the competition process for court support positions with the Court Services Division.

As a result of the success of the Durham College program, Centennial College began offering the Court Support Services Program in September 2009, and Algonquin College will be delivering the program in 2011. The division provides ongoing support to all programs.

CUSTOMER SERVICE

Client Satisfaction Survey



Customer service in action at Court of Appeal

In October 2010, the division conducted its annual client satisfaction survey. For the first time, the survey was conducted entirely online enabling the division to receive responses from clients at all of Ontario's courthouses. Participation increased 13 per cent in 2010 with 1,325 court clients responding.

The survey focused on client satisfaction with court counter services for the civil, family, criminal and Small Claims Court practice areas. It measures organizational performance, not personal performance of staff members.

The majority of clients stated that they were satisfied with the service they received. In 90 per cent of courthouses visited by respondents, 87 per cent of respondents with a single filing were served in under 30 minutes and 79 per cent of clients were satisfied with the overall service they received.

Over 70 per cent of all respondents either agreed or had no opinion on statements that staff were professional, courteous, competent and knowledgeable. Additionally, 82 per cent of clients who visited a Family Law Centre said they were satisfied with its services, and 98 per cent of clients who accessed the Small Claim Court self-help materials said they got what they needed from the materials.

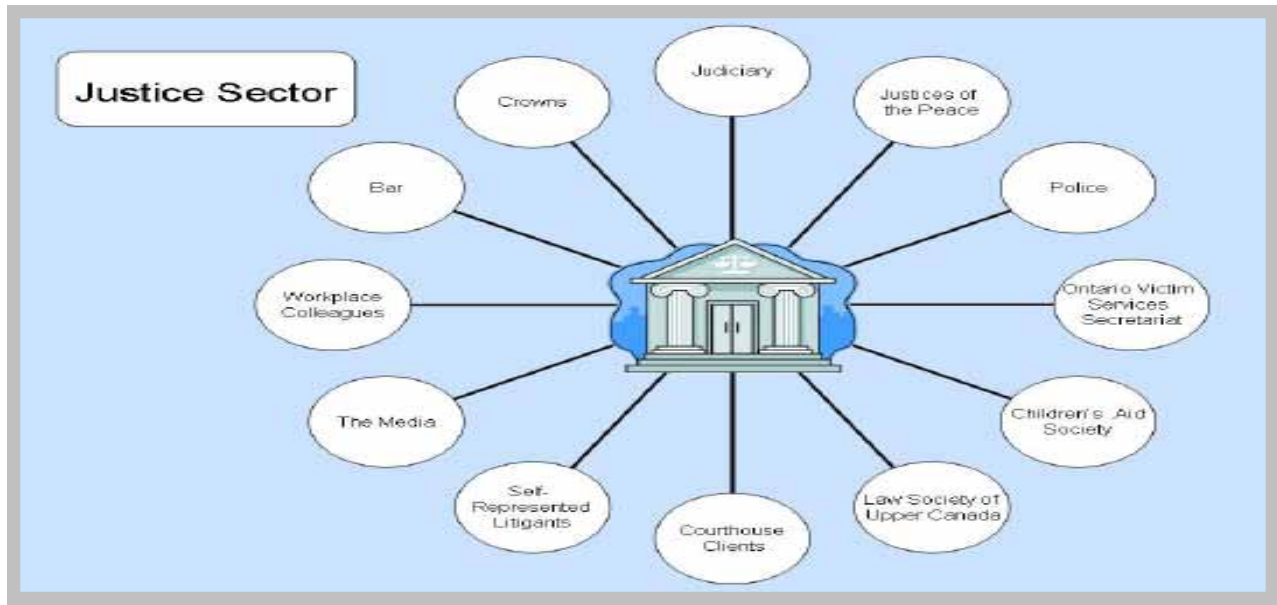
The methodology for the 2011 survey will be revised to obtain on-site responses from a representative and random sampling of clients using the services at court locations across Ontario.



Tina Stevens receives Excelsior award for customer service from Deputy Attorney General Murray Segal and Assistant Deputy Attorney General Ann Merritt



Posters of the Court Services Division Service Standards are posted in all court locations across Ontario



Components of the justice sector

WORKING WITH OUR JUSTICE PARTNERS

Municipal Administration of Provincial Offences Courts

The *Provincial Offences Act (POA)* is the procedural code governing the enforcement, prosecution and adjudication of offences established by municipal bylaws; provincial statutes, such as the *Highway Traffic Act*, the *Occupational Health and Safety Act*, and the *Environmental Protection Act*; and certain federal legislation, such as the *Fisheries Act*, the *Canada Shipping Act*, the *Migratory Birds Convention Act* and the *Indian Act*.

Judicial officials appointed by the provincial government and assigned by the Ontario Court of Justice preside over these matters. Court services for *POA* matters are provided primarily by municipalities.

As part of its role in overseeing the municipal provision of court services, the division conducts regularly scheduled audits of selected *POA* courts. In 2010-11, the division completed audits of two municipal court offices. It also led a number of initiatives to assist municipal partners in the delivery of local justice services and strengthen the provincial-municipal *POA* partnership.

These initiatives included:

- working with municipal partners to implement significant amendments to the *POA* that simplify court procedures, enhance fine enforcement, improve public services and increase the efficient use of resources
- monthly meetings between senior divisional representatives and municipal partner representatives to facilitate communication, collaboration and consultation
- working with municipal partners and Francophone stakeholders to enhance the delivery of French language services in municipally administered courts
- Supporting Municipal Court Managers' Association and Prosecutors' Association of Ontario training initiatives on a range of subjects, including French Language Service delivery obligations, the Accessibility for *Ontarians with Disabilities Act*, plans for a new Courts Information Management System (CIMS) and the recent streamlining amendments to the *POA*.

MANAGING COURT FACILITIES

Within the Ministry of the Attorney General, the Corporate Services Management Division has the lead responsibility for capital planning and project management through its Facilities Management Branch. The Court Services Division works in partnership with the Facilities Management Branch to identify capital planning priorities and to manage courthouse facilities issues across the province. The Facilities Management Branch leads the ministry in working closely with the Ontario Realty Corporation, the Ministry of Energy and Infrastructure to implement capital courthouse improvements.

In May 2005, the ministry began implementing a five-year infrastructure plan with an emphasis on facility consolidation and modernization, along with the ongoing maintenance of the ministry's capital assets. In the last five years, the Ontario government has committed over \$1 billion to construct new courthouses and improve justice facilities. In 2010-11, this work continued with a number of new consolidated courthouse construction projects moving forward.

Alternative Financing and Procurement

The ministry, in partnership with the Ministry of Infrastructure, Infrastructure Ontario and the Ontario Realty Corporation, is delivering a number of new courthouse development projects using the alternative financing and procurement model. Through Infrastructure Ontario, the alternative financing and procurement process uses private sector expertise and financing to build vital infrastructure, such as courthouses, on time and on budget while ensuring appropriate public control and ownership.

Durham Region Consolidated Courthouse

Located in downtown Oshawa, this new courthouse was completed in November 2009 and fully operational in spring 2010. It consolidated justice services previously delivered at eight different locations across the regional municipality of Durham. The new courthouse is the most accessible, technologically advanced courthouse in Ontario.

The Durham courthouse was the first in Ontario to be constructed using the government's alternative financing and procurement model. The building, completed in 2010, is the most energy efficient courthouse in Ontario and is the first courthouse to achieve Canada Green Building Council's Leadership in Energy and Environmental Design Gold certification. This new consolidated courthouse houses 33 courtrooms, three motion rooms, three conference/settlement rooms and related justice services.

The most technologically-advanced courthouse in Ontario, it also contains:

- six courtrooms outfitted for video remand conferencing and five additional courtrooms with video conferencing capabilities
- two remote video testimony rooms for vulnerable witnesses
- one jury courtroom equipped for simultaneous translation
- three portable translation booths, which allow the proceedings to be translated into another language for people sitting in the public gallery

Implementation

After receiving approval to proceed to the site selection and acquisition phase, Infrastructure Ontario and the Facilities Management Branch led the development and detailed design process for consolidated courthouses in Waterloo Region, Thunder Bay, Quinte Region and Toronto West. This is the last phase before construction can begin.

Waterloo Region Consolidated Courthouse

This new courthouse is in downtown Kitchener. Construction began in June 2010 and completion is scheduled for spring 2013. It will consolidate justice services now delivered at three locations across the region.

Thunder Bay District Consolidated Courthouse

This new courthouse is in Fort William, downtown Thunder Bay. Construction began in January 2011 and completion is scheduled for fall 2013. It will consolidate justice services now delivered at two locations in the city.

Other Projects

Quinte and St. Thomas consolidated courthouses are in the request for proposal evaluation stage. The winning proponents are scheduled to be announced in spring/summer 2011 and construction will start shortly thereafter.

Planning Studies

Planning studies position the ministry to develop detailed business cases for future courthouse accommodations. The planning study process identifies the appropriate number of judicial hearing rooms, facility requirements and program

functions. During each study, there are extensive consultations with local users.

In 2009-10, a planning study was initiated for Kingston (Frontenac County) and was completed in the 2010-11 fiscal year.

Studies for Brampton, Simcoe County, York Region and a downtown Toronto Ontario Court of Justice courthouse are continuing and will be completed by mid 2011-12.

Studies for the Toronto courts, including facility programs for a Superior Court of Justice-Criminal and Superior and Ontario Courts of Justice-family courthouse to be located on Chestnut Street and a second Ontario Court of Justice courthouse for Toronto East were completed in 2009-10.

Facility programs will be initiated this year for Toronto civil and small claims courts at 361 University Avenue.



Attorney General Christopher Bentley (second from the left) participates in the new Thunder Bay courthouse ground breaking ceremony with MPP Bill Mauro, MPP Michael Gravelle, Inspector Andy Hay of the Thunder Bay Police Service, Mayor Keith Hobbs and Elder Josias Fiddler.

Renovations and Expansions

The ministry continues to invest in court renovation, expansion and consolidation projects to address facility performance issues. In addition, major renovations, in excess of \$1 million per site, were undertaken in Barrie, Milton, Parry Sound, Sarnia, Sudbury and Toronto.

As work on the St. Thomas courthouse is scheduled to begin in spring 2011, an interim site has been modified to ensure that access to court services continues. In order to minimize costs and the time required to complete construction on the interim St. Thomas site, the ministry reused materials from the decommissioned court sites in Durham Region. Ministry programs moved to the site in late December 2010, and the first court hearings were held in January 2011.

Sioux Lookout is a designated Ontario Heritage Property. The ministry has invested over \$7 million to expand and renovate the building, doubling it in size. The facility has met Leadership in Energy and Environmental and Design (LEED) silver certification standard. It is barrier free and has modern security features. Renovations were completed in 2010.

Installation of Automated External Defibrillators in Select Court Locations

In 2007, in support of the government's commitment to install defibrillators in government buildings, Court Services Division initiated a

pilot project to implement an automated external defibrillator program in four court locations. Following the successful implementation of the four automated external defibrillator programs, the initiative was expanded to additional locations throughout the province starting in 2008. By March 31, 2011, the division had distributed automated external defibrillators and commenced the training of responders at the required sites. Installation of automated external defibrillator cabinets will continue into 2011-12 as automated external defibrillator cabinets are purchased for the remaining sites.

Emergency Management Planning

In 2008-09, in collaboration with the ministry's Business Continuity and Emergency Management Unit, Criminal Law Division and the Ontario Victim Services Secretariat, the division led an effort to integrate and enhance the emergency management planning of base-court operations.

Building on these achievements, in 2009-10 the ministry successfully completed the first year of its two-year plan to conduct and document a detailed baseline inventory and assessment of ministry time-critical services and dependent systems, infrastructure, assets and resources.

In 2011, the ministry's satellites and fly-in locations were incorporated as new appendices into their respective local base court Integrated



Courtroom construction underway at Sioux Lookout Courthouse

Business Continuity Plans (IBCPs). To date all the requirements for IBCPs have been completed for all 172 court locations across the province.

Each year IBCPs continue to evolve, with the development of additional support tools. In 2010, an Emergency Response Handbook containing critical contact information, response procedures, and checklists was added to aid local responders in the decision making processes in the event of an emergency.

On an annual basis the ministry is required under the Business Continuity Planning Operating Policy to review update and test business continuity plans to keep them current and ensure users are familiar with them in the event of an emergency.

2010 IBCP Tabletop Exercises

At each court site, the division leads a local integrated management group, who has the responsibility of directing a coordinated emergency response. Integrated Business Continuity Plans tabletop exercises are led annually by the ministry's Business Continuity and Emergency Management Unit to provide an opportunity for the group to participate in an emergency scenario with other key partners and stakeholders and to assess the effectiveness of their IBCP. This year participants were provided with a standard exercise scenario involving a tornado directly impacting the courthouse, and were encouraged to utilize all sections of their IBCP from first response to reconstitution.

The series of regional exercises were attended by 231 participants and included key members from Court Services Division, Criminal Law Division and Ontario Victim Services Secretariat as well as key justice participants.

An action report is prepared for each region that captures the participants' feedback and lessons learned on the discussion-based table exercises.

G8 and G20 Summit - Planning, Preparation and Exercises

In June 2010, the G8 Summit was held in Huntsville and the G20 Summit was held in Toronto for world leaders. The summits were one of the largest security events in Canadian history. To facilitate planning a ministry was formed, and the ministry also led a justice sector working

group and participated as an Ontario Public Service community.

The Court Services Division and Business Continuity and Emergency Management Unit worked closely with the Offices of the Chief Justices for the Superior and Ontario Courts of Justice in the planning of court operations, including the scheduling of additional courts dedicated to arrests resulting from the summits. The ministry was prepared to deal with an increase in case-load due to the summits, including providing support for injunctive relief, courtrooms for dealing with plea and bail hearings, and associated resources.

The ministry was fully engaged in all G8/G20 exercises leading up to the summit, as well as designing and facilitating a successful justice partner tabletop exercise. The Federal/Provincial exercises: Trillium Sentry, Resilient Trillium and Trillium Guardian and the Ministry Emergency Operations Centre and the Ministry Action Group were activated for the latter two exercises. In addition to these high-level corporate exercises, the ministry designed and conducted multi-ministry tabletop exercises for staff who would be directly involved with dealing with any arrests to come out of the event. Exercise Trillium Justice was conducted in Bracebridge and Toronto, and included all local justice participants.

The planning and exercises prepared the ministry to deal with the potential impacts resulting from the summits.



New Durham Courthouse at sunset

PLANNING FOR THE FUTURE

The Court Services Division uses a rolling five-year plan to guide improvements to the effectiveness, efficiency and accessibility of court services. The plan is reviewed and updated annually and provides direction to the division on business goals, service standards, multi-year priorities and resource needs. The plan has incorporated the division's legislated goals as set out in the *Courts of Justice Act, 2007* and links them to the plans' related business goals and initiatives. Appendix A sets out the Court Services Division Five-Year Plan for 2010-11 to 2014-15.

In addition to initiative-based commitments, staff and managers provide ongoing high-quality services to the public. To support this service, planning includes ensuring that: trained personnel support the needs of the judiciary and deliver courteous, professional services to court users; resources are managed according to government standards and policies and within the division's allocation; and issues are identified and effectively managed.

Into the Future Committee

Into the Future is a subcommittee of the Divisional Management Committee and is composed of participants from the division's regions and corporate branches as well as representatives from the Superior Court of Justice and the Ontario Court of Justice.

The subcommittee serves as a source of research, ideas and innovation that will help position Ontario as a leader in the provision of modern court services into the future.

In 2010-11, Into the Future furthered its strategic review of foundational issues for a 25-year Court Services Division plan, including the streamlining and automation of business processes, the future role of court staff in the justice system and support for the development of the Court Information Management System.

Chapter 6

Report on Resources

Human Resources by Region*

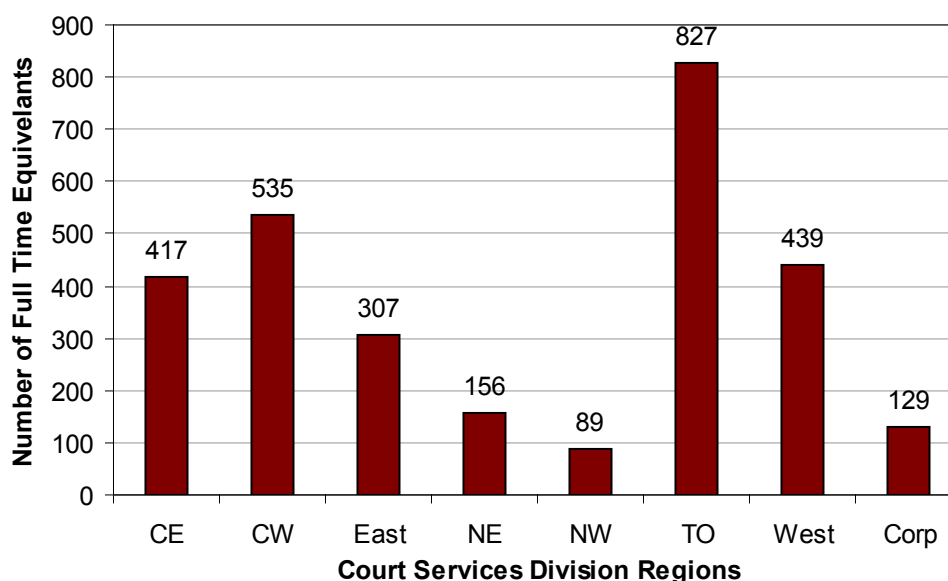
Data Source: FTE Tracker Tool –
Human Resources Strategic
Business Unit

Region	March 2011
Central East	417
Central West	535
East	307
Northeast	156
Northwest	89
Toronto	827
West	439
Corporate office	129
Total	2,898

* Note: Human resources do not include judiciary or judicial support staff.

Human Resources (FTEs) for Fiscal 2010-11

■ Mar-11



Notes:

1. FTE (Full Time Equivalent) numbers are a "point in time" count of active employees as of the last business day in March each year.
2. FTE numbers convert all part-time employees to an equivalent full-time number. For example, a regular part-time employee working 21.75 hrs per week is counted as 0.6 FTE, while a full-time employee is counted as one FTE.

Revenue by Region 2010-11

	Central East	Central West	East	Northeast	Northwest	Toronto	West	Total
Fees	10,953,562	18,472,502	6,126,021	2,493,064	936,926	27,147,869	10,610,751	76,740,695
Sales	72,842	122,843	40,738	16,579	6,231	180,535	70,562	510,330
Fines	6,974,228	8,068,260	4,635,736	2,296,710	1,052,165	4,064,188	7,450,111	34,541,398
Reimbursements*	3,396,864	3,929,722	2,257,879	1,118,634	512,467	1,979,501	3,628,647	16,823,714
Miscellaneous	199,753	336,870	111,716	45,464	17,086	495,077	193,501	1,399,467
Government of Canada	837,015	1,411,574	468,119	190,507	71,595	2,074,502	810,819	5,864,131
Total	22,434,264	32,341,771	13,640,209	6,160,958	2,596,470	35,941,672	22,764,391	135,879,735

* Reimbursements from municipalities for services related to the *Provincial Offences Act*.

Statement of Expenditures

For years ending March 31, 2011, 2010, 2009, 2008 and 2007

	2010-11	2009-10	2008-09	2007-08	2006-07
OPERATING					
Administration of Justice					
These costs relate to scheduling court cases, maintaining court records and files, collecting fines and fees, enforcing civil orders, providing justice information to the public, providing courtroom support and facilitating the delivery of other justice services.					
Salaries and Wages	156,778,664	155,423,547	158,402,114	152,043,893	136,803,987
Employee Benefits	27,063,988	26,615,373	26,208,454	23,459,764	21,411,536
Transportation and Communication	8,980,511	7,894,891	7,992,780	9,188,350	7,261,053
Services	53,925,295	50,952,200	47,171,444	47,461,785	41,807,215
Supplies and Equipment	11,615,035	8,464,357	9,894,049	11,407,878	19,596,400
Recoveries ¹	-4,529,943	-313,875			
	253,853,590	249,036,493	249,668,841	243,561,670	226,880,191
Judicial Services					
These costs include the remuneration of Ontario Court judges and justices of the peace and Superior Court quasi-judicial officials, as well as the provision of judicial administrative support for the Ontario and Superior Courts of Justice and the Court of Appeal for Ontario.					
Salaries and Wages	124,991,380	123,388,419	116,066,660	131,690,359	99,617,156
Judicial and Employee Benefits	9,576,455	9,502,594	8,990,087	9,283,087	7,498,236
Transportation and Communication	3,157,931	3,487,156	3,766,835	3,877,158	3,642,791
Services	10,775,643	10,468,583	10,300,133	9,883,229	7,487,831
Supplies and Equipment	582,444	748,288	851,698	1,190,071	1,384,971
Transfer Payments (to the National Judicial Institute and the Ontario Conference of Judges)	231,951	231,951	231,951	231,951	231,951
	149,315,804	147,826,991	140,207,364	156,155,855	119,862,936
Bad Debt Expense ²	6,677,773	6,525,162	7,838,480	4,783,575	6,398,070
TOTAL OPERATING	409,847,167	403,388,646	397,714,686	404,501,100	353,141,197
OPERATING ALLOCATION	411,361,100	402,190,600	397,096,685	405,621,900	356,650,100
CAPITAL					
Court Construction					
Acquisition/Construction of Physical Assets	158,384,759	70,406,368	159,677,578	77,121,272	14,396,368
TOTAL CAPITAL	158,384,759	70,406,368	159,677,578	77,121,272	14,396,368
CAPITAL ALLOCATION	174,787,900	81,334,000	163,528,400	79,860,500	16,064,000

1. Recoveries include expenses related to the Court Information Management System recovered from the Application Modernization Office.

2. Bad debt expense includes *Criminal Code* fines and estreated bail estimated to be uncollectible.

Appendix A:
Court Services Division
Five-Year Plan

2010-11 to 2015-16

Mission and Legislated and Business Goals

Mission:

A modern and professional court service that supports accessible, fair, timely and effective justice services

Legislated Goals:

- **Maintain the independence of the judiciary as a separate branch of government**
- **Recognize the respective roles and responsibilities of the Attorney General and the judiciary in the administration of justice**
- **Encourage public access to the courts and public confidence in the administration of justice**
- **Further the provision of high quality services to the public**
- **Promote the efficient use of public resources**

Business Goals:

Timely and Efficient Case Processing:

- Courtroom technology supports efficient case processing
- Electronic case tracking permits continuous monitoring of case volumes, case flow and dispositions
- Court filing and data entry are consistent, accurate and up-to-date at all court offices
- Court rules and procedures promote timely resolution of cases and reduce unnecessary appearances and costs
- The division works collaboratively with the judiciary, the bar and justice sector partners to eliminate case delays

Accessible Services:

- Barriers to services provided by the Court Services Division are identified and reduced or eliminated
- Information services are easily available to the public, and in particular to unrepresented litigants in family and small claims court
- Technology enables improved access to court information, files and schedules and remote court appearances by parties, witnesses and interpreters
- Access to court documents, files and databases is governed by a legal and policy framework

Consistent High-Quality Services:

- A professional, trained court workforce provides consistent, accountable, knowledgeable, courteous services at court counters and in court offices, high-quality courtroom and administrative support to the judiciary and effective enforcement services
- Specialized court services are provided where appropriate
- Collaborative working relationships exist with municipalities, the judiciary and the bar, justice sector partners, other ministries, agencies, other Ministry of the Attorney General divisions and public service unions/associations
- The division has a federal/provincial/territorial strategy in place
- The division has links with external agencies to identify emerging issues and best practices and to improve the analysis of court data
- Efficient file and record management practices are in place at all court offices
- Jury selection process and accommodations encourage participation in juries
- High-quality court reporting and interpreter services are available as needed

Effective and Accountable Decision-Making:

- The division's five-year plan provides multi-year strategic direction on divisional priorities
- Client satisfaction with services is continuously monitored through public complaints protocols and client satisfaction surveys
- The division has data quality assurance standards and practices in place
- Local practices and programs, pilot projects and test pilots are evaluated and assessed for province-wide application
- Provincial stewardship services help ensure that municipal courts deliver Provincial Offences Act court services that support accessible, fair, timely and effective justice services
- Management information reports are regularly made available to the division, the Ministry of the Attorney General, the judiciary and the public to support ongoing program reviews and the analysis of case processing trends, client satisfaction with services and accountability to the public for the operation of the courts
- Accessibility for people with disabilities is a part of all business plans, operational plans, funding requests and proposals
- Ongoing improvement to accessibility for people with disabilities will be driven by the Accessibility Strategic Plan

Efficient Resource Management:

- Resource models provide an objective basis for assessing courtroom and court office staffing needs, the judicial and justice of the peace complement for the Ontario Court of Justice, regional allocations and private/public costs of litigation
- Policies are in place to support effective collection of unpaid fines and estreated bail
- The division works with the Facilities Management Branch to effectively manage court facilities and to develop a multi-year strategic facilities plan for future courthouse projects
- The division maintains an effective document and resource management system
- The division effectively manages trust funds
- Inter-regional service measures are in place

Five-Year Plan Initiatives Accomplished in 2009-10 and Removed from the Plan

Legislated Goal:

Recognize the respective roles and responsibilities of the Attorney General and the judiciary in the administration of justice

Business Goal:

Accessible Services

Achievement:

- Assessed and implemented recommendations from the Justice and Media Panel report within the ministry's purview, and consulted and liaised with judiciary, police and other justice partners on other recommendations

Legislated Goal:

Encourage public access to the courts and public confidence in the administration of justice

Business Goal:

Accessible Services

Achievements:

- Developed and implemented accessible customer service policies, procedures and practices, feedback processes and training for divisional staff, to support compliance with Accessibility Standards for Customer Service regulation
- Monitored the impact of fee waiver on improving access for financially disadvantaged litigants
- Added a resource section to the family justice section of the Ministry of the Attorney General website to link parents and children to supportive resources
- Developed specialized information for vulnerable litigants; e.g., a guide to applying for a restraining order
- Created a web-based document assembly program for select family and small claims court forms
- Assessed and implemented recommendations from the Justice and Media Panel report within the ministry's purview, and consulted and liaised with judiciary, police and other justice partners on other recommendations
- Linked operational systems to enable posting of scheduling information at courthouses using public view terminals and via the Internet
- Developed a standard form restraining order which meets the requirements of Bill 133
- Implemented a restraining order database and improved communication of family court restraining orders from family to bail court
- Piloted the standard form restraining order and Restraining Order Index in two court locations
- Encouraged greater use of available technology to conduct remote solicitor/client assessments through rule amendments
- Implemented a Video Over Internet Protocol Pilot Project across the province

Legislated Goal:

Further the provision of the high quality services to the public

Business Goal:

Timely and Efficient Case Processing

Achievements:

- Assessed and supported the implementation of recommendations of the Civil Justice Reform Project
- Worked with the Family Rules Committee on possible amendments to the Family Law Rules
- Developed most commonly-used interactive fillable forms for family and small claims court cases
- Considered legislation to modify contempt process in small claims court
- Reviewed small claims court processes for streamlining opportunities
- Supported improved collection and reporting of family court activity data

Business Goal:

Consistent High-Quality Service

Achievements:

- Reviewed and updated family manuals
- Developed and implemented training and training tools for divisional staff on providing accessible customer service to persons with disabilities
- Monitored the federal evaluation of the national family court model
- Met the Attorney General's obligation to engage in *Provincial Offences Act* streamlining exercise with municipalities
- Implemented changes to family law contained in the *Family Statute Law Amendment Act, 2009*
- Finalized manual for enforcement officers
- Prepared communication package for police services to explain scope of civil enforcement function

Legislated Goal:

Promote the efficient use of public resources

Business Goal:

Effective and Accountable Decision Making

Achievement:

- Implemented a feedback mechanism about providing service to people with disabilities, to support compliance with the Accessibility Standards for Customer Service regulation
- Participated in implementation of best practices for child protection cases through the Family Courts Steering Committee
- Evaluated the Standard Form Restraining Order and Restraining Order Index
- Developed and implemented a monitoring and reporting mechanism on compliance with the Accessibility Standards for Customer Service regulation

Priority Division Initiatives

Legislated Goal #1:

Maintain the independence of the judiciary as a separate branch of the government

Business Goal: Accessible Services

Goal	Initiative	Implementation				
		10/11	11/12	12/13	13/14	14/15
Collaborative working relationships exist with municipalities, the judiciary and the bar, justice sector partners, other ministries, agencies, other Ministry of the Attorney General divisions, and public service unions/ associations Continue to support collaborative forums with the judiciary including the Justice Summit, Family Courts Steering Committee, Operational Policy Tables and other regular meetings	Ongoing discussions with the Offices of the Chief Justices on the Memoranda of Understanding					
	Develop a memorandum of understanding with the Court of Appeal for Ontario					
	2010-11 Accomplishments: Continued ongoing consultations with the Court of Appeal for Ontario					
	Develop memoranda of understanding with the Ontario Court of Justice and the Superior Court of Justice to establish a framework for access to court activity data 2010-11 Accomplishments: Continued to work closely with both courts in response to particular requests for court activity data					
	Enter into a memoranda of understanding with the Justices of the Peace Appointments Advisory Committee and the Judicial Appointments Advisory Committee, as required under the Agency Establishment and Accountability Directive 2010-11 Accomplishments: Continued to draft memoranda of understanding					
Access to court documents, files and databases is governed by a legal and policy framework	In consultation with the judiciary, continue the ongoing review of the policy and legal framework balancing the public right of access to court information and services with the right to confidentiality and privacy					

✓= A checkmark indicates that the initiative has been accomplished. Shaded areas indicate the number of years remaining in the project timeline.

Legislated Goal #2:

**Recognize the respective roles and responsibilities of the Attorney General
and the judiciary in the administration of justice**

Business Goal: Accessible Services

Goal	Initiative	Implementation				
		10/11	11/12	12/13	13/14	14/15
Barriers to services provided by the Court Services Division are identified and reduced or eliminated	Participate in and provide support to the Ontario Courts Accessibility Committee 2010-11 Accomplishments: Continued to co-chair the Ontario Courts Accessibility Committee, and provide strategic and secretariat support Held four committee meetings Supported the creation of the Ontario Courts Accessibility Committee, Newsletter, Accessibility in Brief and published the first issue in the fall of 2010					
The division works collaboratively with the judiciary, the bar and justice sector partners to eliminate delays	Evaluate Family Case Manager project in Ottawa 2010-11 Accomplishments: Received and reviewed feedback from the County of Carleton Law Association in regards to this pilot					
The division works collaboratively with the Ontario Court of Justice and the Superior Court of Justice to develop case flow indicators for child protection cases	Work with the Office of the Chief Justices to build a detailed standard report for child protection cases 2010-11 Accomplishments: Established a working group with representatives from both Offices of the Chief Justices to review and comment on draft reports Provided a briefing on statistical reporting of child protection cases to the OCJ Advisory Committee on Family Law					
	Develop and implement protocols about reserve decisions to permit local court management to keep FRANK system up-to-date 2010-11 Accomplishments: Developed and deployed a Reserved Judgment Report that identifies cases by business line when judgment has been reserved in the past six months Developed a policy and directive which was distributed to family courts about the entering of reserved judicial decisions into FRANK					

✓ = A checkmark indicates that the initiative has been accomplished. Shaded areas indicate the number of years remaining in the project timeline.

Legislated Goal #2:

**Recognize the respective roles and responsibilities of the Attorney General
and the judiciary in the administration of justice**

Business Goal: Accessible Services (continued)

Goal	Initiative	Implementation				
		10/11	11/12	12/13	13/14	14/15
Information services are easily available to the public, and in particular to unrepresented litigants in family and small claims court	Work collaboratively with the judiciary to enhance online services and public access to court forms, court lists, etc. 2010-11 Accomplishments: Launched the Ontario Court Forms Assistant in May 2010, which offers the public guided assistance through the most commonly used family and Small Claims Court forms Posted 12 simple, one-page brochures about Small Claims Court procedures on the ministry's website, as well as a plain language document describing recent rule changes in that court Made 19 Small Claims Court Forms clearer and simpler to complete, in conjunction with the Civil Rules Committee Added two additional family law financial statement forms to the Forms Assistant in March 2011 Updated Ministry's Guide to Procedures in Family Court to make simpler and easier to understand					

✓= A checkmark indicates that the initiative has been accomplished. Shaded areas indicate the number of years remaining in the project timeline.

Legislated Goal #2:

**Recognize the respective roles and responsibilities of the Attorney General
and the judiciary in the administration of justice**

Business Goal: Efficient Resource Management

Goal	Initiative	Implementation				
		10/11	11/12	12/13	13/14	14/15
The division works with the Facilities Management Branch to effectively manage court facilities and to develop a multi-year strategic facilities plan for future courthouse projects - Develop multi-year infrastructure strategy for major capital and asset management - Ongoing tracking and strategic planning - Work with Facilities Management Branch to develop annual infrastructure plans	Work with justice partners and the judiciary to plan new courthouses in a manner that can accommodate integrated service delivery for family cases 2010-11 Accomplishments: Reviewed and provided input on courthouse planning to accommodate any future expansion of the Family Court Branch of the Superior Court of Justice Partnered with Legal Aid Ontario to ensure that expansion of Legal Aid Ontario family services, and ministry family services was completed in an integrated and collaborative manner					
	Work with Facilities Management Branch on the development of a multi-year accessibility plan to make all of Ontario's government-owned courthouses accessible to people with disabilities 2010-11 Accomplishments: Provided input to Facilities Management Branch on strategies and plans for making Ontario's government-owned courthouses accessible to people with disabilities					
Collaborative working relationships exist with municipalities, the judiciary and the bar, justice sector partners, other ministries, agencies, other Ministry of the Attorney General divisions, and public service unions/associations Continue to support collaborative forums with the judiciary including the Justice Summit, Family Courts Steering Committee, Operational Policy Tables and other regular meetings	Ongoing discussions with the Offices of the Chief Justices on the Memoranda of Understanding 2010-11 Accomplishments: Continued to adhere to the Memoranda of Understanding, referenced them in our dealings with the courts and acknowledged their ongoing importance					
	Create better links between government ministries that serve families, starting with those that service child protection clients 2010-11 Accomplishments: Developed two internal to government working groups as part of the family justice improvement project to focus on the child support and high-conflict families aspects of litigation					
	Develop and encourage a streamlined process for variation of support orders	✓				

✓ = A checkmark indicates that the initiative has been accomplished. Shaded areas indicate the number of years remaining in the project timeline.

Legislated Goal #3:**Encourage public access to the courts and public confidence in the administration of justice****Business Goal: Accessible Services**

Goal	Initiative	Implementation				
		10/11	11/12	12/13	13/14	14/15
Accessibility for people with disabilities is a part of all business plans, operational plans, funding requests and proposals	Develop policy and planning tools on how to prevent, remove or reduce barriers when developing and reviewing legislation, programs, policies, and funding proposals and requests 2010-11 Accomplishments: Continued to work in cooperation with the Ontario Public Service Diversity Office to refine and develop tools, training, and resources to assist all ministries in identifying and removing barriers when developing or reviewing legislation					
	Barriers to services provided by the Court Services Division are identified and reduced or eliminated					
	Develop a strategy to identify and support enhanced accessibility to Ontario's Courts 2010-11 Accomplishments: Finalized a multi-year Accessibility Strategic Plan which outlines what the ministry will do between 2010 and 2013 to enhance accessibility to Ontario's courts					
	Continually improve accessibility coordinator services at courthouses, including the expansion of services to fly-in and satellite court locations, to serve as a resource to court staff, justice sector stakeholders and the public on meeting the accessibility needs of people with disabilities 2010-11 Accomplishments: Finalized policies and procedures for providing accessibility services at fly-in and satellite courts Publicized accessibility coordinator services via signs/flyers at courthouses, and added accessibility information to the ministry's website Communicated to the judiciary about the availability of accessibility coordinator services Surveyed accessibility coordinators to better understand the types of requests received and areas where improvements can be made Established central telephone and TTY numbers where the public can call for information about accessibility services and coordinators					
	Develop and implement operational policies, procedures and supports for meeting common accommodation needs in courthouses in a timely manner 2010-11 Accomplishments: Continued to develop procedures and guidance to support staff in creating accessible documents and responding to requests for alternate formats of documents for people with disabilities Developed a strategy to provide portable assistive listening devices for use in courthouses					

✓= A checkmark indicates that the initiative has been accomplished. Shaded areas indicate the number of years remaining in the project timeline.

Legislated Goal #3:**Encourage public access to the courts and public confidence in the administration of justice****Business Goal: Accessible Services (continued)**

Goal	Initiative	Implementation				
		10/11	11/12	12/13	13/14	14/15
Barriers to services provided by the Court Services Division are identified and reduced or eliminated (continued)	Work in partnership with other divisions in the ministry to establish a plan for implementing specialized supports and training resources for court staff to service clients with neurological disabilities, mental health disabilities, developmental disabilities and acquired brain injuries 2010-11 Accomplishments: Led a cross-divisional working group, which researched ways of providing specialized supports, and training materials for court staff Drafted a plan to provide specialized supports and training materials for court staff					
	Consider and implement recommendations from the Courts Disability Committee's report entitled Making Ontario Courts Fully Accessible to Persons with Disabilities 2010-11 Accomplishments: Incorporated approved plans to implement the remaining recommendations of the Courts' Disabilities Committee into the ministry's multi-year Accessibility Strategic Plan	✓				
	Participate in the development of a courthouse signage and wayfinding standard making it easier for everyone, including people with disabilities, to locate courtrooms and services 2010-11 Accomplishments: Continued to provide input into the development of the standard	✓				
	Support the establishment of Legal Aid Ontario offices in court locations to support criminal and family court objectives 2010-11 Accomplishments: Partnered with Legal Aid Ontario to ensure that expansion of Legal Aid Ontario family services and ministry family services were completed in an integrated and collaborative manner, including sharing space in most court locations					
	Work with Facilities Management Branch on the development of a multi-year accessibility plan to make all of Ontario's government-owned courthouses accessible to people with disabilities 2010-11 Accomplishments: Provided input to Facilities Management Branch on strategies and plans for making Ontario's government-owned courthouses accessible to people with disabilities					

✓= A checkmark indicates that the initiative has been accomplished. Shaded areas indicate the number of years remaining in the project timeline.

Legislated Goal #3:**Encourage public access to the courts and public confidence in the administration of justice****Business Goal: Accessible Services (continued)**

Goal	Initiative	Implementation				
		10/11	11/12	12/13	13/14	14/15
Barriers to services provided by the Court Services Division are identified and reduced or eliminated (continued)	Develop a strategy to enhance the provision of French language services in designated court operations 2010-11 Accomplishments: Partnered with Association of French Speaking Jurists of Ontario for the Carrieres en justice project with the goal of creating an interest among young people for pursuing their studies and working in French in the justice sector Held French Language Institute for Professional Development, which court staff from designated bilingual positions participated in November 2010 Participated in French Language Services Bench and Bar Advisory Committee in 2010 to provide recommendations in relation to increasing the knowledge of federally or provincially appointed members of the judiciary in Ontario with respect to language rights and to propose concrete and concerted steps to address the perceived shortage of bilingual judges required in Ontario	✓				
	Develop a strategy to promote access to justice services for Aboriginal people 2010-11 Accomplishments: Held jury information forums in 4 First Nation communities in to share information and to further engage First Nation individuals living on reserve in the jury process Continued to engage other First Nation communities regarding participation in jury awareness forums					
	Support Pro Bono Law Help pilot project, Toronto Region 2010-11 Accomplishments: Worked collaboratively with Pro Bono Law Help project to ensure effective communication, share information and address common issues, including proposed service improvements					
	Create a publicly accessible legal appointments website to provide information and forms to applicants for Commissioner for Taking Affidavits and Notary Public appointments					
	Create more detailed information materials for newly appointed commissioners for taking affidavits					

✓= A checkmark indicates that the initiative has been accomplished. Shaded areas indicate the number of years remaining in the project timeline.

Legislated Goal #3:**Encourage public access to the courts and public confidence in the administration of justice****Business Goal: Accessible Services (continued)**

Goal	Initiative	Implementation				
		10/11	11/12	12/13	13/14	14/15
Information services are easily available to the public, and in particular to unrepresented litigants in family and small claims court Continue to provide and advertise availability of public education materials	Update all guides to procedure in family courts 2010-11 Accomplishments: Updated all guides to procedures in family courts and launched a new simpler guide in Spring 2010 Produced new guides for parenting affidavits, non-parent custody applications, child protection appeals (in conjunction with the Ontario Court of Justice and Superior Court of Justice) and restraining orders Added a resource section to the family justice section of the Ministry of the Attorney General website to link parents and children to supportive resources Developed specialized information for vulnerable litigants; e.g., a guide to applying for a restraining order					
	Work collaboratively with the judiciary to enhance online services and public access to court forms, court lists, etc. 2010-11 Accomplishments: Enhanced family justice content on the Ministry of the Attorney General website Initiated discussions on incorporating electronic access to court services and information into the planning and development of the Court Information Management System (CIMS) Revised policy on public access to court files to permit access to files covered by <i>Criminal Code of Canada</i> publication bans, including a s. 486.4 or 486.5 publication ban Revised policy on public access to court files to permit access to information about future court dates and courtroom locations in <i>Youth Criminal Justice Act</i> matters Launched the Ontario Court Forms Assistant in May 2010, which offers the public guided assistance through eleven of the most commonly used family and Small Claims Court forms Added two additional family law financial statement forms to the Forms Assistant in March 2011 Posted 12 simple, one-page brochures about Small Claims Court procedures on the ministry's website, as well as a plain language document describing recent rule changes in that court Made 19 Small Claims Court forms clearer and simpler to complete, in conjunction with the Civil Rules Committee Updated eight public guides to procedures in Small Claims Court to reflect new legislation					

✓= A checkmark indicates that the initiative has been accomplished. Shaded areas indicate the number of years remaining in the project timeline.

Legislated Goal #3:**Encourage public access to the courts and public confidence in the administration of justice****Business Goal: Accessible Services (continued)**

Goal	Initiative	Implementation				
		10/11	11/12	12/13	13/14	14/15
Information services are easily available to the public, and in particular to unrepresented litigants in family and small claims court (continued)	Introduced new online informational pamphlets and forms related to child custody Developed Braille supplements for court locations Improved jury selection process by responding to issues in and around juror questionnaire and summons Responded to over 80 inquiries from the public regarding technical use of forms Developed standard form restraining order which meets the requirements of <i>Bill 133</i> Piloted the standard form restraining order and Restraining Order Index in two court locations					
	Technology enables improved access to court information, files and schedules and remote appearances by parties and witnesses - Post current court services information on the Ministry of the Attorney General website (e.g. information on estate matters, the jury selection process, court locations, guides and booklets and the legal appointment process) - Ensure that technology provided to the judiciary and to staff is modern, efficient, secure, private and managed in a responsive and confidential way					
	Provide electronic access to all court counter services; e.g., filing of documents, payment of fines and fees, and access to court files and schedules 2010-11 Accomplishments: Expanded the Public View Terminal (PVT) service initiative to eight court locations, adding functionality and information for both Ontario Court of Justice criminal and <i>Provincial Offences Act</i> matters Linked operational systems to enable posting of scheduling information at courthouses using PVTs and via the Internet Initiated discussions on incorporating electronic access to court services and information into the planning and development of the Court Information Management System (CIMS) Implemented a restraining order database and improved communication of family court restraining orders from family bail court					
	Provide remote access to solicitor/client assessments via video conferencing 2010-11 Accomplishments: Continued to provide opportunities for improved access to justice in remote locations in addition to, more timely and effective delivery of service to the public, through video conferencing for solicitor/client assessments Provided remote access for solicitor/client assessments in the Northeast and Northwest regions Encouraged greater use of available technology to conduct remote solicitor/client assessments through rule amendments					
	Use technology to permit more remote appearances, particularly in the northern regions 2010-11 Accomplishments: Implemented videoconference technology in the Gore Bay Courthouse Implemented a Video Over Internet Protocol Pilot Project across the province					

✓ = A checkmark indicates that the initiative has been accomplished. Shaded areas indicate the number of years remaining in the project timeline.

Legislated Goal #3:**Encourage public access to the courts and public confidence in the administration of justice****Business Goal: Accessible Services (continued)**

Goal	Initiative	Implementation				
		10/11	11/12	12/13	13/14	14/15
Technology enables improved access to court information, files and schedules and remote appearances by parties and witnesses (continued)	Create an Internet-based service allowing small claims court litigants to originate and respond to claims (as part of the Court Information Management System) 2010-11 Accomplishments: Identified as a future requirement, the Court Information Management System (CIMS) development includes building capacity for this function. Commenced ongoing documentation and business requirement compilation as part of the development of CIMS					

✓ = A checkmark indicates that the initiative has been accomplished. Shaded areas indicate the number of years remaining in the project timeline.

Legislated Goal #4:**Further the provision of the high quality services to the public****Business Goal: Timely and Efficient Case Processing**

Goal	Initiative	Implementation				
		10/11	11/12	12/13	13/14	14/15
Court filing and data entry are consistent, accurate and up-to-date at all court offices	Support municipal court initiatives to upload charge data captured through e-ticketing systems to ICON 2010-11 Accomplishments: Continued ongoing collaborative work with interested municipal partners to enable them to use an electronic file layout when submitting e-ticket data for upload to the ICON application, with the Durham <i>Provincial Offences Act</i> as focus during 2010-11					
	Implement a strategy of referral of family court litigants to Family Law Information Centres before they approach counters 2010-11 Accomplishments: Initiated procurement process to expand presence of information and referral coordinators to all courts hearing family matters	✓				
Court rules and procedures promote timely resolution of cases and reduce unnecessary appearances and costs	Develop a new database for tracking family mediation statistics and Family Law Information Centres data collection 2010-11 Accomplishments: Tested Family Law Information Centres database in November 2010 and launched in March 2011					
	Review criminal court administrative processes for streamlining opportunities 2010-11 Accomplishments: Identified streamlining opportunities Continued to implement priority streamlining initiatives	✓				
Courtroom technology supports efficient case processing	Implement short-term recommendations of the Technology for Ontario Courtrooms Discussion Paper 2010-11 Accomplishments: Consulted with both Trial Courts regarding their vision for expanding the use of video conferencing Put into place a new Vendor of Record agreement for video technology in December 2010 Commenced transition planning with a new vendor in January 2011 with pilot and transition work beginning in March 2011					
	Use closed circuit TV and video conferencing technology to permit more remote appearances, particularly in northern locations and Central East Region 2010-11 Accomplishments: Implemented video conference technology in the Gore Bay Courthouse Continued to pilot use of video conference technology to provide access between incarcerated clients and defence counsel in the Central East Regions					

✓ = A checkmark indicates that the initiative has been accomplished. Shaded areas indicate the number of years remaining in the project timeline.

Legislated Goal #4:**Further the provision of the high quality services to the public****Business Goal: Timely and Efficient Case Processing (continued)**

Goal	Initiative	Implementation				
		10/11	11/12	12/13	13/14	14/15
Electronic case tracking permits continuous monitoring of case volumes, case flow and dispositions	Implement enhancements to criminal case tracking system (ICON 2.2), complete municipal courts and Criminal/POT courts 2010-11 Accomplishments: Implemented the use of ICON 2.2 inquiry screen at 53 municipal court locations Made 14 enhancements for the ICON 2.2 Criminal/POA case tracking system based on user feedback					
	Undertake ICON training/enhanced data collection 2010-11 Accomplishments: Held Ask ICON training sessions on a monthly basis, via Live Meeting Improved process for collection of data about reasons for adjournment implemented					
	Commence strategic planning for the Court Information Management System (CIMS) 2010-11 Accomplishments: Completed development of the CIMS Business Vision document Developed draft communication strategy, with the CIMS website available and communication with Court Services Division staff ongoing Continued ongoing consultation with external stakeholders, gathering of business processes and business requirement documentation Received third party approval of the project plan and approval for business architecture Moved project from design into iterative development Continued to coordinate an accessibility training session for project and technical staff working on the CIMS project to enhance the understanding of accessibility issues for people with disabilities using online systems					
	Implement improvements to performance/design and functionality of case management systems (FRANK and ICON) 2010-11 Accomplishments: Made technical enhancements to improve the performance of the case management systems FRANK and ICON					

✓= A checkmark indicates that the initiative has been accomplished. Shaded areas indicate the number of years remaining in the project timeline.

Legislated Goal #4:**Further the provision of the high quality services to the public****Business Goal: Timely and Efficient Case Processing (continued)**

Goal	Initiative	Implementation				
		10/11	11/12	12/13	13/14	14/15
The division works collaboratively with the judiciary, the bar and justice sector partners to eliminate delays	Work with Criminal Law Division to support backlog reduction in criminal cases and Justice on Target strategy 2010-11 Accomplishments: Enhanced data collection about reasons for adjournment Established joint working group with Criminal Law Division on Weekend and Statutory Holiday (WASH) court to develop Weekend and Statutory Holiday court action plan Worked with Ontario Court of Justice to support expansion of Outlook as interim electronic trial scheduling tool Provided ongoing local and corporate leadership and support for Justice on Target Continued ongoing collaborative work with Criminal Law Division to ensure more effective and simpler access to Court Services Division and Criminal Law Division online resources					
	Support municipal e-ticketing initiatives 2010-11 Accomplishments: Continued ongoing collaborative work with interested municipal partners to enable them to use an electronic file layout when submitting e-ticket data for upload to the ICON application, with the Durham POA as focus in 2010-11					
	Participate in implementation of pilot Court and Community Liaison Committee report recommendations in child protection matters 2010-11 Accomplishments: Took action to implement recommendations from two follow up reports received by the Family Courts Steering Committee	✓				
	Develop and implement operational policies, procedures and supports for meeting common accommodation needs in courthouses in a timely manner 2010-11 Accomplishments: Continued to develop procedures and guidance to support staff in creating accessible documents and responding to requests for alternate formats of documents for people with disabilities Developed a strategy to provide portable assistive listening devices for use in courthouses					

✓ = A checkmark indicates that the initiative has been accomplished. Shaded areas indicate the number of years remaining in the project timeline.

Legislated Goal #4:**Further the provision of the high quality services to the public****Business Goal: Timely and Efficient Case Processing (continued)**

Goal	Initiative	Implementation				
		10/11	11/12	12/13	13/14	14/15
The division works collaboratively with the judiciary, the bar and justice sector partners to eliminate delays (continued)	Work collaboratively with the Ontario Court of Justice and the Superior Court of Justice to develop case flow indicators for child protection cases 2010-11 Accomplishments: Established a working group with representatives from both Offices of the Chief Justices to review and comment on draft reports Provided a briefing on statistical reporting of child protection cases to the Ontario Court of Justice Advisory Committee on Family Law					
	Work to improve and modernize enforcement legislation and regulations 2010-11 Accomplishments: Included the following amendments to the <i>Open for Business Act, 2010</i>: - Repealed the <i>Creditors' Relief Act</i> and replaced it with the <i>Creditors' Relief Act, 2010</i> bringing the act into line with current court rules and practices, and codifies the common law - Changed the <i>Execution Act</i> to help make the enforcement of judgement debts easier					
In collaboration with Legal Aid Ontario, the Ontario Court of Justice and the Superior Court of Justice provide family court clients with: - More information up front about the impact of separation on adults and children - An intake process that refers families to the services they need and provides alternatives to court - More opportunities for legal advice and the use of alternatives to court - A simplified and streamlined court process for those cases that must go to court	Provide an integrated information program for most family clients from the Ontario Court of Justice and Superior Court of Justice 2010-11 Accomplishments: Developed a Mandatory Information Program script which was launched in Brampton and Milton in June 2010, and to the 17 Family Court sites which started in January 2011, while working with the Ontario Court of Justice and Superior Court of Justice Partnered with Legal Aid Ontario to ensure family justice enhancements were integrated and collaborative and shared the Mandatory Information Program script and provided feedback to allow Legal Aid Ontario to develop their web-based Family Law Information program Initiated procurement process to expand the Mandatory Information Program, on-site and off-site mediation and Information and Referral Coordinators to all courts hearing family matters by summer 2011					

✓ = A checkmark indicates that the initiative has been accomplished. Shaded areas indicate the number of years remaining in the project timeline.

Legislated Goal #4:**Further the provision of the high quality services to the public****Business Goal: Timely and Efficient Case Processing (continued)**

Goal	Initiative	Implementation				
		10/11	11/12	12/13	13/14	14/15
The division works collaboratively with the judiciary, the bar and justice sector partners to eliminate delays (continued)	In Brampton, Milton and Newmarket, support a dispute resolution officer program established by the Superior Court of Justice 2010-11 Accomplishments: Initiated dispute resolution officer program in Brampton, Milton and Newmarket and have expanded to Barrie and Oshawa					
	Develop a mediation service model that permits appropriate cases to be effectively diverted from court at an early stage 2010-11 Accomplishments: Continued work on the family service expansion, to make available both free on-site and sliding scale fee off-site mediation in all base courts in Ontario that hear family cases					

✓ = A checkmark indicates that the initiative has been accomplished. Shaded areas indicate the number of years remaining in the project timeline.

Legislated Goal #4:**Further the provision of the high quality services to the public****Business Goal: Consistent, High-Quality Services**

Goal	Initiative	Implementation				
		10/11	11/12	12/13	13/14	14/15
A professional, trained court workforce provides consistent, accountable, knowledgeable and courteous services at court counters and in court offices, high-quality courtroom and administrative support to the judiciary and effective enforcement services - Support court staff through consistently updated policies, electronic manuals, electronic forms, Intranet, etc - Provide training to respond to changes in practices, rules, procedures, legislation and technology and ensure regional capacity for ongoing program-related training - Provide enhanced training on financial management to financial officers and managers to enhance controls over expenditures in accordance with the report of the Ontario Provincial Auditor - Assess new Ontario Public Service policy requirements - Provide staff development programs - Review courtroom and court office staffing needs and find solutions to high staff turnover - Establish performance plans for all staff that reflect the division's goals and conduct annual performance reviews	Prioritize and implement People Plan deliverables utilizing cost effective or cost neutral strategies 2010-11 Accomplishments: Continued to establish standardized operational training curricula for the division through the activities of the Learning and Development Committee Participated in the ministry Diversity Coaching and Mentoring Program Developed Career Path Mapping tools for all staff and made available on Court Services Division intranet site Completed Management Awareness Sessions focused on a Professional and Respectful Workplace for 212 managers Continued to plan Professional and Respectful Workplace training for approximately 4000 staff to be delivered by December 2011					
	Review policies and procedures for oaths and affirmations including consultations with the judiciary					
	Install automated external defibrillators in all remaining base court locations including staff training	✓				
	Work with universities and community colleges to establish certificate, degree and graduate degree programs for staff and managers and executive development programs 2010-11 Accomplishments: Continued membership and participation in the Durham College Advisory Committee Supported establishment of court support program at Centennial College and visited the college to deliver several presentations on Court Services Division recruitment					
	Provide operational support training to all court support staff across the province, including staff in criminal practice area 2010-11 Accomplishments: Trained and revised staff materials for amendments to the <i>Execution Act</i> and the introduction of the <i>Creditor's Relief Act, 2010</i> Delivered WRITS System training to 250 local management, enforcement and administrative staff Continued to deliver Digital Recording Device (DRD) training to regional Systems Officer, court reporters and record management clerks across the province Completed wave one of four Delivered Mental Disordered Accused training to 100 clerks Delivered ongoing Interpreter training to freelance and staff interpreters					

✓ = A checkmark indicates that the initiative has been accomplished. Shaded areas indicate the number of years remaining in the project timeline.

Legislated Goal #4:**Further the provision of the high quality services to the public****Business Goal: Consistent, High-Quality Services (continued)**

Goal	Initiative	Implementation				
		10/11	11/12	12/13	13/14	14/15
A professional, trained court workforce provides consistent, accountable, knowledgeable and courteous services at court counters and in court offices, high-quality courtroom and administrative support to the judiciary and effective enforcement services (continued)	Identify and implement recruitment processes to ensure that future skill and resource needs are met 2010-11 Accomplishments: Completed mass recruitment pilot project for Toronto Region, filling 27 flexible part-time courtroom clerk and registrar positions Continued use of mass recruitment for all regions was approved by Court Services Division Divisional Management Committee					
	Provide training to family practice area staff in conjunction with other ministries and agencies that serve families 2010-11 Accomplishments: Established a pilot project for the issuance of Family Responsibility Office writs of seizure and sale and garnishments which, had the two organizations co-locate staff and build closer working relationships					
	In consultation with staff and the judiciary, develop a 25-year "into the future" strategy for the division 2010-11 Accomplishments: Continued to review foundational issues for a 25-year plan, including the streamlining and automation of business processes, and the future role of court staff					
	In consultation with staff, develop options for providing regular communications about ministry and divisional priorities, business and policy activities, table and Divisional Management Committee subcommittee activities, and staff changes 2010-11 Accomplishments: Distributed communications from the Assistant Deputy Attorney General directly to staff on key divisional priorities (e.g., Court Services Division Action Plan, 2011 Employee Engagement Survey) Produced, in consultation with staff, the Court Services Division quarterly divisional newsletter, which focuses on themes based on divisional priorities Launched a new Employee Engagement web page, which includes a feedback component for all staff Continued ongoing updates to the employee manual to reflect changes in policy, training and staff information					
	Complete annual performance plans for all divisional staff 2010-11 Accomplishments: Made the completion of the annual performance plans for all staff a performance measure for all division management					

✓ = A checkmark indicates that the initiative has been accomplished. Shaded areas indicate the number of years remaining in the project timeline.

Legislated Goal #4:**Further the provision of the high quality services to the public****Business Goal: Consistent, High-Quality Services (continued)**

Goal	Initiative	Implementation				
		10/11	11/12	12/13	13/14	14/15
A professional, trained court workforce provides consistent, accountable, knowledgeable and courteous services at court counters and in court offices, high-quality courtroom and administrative support to the judiciary and effective enforcement services (continued)	Ongoing expansion of computer-based learning materials application training 2010-11 Accomplishments: Provided ongoing support and training via Live Meeting on a monthly basis for both ASK ICON and ASK FRANK; support and training available for ASK WRITS as requested Made 16 enhancements to the Financial Management System, making the system more efficient and user-friendly Completed staff training manuals, with two staff training sessions provided via Live Meeting Provided eight demonstrations of the Financial Management System for interested Court Services Division Tables, committees, and Regional Management Teams					
	Specialized court services are provided where appropriate Provide operational and policy support to specialized courts in consultation with the judiciary					
	Provide access to family justice services including Family Law Information Centres, mediation services and parent information at all Ontario courts that have family law jurisdiction, with appropriate accommodation for small and northern court sites 2010-11 Accomplishments: Developed a strategy, in collaboration with the courts and Legal Aid Ontario to expand key family justice services province wide to all base courts that hear family cases: 1. A mandatory Information program 2. Information and Referral Coordinators 3. Free on-site mediation 4. Sliding scale fee off-site mediation					
	Establish design standards for Family Law Information Centres 2010-11 Accomplishments: Continued to work with Facility Management Branch on Family Law Information Centres design standards using the Durham consolidated courthouse as a model Received and incorporated the Ontario Court of Justice and Superior Court of Justice joint recommendations about facilities needs for family courts					
	Plan and advocate for an increase in the judicial complement of the Family Court branch of the Superior Court of Justice 2010-11 Accomplishments: Supported the Minister and the Deputy Attorney General in their federal provincial territorial discussions on this topic Developed a strategy, in collaboration with the courts, to expand services to all locations, so that the provincial commitment to services for family courts is clear					

✓ = A checkmark indicates that the initiative has been accomplished. Shaded areas indicate the number of years remaining in the project timeline.

Legislated Goal #4:**Further the provision of the high quality services to the public****Business Goal: Consistent, High-Quality Services (continued)**

Goal	Initiative	Implementation				
		10/11	11/12	12/13	13/14	14/15
Specialized court services are provided where appropriate (continued)	Provide support to Ministry of Community Safety and Correctional Services video mental health fitness assessment pilot projects in facilities across the province	✓				
The division has a federal/provincial/territorial strategy in place - Monitor the impact of federal legislative policy and program changes on court workload and procedures - The division participates in the federal/provincial/territorial justice forum, e.g., the Family Justice Coordinating Committee of Senior Officials	Negotiate agreement for continued federal contribution funding for family justice services and any savings that result from family court expansion 2010-11 Accomplishments: Put forward a proposal for federal funding for family justice services in June and received funding at the end of fiscal					
	Develop a divisional federal/provincial/territorial strategy to manage the impact of federal legislation and policies on Ontario's courts					
The division has links with external agencies to identify emerging issues and best practices and to improve the analysis of court data - Build on the relationship with the Association of Canadian Court Administrators, the Canadian Centre for Justice Statistics and the National Center for State Courts - Establish partnerships with universities, law schools and other research agencies	Develop research partnerships 2010-11 Accomplishments: Continued to work with a researcher to set baseline data for the Ontario Court of Justice pilot integrated domestic violence court Worked closely with the Law Commission of Ontario as part of expert advisory panels on the Entry Points into the Family Justice System and <i>Provincial Offences Act</i> Research programs					
Efficient file and record management practices are in place at all court offices	Develop and implement file integrity quality assurance measures					

✓ = A checkmark indicates that the initiative has been accomplished. Shaded areas indicate the number of years remaining in the project timeline.

Legislated Goal #4:**Further the provision of the high quality services to the public****Business Goal: Consistent, High-Quality Services (continued)**

Goal	Initiative	Implementation				
		10/11	11/12	12/13	13/14	14/15
Efficient file and record management practices are in place at all court offices (continued)	Review policies and procedures for the safe-keeping, handling and storage of exhibits, and develop an Exhibits Management Manual					
	2010-11 Accomplishments: Finalized the Exhibit Storage Access Authorization Log through the efforts of the working group Drafted In-Court Exhibit Management Procedures Developed Exhibit List for the criminal business line and continued work on similar lists for the civil and family business lines. Accomplished significant work on the High Risk Exhibit Guide - Phase II, in consultation with the Ministry's Regional Occupational Health and Safety Consultant from Ministry of Government Services Developed comprehensive process flows for Court Information Management System project Developed Exhibit Management Best Practices					
Jury selection process and accommodations encourage public participation in juries	Develop and implement a plan to improve jury processes and accommodations including updating policies and procedures, and partnering with First Nations communities and organizations to enhance the participation of people living on reserves in the jury process					
	2010-11 Accomplishments: Developed detailed work plan for improvements to the Jury processes in Ontario Prepared new versions of the Juror Questionnaire, Summons to Juror and jury supporting documents for the 2011 Jury Roll Provided directives to court regions advising of changes to the <i>Juries Act</i> , Juror Questionnaire and Summons to Juror Made updates to the Jury Management Manual Updated retention documents for the Juror Questionnaire Made updates to the Provincial Jury Management System Updated the jury duty section of the Justice Ontario website with new content and went live to the public in September, 2010 Held a total of 4 Jury Awareness Forums in First Nations communities for the purpose of improving the participation of people living on reserve Continued to engage other First Nations communities regarding participation in Jury Awareness Forums					

✓= A checkmark indicates that the initiative has been accomplished. Shaded areas indicate the number of years remaining in the project timeline.

Legislated Goal #4:**Further the provision of the high quality services to the public****Business Goal: Consistent, High-Quality Services (continued)**

Goal	Initiative	Implementation				
		10/11	11/12	12/13	13/14	14/15
Jury selection process and accommodations encourage public participation in juries (continued)	Review current jury policies and procedures to improve consistent approach across the province, including review of practices in other jurisdictions 2010-11 Accomplishments: Continued to work with the Jury Review Sub-committee to engage a number of policy initiatives, including the development of a standardized orientation for the jury panel, consistent court practices for juror amenities, deferrals and a policy for jury panel sign-in procedures Completed research into deferral practices in British Columbia and Washington D.C. Drafted a Provincial Jury Centre implementation plan					
The division participates in broader legislative and policy reviews aimed at improving the court process	Participate in and facilitate the Attorney General's Family Justice Improvement Project 2010-11 Accomplishments: Coordinated the activities of the Attorney General's Expert Advisory Group on Family Justice Improvement Developed a strategy to expand key family justice services province-wide to all base courts that hear family cases: 1. A mandatory Information program 2. Information and Referral Coordinators 3. Free on-site mediation 4. Sliding scale fee off-site mediation					
High-quality court reporting and interpreter services are available as needed	Implement strategies to enhance the provision of interpreter services and explore Ontario Public Service-wide opportunities for partnerships to improve access 2010-11 Accomplishments: Continued to explore the possibility of partnerships with other ministries to respond to the need for American Sign Language (ASL) and Langue Des Signes Quebecois (LSQ) interpreters Held discussions with educational institutions to explore the potential to implementing court specific interpretation programs at their institutions					

✓ = A checkmark indicates that the initiative has been accomplished. Shaded areas indicate the number of years remaining in the project timeline.

Legislated Goal #4:**Further the provision of the high quality services to the public****Business Goal: Consistent, High-Quality Services (continued)**

Goal	Initiative	Implementation				
		10/11	11/12	12/13	13/14	14/15
High-quality court reporting and interpreter services are available as needed (continued)	Establish an electronic tool to track and schedule court interpreters 2010-11 Accomplishments: Identified as a future requirement, the Court Information Management System (CIMS) development includes building capacity for this function Commenced ongoing documentation and business requirement compilation as part of the development of CIMS Developed an Interpreter Tracking Tool in Brampton that allows the court to track the scheduling of interpreters ensuring compliance with court interpreter scheduling policies	✓				
	Develop enhanced testing and training criteria for interpretation services and establish ongoing professional development opportunities in partnership with interpreter organizations 2010-11 Accomplishments: Secured, through an request for proposal, new court interpreter tests in the ministry's highest demand languages as well and an English Court Interpreting Test and an English Test for the First Nation Courtroom Developed on-line test preparation material to assist interpreters in preparing for the test Administered approximately 400 tests throughout the province between April 2010 and March 2011 Established a new accreditation model that allows interpreters to be scheduled according to their accreditation level Continued to actively recruit interpreters across the province, in order to increase the number of accredited interpreters Offered test preparation courses free of charge in order to further assist individuals as they prepared to take the test					
	Conduct a review of court reporting and transcript production services in Ontario and, in response to the review's recommendation, develop and implement a service delivery option that will enhance court reporting and transcript production in Ontario					

✓= A checkmark indicates that the initiative has been accomplished. Shaded areas indicate the number of years remaining in the project timeline.

Legislated Goal #4:**Further the provision of the high quality services to the public****Business Goal: Consistent, High-Quality Services (continued)**

Goal	Initiative	Implementation				
		10/11	11/12	12/13	13/14	14/15
High-quality court reporting and interpreter services are available as needed (continued)	Incrementally convert from analogue to digital recording devices for courtroom recording and transcript production 2010-11 Accomplishments: Divided remaining court sites into four clusters targeting full implementation of digital recording in fiscal 2011-2012 Provided demonstrations to judiciary Developed launch package and distributed to sites in each cluster to ensure digital recording device readiness Developed comprehensive e-learning training materials, which will be delivered to all affected staff prior to implementation					
	Expand the Remote Interpreter Gateway Pilot Project to high-volume court locations and evaluate 2010-11 Accomplishments: Continued to collect interpreter data from four high volume courts to assist with determining strategic expansion of remote interpretation Conducted and continuing to conduct, in conjunction with ITS, an analysis of the current infrastructure in the courtrooms to determine feasibility of increased telephonic interpretation	✓				
Accessibility for people with disabilities is a part of all business plans, operational plans, funding requests and proposals	Develop policy and planning tools on how to prevent, remove or reduce barriers when developing and reviewing legislation, programs, policies, and funding proposals and requests 2010-11 Accomplishments: Worked in cooperation with the Ontario Public Service Diversity Office to refine and develop tools, training, and resources to assist all ministries in identifying and removing barriers when developing or reviewing legislation					

✓ = A checkmark indicates that the initiative has been accomplished. Shaded areas indicate the number of years remaining in the project timeline.

Legislated Goal #5:**Promote the efficient use of public resources****Business Goal: Effective and Accountable Decision Making**

Goal	Initiative	Implementation				
		10/11	11/12	12/13	13/14	14/15
The division's five-year plan provides multi-year strategic direction on divisional priorities	The Court Services Division Five-Year Plan is updated annually in consultation with judiciary and court users					
Client satisfaction with services is continuously monitored through public complaints protocols and client satisfaction surveys	Regularly monitor court services and programs through client satisfaction surveys 2010-11 Accomplishments: Conducted online client satisfaction survey in October 2010 Exceeded information program and family mediation services client satisfaction target of 90 per cent satisfied Continued work to rebound the family law information program client satisfaction after decline was indicated in survey					
The division has data quality assurance standards and practices in place	Improve the consistency and integrity of collection and reporting of court activity data					
Provincial stewardship services help ensure that municipal courts deliver <i>Provincial Offences Act</i> court services that support accessible, fair, timely and effective justice services Compliance with standards and requirements by regularly monitoring court activity through the analysis of financial reports as well as annual on-site audits	Initiate a review of the <i>Provincial Offences Act</i> oversight function, including the municipal court audit process 2010-11 Accomplishments: Initiated project planning and consultation with municipal partners					

✓ = A checkmark indicates that the initiative has been accomplished. Shaded areas indicate the number of years remaining in the project timeline.

Legislated Goal #5:**Promote the efficient use of public resources****Business Goal: Effective and Accountable Decision Making (continued)**

Goal	Initiative	Implementation				
		10/11	11/12	12/13	13/14	14/15
Management information reports are regularly made available to the division, the Ministry of the Attorney General, the judiciary, and the public to support ongoing program reviews and the analysis of case processing trends, client satisfaction with services and accountability to the public for the operation of the courts	Enhance criminal data collection, reporting and analysis to identify and resolve the causes of criminal case delays 2010-11 Accomplishments: Improved process for collection of data about reasons for adjournment implemented Continued to support achievement of Justice on Target goals					
	Develop new standard reports for family, civil, small claims court, Superior Court of Justice criminal and <i>Provincial Offences Act</i> matters 2010-11 Accomplishments: Established a working group with representatives from both Offices of the Chief Justices to review and comment on draft reports for family justice Continued to develop report					
	Train staff in the collection of data, the use of databases and reading and interpretation of data reports					
	Work with representatives of the judiciary and court users, and develop research partnerships, to enhance data analysis capacity 2010-11 Accomplishments: Worked with Justice on Target Team to support team goals.					
	Link court activity statistical data and other data to support workload and resource forecasting 2010-11 Accomplishments: Commenced development of methodology to assess resource allocation					

✓ = A checkmark indicates that the initiative has been accomplished. Shaded areas indicate the number of years remaining in the project timeline.

Legislated Goal #5:**Promote the efficient use of public resources****Business Goal: Efficient Resource Management**

Goal	Initiative	Implementation				
		10/11	11/12	12/13	13/14	14/15
Resource models provide an objective basis for assessing courtroom and court office staffing needs, the judicial and justice of the peace complement for the Ontario Court of Justice and regional allocations	Confirmed division-wide Full Time Equivalent's and established monthly tracking of Full Time Equivalents	✓				
	Develop divisional staffing model including method for cost capture by practice area 2010-11 Accomplishments: Commenced development in consultation with regional representatives					
Policies are in place to support effective collection of unpaid fines and estreated bail Track the amount of defaulted fines and estreated bail collected	Develop and implement a plan for the collection of unpaid <i>Criminal Code</i> fines and estreated bail 2010-11 Accomplishments: Implemented plan for the collection of unpaid <i>Criminal Code</i> fines Continued to consider plan for estreated bail					
The division works with the Facilities Management Branch to effectively manage court facilities and to develop a multi-year strategic facilities plan for future courthouse projects - Develop multi-year infrastructure strategy for major capital and asset management - Ongoing tracking and strategic planning - Work with Facilities Management Branch to develop annual infrastructure plans	Implement the recommendation of the Provincial-Municipal Fiscal and Service Delivery Review to upload the municipal costs of court security and prisoner transportation beginning in 2012 to a maximum of \$125 million annually, and to develop court security standards that could be applied to all courthouses 2010-11 Accomplishments: Facilitated monthly meetings of the Court Security Standards Working Group, which has been tasked with making a recommendation on court security standards, and which includes representation from the province, the judiciary and the municipal and policing sectors Identified a preliminary framework for court security standards in consultation with justice-sector participant and stakeholder groups, including the province, the judiciary, and the municipal and policing sectors Developed a consultation strategy to obtain feedback on a preliminary court security standards framework from a broad range of justice-sector participant and stakeholder groups Drafted a comprehensive consultation paper that will be shared with justice-sector participant and stakeholder groups to inform the development of a court security standards framework for Ontario's courts					

✓ = A checkmark indicates that the initiative has been accomplished. Shaded areas indicate the number of years remaining in the project timeline.

Legislated Goal #5:**Promote the efficient use of public resources****Business Goal: Efficient Resource Management (continued)**

Goal	Initiative	Implementation				
		10/11	11/12	12/13	13/14	14/15
The division works with the Facilities Management Branch to effectively manage court facilities and to develop a multi-year strategic facilities plan for future courthouse projects (continued)	Explore the potential for strategic planning in courthouse development 2010-11 Accomplishments: Completed the 2011-12 Infrastructure Plan, including a four year strategic priority and delivery method for all capital projects successfully Continued work on the Ministry of the Attorney General asset management framework, which will act as a guide in future capital planning projects					
The division maintains an effective document and resource management system	Participate in the development of strategies and tools in support of integrated resource management 2010-11 Accomplishments: Developed Courts Time Reporting System and piloted within the East and West Region, in support of staff scheduling and effective court administration Identified functional requirements and refined via regional working groups Developed web-enabled CTRS v2 for projected province-wide implementation in 2011-12					
The division effectively manages trust funds	Establish web-based, province-wide Trust Accounting System 2010-11 Accomplishments: Continued to complete Options paper					

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Appendix B:
Court Statistics

2006-07 to 2010-11

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Appendix Glossary

ICON	The Integrated Courts Offences Network (ICON) is an operational system that tracks criminal charges filed at the Ontario Court of Justice.
FRANK	The FRANK court case tracking system was developed as a standard operational system for Ontario courts. The system collects data and facilitates tracking activity in the following practice areas: civil, small claims court and criminal proceedings in the Superior Court of Justice, and family proceedings in both the Superior Court of Justice and the Ontario Court of Justice. As of March 31st, 2008, all court locations, with the exception of Toronto, changed to FRANK to track their court activities. Toronto continued to use the older operational system until it transitioned to FRANK in mid-2008.
Criminal	Criminal data includes all offences under the <i>Criminal Code of Canada</i> , <i>Controlled Drugs and Substances Act</i> / <i>Narcotics Control Act</i> / <i>Food and Drug Act</i> and other federal offences by adults and young persons. Ontario Court of Justice criminal data is collected by charge, whereas Superior Court of Justice criminal data is collected by indictment.
Civil	Civil data includes proceedings for all <i>Motor Vehicle Act</i> , <i>Construction Lien Act</i> and estates proceedings and all other civil proceedings in the Superior Court of Justice. It excludes small claims and family matters.
Small Claims	Small claims data includes all cases which fall within the jurisdiction of the small claims court (i.e. prior to January 1, 2010, civil claims of \$10,000 or less, excluding claims under the <i>Construction Lien Act</i> and any other matter within the exclusive jurisdiction of the Superior Court of Justice; after January 1, 2010, civil claims of \$25,000 or less, excluding claims under the <i>Construction Lien Act</i> and any other matter within the exclusive jurisdiction of the Superior Court of Justice).
Family	Family data includes all cases under the <i>Family Law Act</i> (except Part V); the <i>Children's Law Reform Act</i> (except sections 59 and 60); Parts III, VI and VII of the <i>Child and Family Services Act</i> ; the <i>Interjurisdictional Support Orders Act, 2002</i> ; section 6 of the <i>Marriage Act</i> ; the <i>Change of Name Act</i> ; and other family cases. It also includes matters under the <i>Family Responsibility and Support Enforcement Arrears Act, 1996</i> , and private enforcements, in Family Events Heard.

Civil Overview by Region

Region	Fiscal Year	Proceedings Received	Events Heard	Courtroom Operating Hours
Central East	2006-07	9,024	16,141	5,138
	2007-08	9,602	16,518	5,309
	2008-09	9,919	16,962	5,456
	2009-10	9,350	16,640	5,747
	2010-11	8,373	16,479	6,258
Central West	2006-07	21,067	25,651	8,933
	2007-08	22,184	28,144	9,237
	2008-09	25,372	30,424	11,403
	2009-10	27,439	31,133	10,310
	2010-11	22,166	28,572	8,555
East	2006-07	5,142	13,461	4,432
	2007-08	6,188	11,765	5,205
	2008-09	8,523	14,565	4,116
	2009-10	8,372	14,621	4,527
	2010-11	6,636	11,799	4,064
Northeast	2006-07	2,754	5,939	1,959
	2007-08	3,052	5,623	1,612
	2008-09	3,192	6,117	1,489
	2009-10	2,960	6,410	1,472
	2010-11	2,562	5,875	1,718
Northwest	2006-07	977	2,231	912
	2007-08	986	2,274	982
	2008-09	969	2,015	761
	2009-10	959	2,265	677
	2010-11	795	1,948	857

Civil Overview by Region (continued)

Region	Fiscal Year	Proceedings Received	Events Heard	Courtroom Operating Hours
Toronto ³	2006-07	30,407	50,526	28,790
	2007-08	30,675	43,932	27,199
	2008-09	32,865	53,589	28,520
	2009-10	34,263	53,052	27,154
	2010-11	31,390	50,849	26,371
West	2006-07	12,736	22,426	7,107
	2007-08	12,729	23,791	6,913
	2008-09	13,467	28,362	7,124
	2009-10	13,923	26,267	5,934
	2010-11	11,320	22,871	5,663
Ontario	2006-07	82,107	136,375	57,271
	2007-08	85,416	132,047	56,459
	2008-09	94,307	152,034	58,869
	2009-10	97,266	150,388	55,821
	2010-11	83,242	138,393	53,486

1. New proceedings include all new files opened except for: Bulk Sales affidavits; Restitution Orders; Solicitor and Client Assessments; Fee Waiver requests; Uncontested Estate matters.

2. Events Heard include all scheduled events dealt with by a presiding official (including adjournments). While Bulk Sales affidavits; Restitution Orders; Solicitor and Client Assessments; Fee Waiver requests are not included in new proceedings, the related event activity is included in the number of events heard.

3. A decrease of 13% in Toronto events heard in 2007/08, and a subsequent increase in 2008/2009 of 22% was due to a temporary change in data entry practices for bankruptcy and commercial matters in 2007/08. Excluding bankruptcy and commercial matters, events heard in Toronto remained steady between 2007/08 and 2008/2009.

4. Courtroom operating hours reflect hours during which courtrooms are in use; they do not measure working hours for judicial officials or court staff.

SOURCE: FRANK

Civil Proceedings Received

Region	Location	06-07	07-08	08-09	09-10	10-11	Change from 06-07 to 10-11	% Change from 06-07 to 10-11
Central East	Barrie	1,649	1,598	1,801	1,660	1,425	-224	-14%
	Bracebridge	189	212	195	207	139	-50	-26%
	Cobourg	131	163	159	144	117	-14	-11%
	Lindsay	215	207	188	180	155	-60	-28%
	Newmarket	4,550	5,307	5,535	5,161	4,888	338	7%
	Peterborough	413	385	346	354	294	-119	-29%
	Whitby	1,877	1,730	1,695	1,644	1,355	-522	-28%
Central East Total		9,024	9,602	9,919	9,350	8,373	-651	-7%
Central West	Brampton	4,020	3,775	4,878	5,501	4,656	636	16%
	Brantford	566	695	870	866	643	77	14%
	Cayuga	82	76	82	66	43	-39	-48%
	Hamilton	7,199	7,578	8,816	8,997	7,802	603	8%
	Milton	6,894	7,596	8,126	9,326	7,029	135	2%
	Orangeville	611	703	893	1,010	584	-27	-4%
	Simcoe	177	188	152	150	125	-52	-29%
	St. Catharines	872	986	848	896	658	-214	-25%
	Welland	646	587	707	627	626	-20	-3%
Central West Total		21,067	22,184	25,372	27,439	22,166	1,099	5%
East	Belleville	383	351	391	361	320	-63	-16%
	Brockville	182	196	175	176	116	-66	-36%
	Cornwall	170	209	223	254	195	25	15%
	Kingston	511	463	497	495	452	-59	-12%
	L'Orignal	81	65	72	80	85	4	5%
	Napanee	42	34	27	37	27	-15	-36%
	Ottawa	3,512	4,587	6,839	6,671	5,215	1,703	48%
	Pembroke	149	155	173	153	119	-30	-20%
	Perth	73	103	100	117	75	2	3%
	Picton	39	25	26	28	32	-7	-18%
East Total		5,142	6,188	8,523	8,372	6,636	1,494	29%
Northeast	Cochrane (inc. Timmins)	454	369	419	342	301	-153	-34%
	Gore Bay	33	17	22	29	16	-17	-52%
	Haileybury	115	136	118	85	93	-22	-19%
	North Bay	260	291	337	255	265	5	260
	Parry Sound	128	128	111	94	107	-21	128
	Sault Ste. Marie	363	396	411	354	351	-12	363
	Sudbury	1,401	1,715	1,774	1,801	1,429	28	1,401
Northeast Total		2,754	3,052	3,192	2,960	2,562	-192	-7%

Civil Proceedings Received (continued)

Region	Location	06-07	07-08	08-09	09-10	10-11	Change from 06-07 to 10-11	% Change from 06-07 to 10-11
Northwest	Fort Frances	26	21	29	19	15	-11	-42%
	Kenora	136	167	184	126	99	-37	-27%
	Thunder Bay	815	798	756	814	681	-134	-16%
Northwest Total		977	986	969	959	795	-182	-19%
Toronto	Toronto Superior Court of Justice	30,407	30,675	32,865	34,263	31,390	983	3%
Toronto Total		30,407	30,675	32,865	34,263	31,390	983	3%
West	Chatham	286	300	294	270	245	-41	-14%
	Goderich	95	87	95	76	63	-32	-34%
	Guelph	438	419	546	463	383	-55	-13%
	Kitchener	1,791	1,755	2,095	2,152	2,091	300	17%
	London	7,012	7,239	7,506	8,347	6,195	-817	-12%
	Owen Sound	339	252	257	270	260	-79	-23%
	Sarnia	312	287	277	266	243	-69	-22%
	St. Thomas	122	192	110	99	111	-11	-9%
	Stratford	150	138	145	112	135	-15	-10%
	Walkerton	98	113	99	82	75	-23	-23%
	Windsor	1,936	1,769	1,853	1,606	1,430	-506	-26%
	Woodstock	157	177	190	180	89	-68	-43%
West Total		12,736	12,728	13,467	13,923	11,320	-1,416	-11%
Ontario Total		82,107	85,416	94,307	97,266	83,242	1,135	1%

1. New proceedings include all new files opened except for bulk sales affidavits, restitution orders, solicitor and client assessments, fee waiver requests, and uncontested estate matters.

SOURCE: FRANK

Civil Events Heard

Region	Location	06-07	07-08	08-09	09-10	10-11	Change from 06-07 to 10-11	% Change from 06-07 to 10-11
Central East	Barrie	3,403	3,354	2,674	2,716	3,000	-403	-12%
	Bracebridge	523	409	487	398	403	-120	-23%
	Cobourg	223	243	270	290	235	12	5%
	Lindsay	404	440	436	436	396	-8	-2%
	Newmarket	7,583	7,949	8,875	8,551	8,521	938	12%
	Peterborough	590	666	704	581	536	-54	-9%
	Whitby	3,415	3,457	3,516	3,668	3,388	-27	-1%
Central East Total		16,141	16,518	16,962	16,640	16,479	338	2%
Central West	Brampton	6,647	6,517	6,620	6,625	6,019	-628	-9%
	Brantford	775	905	1,088	988	850	75	10%
	Cayuga	238	175	183	174	163	-75	-32%
	Hamilton	10,469	12,468	13,010	13,501	12,471	2,002	19%
	Milton	3,623	3,724	4,668	4,782	4,358	735	20%
	Orangeville	473	542	679	668	510	37	8%
	Simcoe	408	427	487	434	396	-12	-3%
	St. Catharines	1,722	2,022	2,367	2,529	2,219	497	29%
	Welland	1,296	1,364	1,322	1,432	1,586	290	22%
Central West Total		25,651	28,144	30,424	31,133	28,572	2,921	11%
East	Belleville	848	873	889	820	799	-49	-6%
	Brockville	403	427	407	388	345	-58	-14%
	Cornwall	161	237	223	237	233	72	45%
	Kingston	1,049	1,031	873	841	759	-290	-28%
	L'Orignal	163	81	117	98	106	-57	-35%
	Napanee	57	88	44	33	29	-28	45%
	Ottawa	10,196	8,455	11,443	11,660	9,001	-1,195	-12%
	Pembroke	325	344	394	360	322	-3	-1%
	Perth	180	148	122	129	146	-34	-19%
	Picton	79	81	53	55	59	-20	-25%
East Total		13,461	11,765	14,565	14,621	11,799	-1,662	-12%
Northeast	Cochrane (inc. Timmins)	1,075	998	1,005	926	760	-315	-29%
	Gore Bay	44	49	29	60	73	29	66%
	Haileybury	285	257	231	250	284	-1	0%
	North Bay	927	657	787	779	853	-74	-8%
	Parry Sound	161	132	176	201	211	50	31%
	Sault Ste. Marie	777	861	921	1,049	968	191	25%
	Sudbury	2,670	2,669	2,968	3,145	2,726	56	2%
Northeast Total		5,939	5,623	6,117	6,410	5,875	-64	-1%

Civil Events Heard (continued)

Region	Location	06-07	07-08	08-09	09-10	10-11	Change from 06-07 to 10-11	% Change from 06-07 to 10-11
Northwest	Fort Frances	45	64	44	64	50	5	11%
	Kenora	396	355	399	381	257	-139	-35%
	Thunder Bay	1,790	1,855	1,572	1,820	1,641	-149	-8%
Northwest Total		2,231	2,274	2,015	2,265	1,948	-283	-13%
Toronto ²	Toronto Superior Court of Justice	50,526	43,932	53,589	53,052	50,849	323	1%
Toronto Total		50,526	43,932	53,589	53,052	50,849	323	1%
West	Chatham	809	974	951	797	645	-164	-20%
	Goderich	202	168	255	199	171	-31	-15%
	Guelph	910	919	1,280	1,130	1,098	188	21%
	Kitchener	3,480	3,755	3,884	3,777	3,159	-321	-9%
	London	9,114	10,675	13,278	13,052	12,152	3,038	33%
	Owen Sound	421	399	468	472	479	58	14%
	Sarnia	675	655	566	559	454	-221	-33%
	St. Thomas	224	391	398	298	287	63	28%
	Stratford	386	343	269	269	226	-160	-41%
	Walkerton	182	158	162	130	148	-34	-19%
	Windsor	5,704	5,075	6,518	5,240	3,762	-1,942	-34%
	Woodstock	319	279	333	344	290	-29	-9%
West Total		22,426	23,791	28,362	26,267	22,871	445	2%
Ontario Total		136,375	132,047	152,034	150,388	138,393	2,018	1%

1. Events Heard include all scheduled events dealt with by a presiding official (including adjournments). While Bulk Sales affidavits; Restitution Orders; Solicitor and Client Assessments; Fee Waiver requests are not included in new proceedings, the related event activity is included in the number of events heard.

2. A decrease of 13% in Toronto events heard in 2007/08, and a subsequent increase in 2008/2009 of 22% was due to a temporary change in data entry practices for bankruptcy and commercial matters in 2007/08. Excluding bankruptcy and commercial matters, events heard in Toronto remained steady between 2007/08 and 2008/2009.

Ontario Court of Justice: Criminal Overview by Region

Region	Fiscal Year	Charges Received	Charges Disposed	Charges Pending	Events Heard	Courtroom Operating Hours
Central East	2006-07	103,393	95,894	50,786	930,684	51,172
	2007-08	101,472	102,398	48,169	987,606	53,344
	2008-09	106,358	104,522	49,101	965,247	53,360
	2009-10	105,840	109,837	45,383	929,790	56,132
	2010-11	101,803	107,240	40,511	840,879	54,550
Central West	2006-07	99,571	96,062	50,912	917,084	53,018
	2007-08	97,346	96,143	49,799	914,090	55,675
	2008-09	96,470	93,847	51,857	906,175	55,782
	2009-10	96,080	96,632	50,009	875,506	56,220
	2010-11	96,923	99,477	47,683	849,407	55,071
East	2006-07	83,219	79,889	35,135	696,602	31,484
	2007-08	80,551	79,816	34,295	698,290	32,829
	2008-09	88,930	84,988	37,180	771,317	33,521
	2009-10	85,744	86,717	34,817	745,268	33,844
	2010-11	78,462	82,949	31,562	650,740	34,116
Northeast	2006-07	42,261	41,306	15,532	314,908	15,917
	2007-08	44,934	42,312	16,077	329,524	16,079
	2008-09	46,866	46,882	16,241	347,081	16,069
	2009-10	45,222	44,994	16,261	321,677	16,141
	2010-11	45,785	47,302	15,243	308,905	15,909
Northwest	2006-07	20,827	20,394	7,073	138,397	7,136
	2007-08	20,301	19,629	7,105	134,558	6,621
	2008-09	22,179	21,930	6,881	143,630	7,762
	2009-10	23,284	23,002	7,109	142,537	7,785
	2010-11	22,895	23,193	7,336	144,601	8,089
Toronto	2006-07	146,572	138,363	77,758	1,700,010	73,669
	2007-08	147,233	135,380	82,263	1,674,801	73,207
	2008-09	146,543	142,421	82,143	1,702,500	76,152
	2009-10	143,641	137,812	81,322	1,555,113	75,321
	2010-11	128,214	129,663	75,051	1,446,436	74,129

Ontario Court of Justice: Criminal Overview by Region (continued)

Region	Fiscal Year	Charges Received	Charges Disposed	Charges Pending	Events Heard	Courtroom Operating Hours
West	2006-07	102,194	99,273	37,777	801,129	45,315
	2007-08	103,774	102,858	37,954	848,503	46,326
	2008-09	103,976	101,170	40,833	851,845	45,741
	2009-10	102,471	103,162	40,337	833,370	46,955
	2010-11	98,965	103,239	37,115	788,145	46,309
Ontario	2006-07	598,037	571,181	274,973	5,498,814	277,711
	2007-08	595,611	578,536	275,662	5,587,372	284,080
	2008-09	611,322	595,760	284,236	5,687,795	288,386
	2009-10	602,282	602,156	275,238	5,403,261	292,398
	2010-11	573,047	593,063	254,501	5,029,113	288,173

1. Criminal proceedings received and disposed are individual criminal charges. There may be multiple charges laid against an accused in a single 'case'. There are approximately two charges per case.
2. Charges received have been adjusted for transfers.
3. Charges pending are active charges that have a future court date scheduled as of the last day of the month. For example, where a bench warrant is issued against a person, no future court dates are scheduled until the bench warrant is executed. These charges are therefore treated as "inactive proceedings" and are excluded from the total number of pending charges.
4. Criminal events heard in the Ontario Court of Justice are collected for each charge that was before the court. For example, if a person has been charged with two offences, the courts data base shows two events for each court appearance. Events heard include trials, pre-trials, motion hearings, bail hearings, preliminary hearings, and other hearings.
5. Courtroom operating hours reflect hours during which courtrooms are in use; they do not measure working hours for judicial officials or court staff.

SOURCE: ICON

Ontario Court of Justice: Criminal Charges Received

Region	Location	06-07	07-08	08-09	09-10	10-11	Change from 06-07 to 10-11	% Change from 06-07 to 10-11
Central East	Barrie	18,037	18,736	19,462	19,018	18,041	4	0%
	Bracebridge	3,921	4,056	3,330	3,196	3,764	-157	-4%
	Cobourg	4,235	4,758	4,197	3,885	3,972	-263	-6%
	Lindsay	6,156	6,016	6,609	5,799	4,528	-1,628	-26%
	Newmarket	29,261	29,608	31,167	32,308	31,297	2,036	7%
	Orillia	3,633	3,654	3,728	4,020	4,126	493	14%
	Oshawa	29,793	27,562	30,929	30,956	30,111	318	1%
	Peterborough	8,357	7,082	6,936	6,658	5,964	-2,393	-29%
Central East Total		103,393	101,472	106,358	105,840	101,803	-1,590	-2%
Central West	Brampton	40,788	37,011	34,897	35,700	35,301	-5,487	-13%
	Brantford	8,140	8,620	7,713	8,495	8,288	148	2%
	Cayuga	1,897	2,143	1,969	1,885	1,405	-492	-26%
	Hamilton	18,909	19,397	19,270	19,996	20,567	1,658	9%
	Milton	8,982	9,946	10,697	9,943	10,187	1,205	13%
	Orangeville	4,839	4,894	5,095	4,065	4,086	-753	-16%
	Simcoe	3,008	2,518	2,554	2,377	2,657	-351	-12%
	St. Catharines	11,125	11,176	12,196	11,649	12,390	1,265	11%
	Welland	1,883	1,641	2,079	1,970	2,042	159	8%
Central West Total		99,571	97,346	96,470	96,080	96,923	-2,648	-3%
East	Belleville	6,501	5,728	7,354	6,570	6,106	-395	-6%
	Brockville	4,759	5,306	6,402	5,996	5,667	908	19%
	Cornwall	8,212	7,824	8,900	8,571	8,816	604	7%
	Kingston	7,151	7,174	7,829	8,148	7,621	470	7%
	L'Orignal	3,136	3,114	2,957	3,378	3,035	-101	-3%
	Napanee	2,493	2,932	2,611	2,754	2,153	-340	-14%
	Ottawa	39,783	37,577	42,058	40,617	35,802	-3,981	-10%
	Pembroke	5,273	4,939	4,963	4,863	4,125	-1,148	-22%
	Perth	4,795	4,927	4,911	3,987	4,123	-672	-14%
	Picton	1,116	1,030	945	860	1,014	-102	-9%
East Total		83,219	80,551	88,930	85,744	78,462	-4,757	-6%
Northeast	Cochrane	2,313	3,235	3,345	3,099	3,360	1,047	45%
	Elliot Lake	898	799	830	905	933	35	4%
	Espanola	629	828	855	738	886	257	41%
	Gore Bay	1,472	1,757	1,520	1,898	1,543	71	5%
	Haileybury	2,001	2,625	2,644	2,570	2,837	836	42%
	Kirkland Lake	343	479	631	685	413	70	20%
	North Bay	5,741	5,479	6,113	5,852	5,728	-13	0%
	Parry Sound	2,545	2,429	2,928	3,563	3,270	725	28%
	Sault Ste. Marie	7,998	7,843	7,789	6,384	6,306	-1,692	-21%
	Sudbury	13,110	14,151	15,233	13,761	14,577	1,467	11%
	Timmins	5,211	5,309	4,978	5,767	5,932	721	14%
Northeast Total		42,261	44,934	46,866	45,222	45,785	3,524	8%

Ontario Court of Justice: Criminal Received (continued)

Region	Location	06-07	07-08	08-09	09-10	10-11	Change from 06-07 to 10-11	% Change from 06-07 to 10-11
Northwest	Dryden	3,548	3,746	4,852	4,956	4,843	1,295	36%
	Fort Frances	1,483	1,315	1,281	1,087	1,099	-384	-26%
	Kenora	4,900	5,181	5,094	5,781	5,609	709	14%
	Thunder Bay	10,896	10,059	10,952	11,460	11,344	448	4%
Northwest Total		20,827	20,301	22,179	23,284	22,895	2,068	10%
Toronto	1000 Finch Ave. W.	23,698	23,832	23,544	25,240	21,717	-1,981	-8%
	1911 Eglinton Ave.	29,248	29,607	27,669	27,160	21,708	-7,540	-26%
	2201 Finch Ave. W.	25,462	24,067	22,909	25,429	21,946	-3,516	-14%
	311 Jarvis St.	4,828	5,765	5,983	5,085	4,702	-126	-3%
	College Park	17,563	20,812	23,474	20,848	19,276	1,713	10%
	Old City Hall	45,773	43,150	42,964	39,879	38,865	-6,908	-15%
Toronto Total		146,572	147,233	146,543	143,641	128,214	-18,358	-13%
West	Chatham	6,672	6,229	6,524	7,070	6,296	-376	-6%
	Goderich	2,322	2,568	2,373	2,439	2,189	-133	-6%
	Guelph	6,335	6,744	7,074	7,154	7,562	1,227	19%
	Kitchener	22,637	24,238	24,772	24,221	22,951	314	1%
	London	21,820	21,654	22,949	21,291	21,557	-263	-1%
	Owen Sound	3,494	3,719	3,747	4,185	3,246	-248	-7%
	Sarnia	8,410	8,581	8,389	8,342	8,021	-389	-5%
	St. Thomas	3,752	3,781	3,839	3,454	3,092	-660	-18%
	Stratford	2,689	2,620	2,522	2,430	2,422	-267	-10%
	Walkerton	3,015	3,225	2,731	2,552	2,899	-116	-4%
	Windsor	16,870	16,088	14,585	15,136	14,690	-2,180	-13%
	Woodstock	4,178	4,327	4,471	4,197	4,040	-138	-3%
West Total		102,194	103,774	103,976	102,471	98,965	-3,229	-3%
Ontario Total		598,037	595,611	611,322	602,282	573,047	-24,990	-4%

1. Criminal proceedings received are individual criminal charges. There may be multiple charges laid against an accused in a single 'case'. There are approximately 2 charges per case.

2. Charges received have been adjusted for transfers.

SOURCE: ICON

Ontario Court of Justice: Criminal Charges Disposed

Region	Location	06-07	07-08	08-09	09-10	10-11	Change from 06-07 to 10-11	% Change from 06-07 to 10-11
Central East	Barrie	18,847	17,742	18,981	18,858	19,155	308	2%
	Bracebridge	3,628	3,421	3,538	3,566	3,266	-362	-10%
	Cobourg	3,996	4,405	4,596	4,036	4,327	331	8%
	Lindsay	6,035	6,182	6,457	6,721	5,626	-409	-7%
	Newmarket	26,780	30,247	30,037	33,666	31,144	4,364	16%
	Orillia	3,229	3,599	3,807	3,691	4,622	1,393	43%
	Oshawa	26,250	28,384	30,104	31,688	31,970	5,720	22%
	Peterborough	7,129	8,418	7,002	7,611	7,130	1	0%
Central East Total		95,894	102,398	104,522	109,837	107,240	11,346	12%
Central West	Brampton	38,084	38,560	34,333	35,234	37,021	-1,063	-3%
	Brantford	7,919	8,145	7,432	8,128	9,097	1,178	15%
	Cayuga	1,640	1,928	1,958	1,781	1,633	-7	0%
	Hamilton	19,109	18,650	18,607	19,998	20,536	1,427	7%
	Milton	8,676	9,179	10,462	10,214	10,598	1,922	22%
	Orangeville	4,657	4,551	4,875	4,841	4,115	-542	-12%
	Simcoe	3,063	2,529	2,378	2,573	2,656	-407	-13%
	St. Catharines	11,158	10,804	11,962	11,765	11,752	594	5%
	Welland	1,756	1,797	1,840	2,098	2,069	313	18%
Central West Total		96,062	96,143	93,847	96,632	99,477	3,415	4%
East	Belleville	6,226	5,662	6,629	6,905	6,097	-129	-2%
	Brockville	4,817	4,758	6,138	5,956	5,642	825	17%
	Cornwall	7,242	8,163	8,551	8,821	8,702	1,460	20%
	Kingston	7,330	7,094	7,340	7,828	8,113	783	11%
	L'Orignal	2,547	3,334	3,106	3,142	3,538	991	39%
	Napanee	2,488	2,753	2,550	2,616	2,500	12	0%
	Ottawa	38,299	37,741	39,464	41,394	39,098	799	2%
	Pembroke	5,453	4,838	5,246	4,917	4,291	-1,162	-21%
	Perth	4,379	4,451	5,123	4,181	3,990	-389	-9%
	Picton	1,108	1,022	841	957	978	-130	-12%
East Total		79,889	79,816	84,988	86,717	82,949	3,060	4%
North East	Cochrane	2,229	2,280	3,499	3,447	3,206	977	44%
	Elliot Lake	793	851	786	894	1,028	235	30%
	Gore Bay	1,434	1,631	1,654	1,619	1,772	338	24%
	Haileybury	1,984	2,157	2,555	2,778	2,696	712	36%
	Kirkland Lake	404	305	558	657	652	248	61%

Ontario Court of Justice: Criminal Charges Disposed (continued)

Region	Location	06-07	07-08	08-09	09-10	10-11	Change from 06-07 to 10-11	% Change from 06-07 to 10-11
	North Bay	5,343	5,291	5,719	5,857	5,912	569	11%
	Parry Sound	2,679	2,480	2,971	3,178	3,654	975	36%
	Sault Ste. Marie	8,049	7,831	7,958	6,494	6,848	-1,201	-15%
	Sudbury	12,635	13,832	15,329	13,927	14,798	2,163	17%
	Timmins	5,030	4,944	5,118	5,300	5,989	959	19%
Northeast Total		41,306	42,312	46,882	44,994	47,302	5,996	15%
Northwest	Dryden	3,559	3,603	4,537	4,730	4,611	1,052	30%
	Fort Frances	1,178	1,437	1,345	1,147	1,096	-82	-7%
	Kenora	4,620	5,141	5,180	5,722	5,619	999	22%
	Thunder Bay	11,037	9,448	10,868	11,403	11,867	830	8%
Northwest Total		20,394	19,629	21,930	23,002	23,193	2,799	14%
Toronto	1000 Finch Ave. W.	22,777	24,446	23,137	25,118	22,147	-630	-3%
	1911 Eglinton Ave.	26,530	27,625	28,024	26,279	23,088	-3,442	-13%
	2201 Finch Ave. W.	23,753	21,174	24,740	23,057	22,083	-1,670	-7%
	311 Jarvis St.	5,780	5,203	5,544	5,283	5,144	-636	-11%
	College Park	16,230	17,925	20,325	21,115	20,265	4,035	25%
	Old City Hall	43,293	39,007	40,651	36,960	36,936	-6,357	-15%
Toronto Total		138,363	135,380	142,421	137,812	129,663	-8,700	-6%
West	Chatham	6,327	6,333	5,562	6,080	7,411	1,084	17%
	Goderich	2,150	2,254	2,458	2,387	2,321	171	8%
	Guelph	6,488	6,269	6,706	7,522	7,289	801	12%
	Kitchener	21,162	23,604	23,941	24,742	24,448	3,286	16%
	London	20,278	22,719	21,596	22,764	21,031	753	4%
	Owen Sound	3,232	3,722	3,765	3,803	3,783	551	17%
	Sarnia	7,357	8,792	7,863	8,112	7,885	528	7%
	St. Thomas	3,719	3,595	4,030	3,948	3,242	-477	-13%
	Stratford	2,716	2,573	2,511	2,336	2,614	-102	-4%
	Walkerton	3,009	3,212	2,927	2,616	3,105	96	3%
	Windsor	18,176	15,328	15,177	14,674	15,889	-2,287	-13%
	Woodstock	4,659	4,457	4,634	4,178	4,221	-438	-9%
West Total		99,273	102,858	101,170	103,162	103,239	3,966	4%
Ontario Total		571,181	578,536	595,760	602,156	593,063	21,882	4%

1. Criminal proceedings disposed are individual criminal charges. There may be multiple charges laid against an accused in a single 'case'. There are approximately 2 charges per case.

SOURCE: ICON

Ontario Court of Justice: Criminal Charges Pending

Region	Location	06-07	07-08	08-09	09-10	10-11	Change from 06-07 to 10-11	% Change from 06-07 to 10-11
Central East	Barrie	6,999	7,582	7,607	7,729	7,162	163	2%
	Bracebridge	1,262	1,553	1,377	963	884	-378	-30%
	Cobourg	1,979	2,149	1,495	1,277	1,084	-895	-45%
	Lindsay	3,141	2,858	3,079	2,287	1,630	-1,511	-48%
	Newmarket	16,441	15,208	16,096	14,282	14,077	-2,364	-14%
	Orillia	1,453	1,376	1,317	1,557	1,276	-177	-12%
	Oshawa	14,426	13,632	14,477	14,301	12,196	-2,230	-15%
	Peterborough	5,085	3,811	3,653	2,987	2,202	-2,883	-57%
Central East Total		50,786	48,169	49,101	45,383	40,511	-10,275	-20%
Central West	Brampton	24,813	21,313	21,227	20,776	19,234	-5,579	-22%
	Brantford	3,477	3,868	4,131	4,400	3,814	337	10%
	Cayuga	636	905	921	977	729	93	15%
	Hamilton	6,720	7,520	8,558	8,526	8,527	1,807	27%
	Milton	5,355	6,014	6,143	5,822	5,417	62	1%
	Orangeville	2,309	2,503	2,682	1,885	1,835	-474	-21%
	Simcoe	985	966	1,141	971	998	13	1%
	St. Catharines	5,451	5,746	5,893	5,597	6,105	654	12%
	Welland	1,166	964	1,161	1,055	1,024	-142	-12%
Central West Total		50,912	49,799	51,857	50,009	47,683	-3,229	-6%
East	Belleville	2,026	1,844	2,409	2,043	2,319	293	14%
	Brockville	2,127	2,455	2,568	2,406	2,474	347	16%
	Cornwall	4,769	4,426	4,690	4,460	4,358	-411	-9%
	Kingston	2,648	2,644	3,085	3,174	2,677	29	1%
	L'Orignal	1,505	1,218	1,090	1,036	794	-711	-47%
	Napanee	470	640	648	774	451	-19	-4%
	Ottawa	17,706	16,835	18,849	17,644	15,137	-2,569	-15%
	Pembroke	1,873	1,984	1,737	1,634	1,474	-399	-21%
	Perth	1,687	1,971	1,734	1,389	1,548	-139	-8%
	Picton	324	278	370	257	330	6	2%
East Total		35,135	34,295	37,180	34,817	31,562	-3,573	-10%
North East	Cochrane	806	999	1,395	870	1,037	231	29%
	Elliot Lake	502	446	554	548	479	-23	-5%
	Espanola	263	389	503	402	492	229	87%
	Gore Bay	503	656	599	825	655	152	30%
	Haileybury	1,142	1,394	1,268	1,170	1,340	198	17%
	Kirkland Lake	109	265	310	278	95	-14	-13%

Ontario Court of Justice: Criminal Charges Pending (continued)

Region	Location	06-07	07-08	08-09	09-10	10-11	Change from 06-07 to 10-11	% Change from 06-07 to 10-11
	North Bay	2,149	2,228	2,484	2,493	2,293	144	7%
	Parry Sound	1,060	933	922	1,214	951	-109	-10%
	Sault Ste. Marie	2,703	2,503	2,302	2,227	2,140	-563	-21%
	Sudbury	4,616	4,475	4,208	4,255	3,867	-749	-16%
	Timmins	1,679	1,789	1,696	1,979	1,894	215	13%
Northeast Total		15,532	16,077	16,241	16,261	15,243	-289	-2%
	Dryden	844	896	1,009	1,145	1,286	442	52%
	Fort Frances	519	357	344	273	319	-200	-39%
	Kenora	1,774	1,749	1,667	1,794	1,846	72	4%
	Thunder Bay	3,936	4,103	3,861	3,897	3,885	-51	-1%
Northwest Total		7,073	7,105	6,881	7,109	7,336	263	4%
Toronto	1000 Finch Ave. W.	12,327	11,348	11,600	11,203	10,670	-1,657	-13%
	1911 Eglinton Ave.	16,664	17,337	16,940	17,510	15,199	-1,465	-9%
	2201 Finch Ave. W.	12,687	14,612	12,266	13,590	12,731	44	0%
	311 Jarvis St.	2,298	2,794	3,198	2,770	2,347	49	2%
	College Park	8,688	10,431	13,043	12,184	10,706	2,018	23%
	Old City Hall	25,094	25,741	25,096	24,065	23,398	-1,696	-7%
Toronto Total		77,758	82,263	82,143	81,322	75,051	-2,707	-3%
West	Chatham	2,343	2,169	3,022	4,002	3,099	756	32%
	Goderich	847	1,066	968	1,013	956	109	13%
	Guelph	2,460	2,869	3,242	2,864	3,068	608	25%
	Kitchener	7,393	7,745	8,050	7,742	7,202	-191	-3%
	London	8,931	7,735	9,528	7,981	8,153	-778	-9%
	Owen Sound	1,095	1,026	1,175	1,535	1,137	42	4%
	Sarnia	3,460	3,046	3,601	3,793	3,901	441	13%
	St. Thomas	1,354	1,440	1,374	1,002	820	-534	-39%
	Stratford	537	541	541	589	421	-116	-22%
	Walkerton	1,257	1,195	974	895	832	-425	-34%
	Windsor	6,242	7,288	6,734	7,243	6,011	-231	-4%
	Woodstock	1,858	1,834	1,624	1,678	1,515	-343	-18%
West Total		37,777	37,954	40,833	40,337	37,115	-662	-2%
Ontario Total		274,973	275,662	284,236	275,238	254,501	-20,472	-7%

1. Charges pending are active charges that have a future court date scheduled as of the last day of the month. For example, where a bench warrant is issued against a person, no future court dates are scheduled until the bench warrant is executed. These charges are therefore treated as "inactive proceedings" and are excluded from the total number of pending charges.

SOURCE: ICON

Ontario Court of Justice: Criminal Events Heard

Region	Location	06-07	07-08	08-09	09-10	10-11	Change from 06-07 to 10-11	% Change from 06-07 to 10-11
Central East	Barrie	147,735	165,543	160,146	149,329	141,657	-6,078	-4%
	Bracebridge	18,457	19,157	18,090	18,313	18,371	-86	0%
	Cobourg	33,739	37,446	38,376	29,668	29,497	-4,242	-13%
	Lindsay	56,824	57,639	67,400	53,870	38,170	-18,654	-33%
	Newmarket	252,474	270,212	270,427	266,868	239,781	-12,693	-5%
	Orillia	18,956	19,556	19,932	21,113	22,511	3,555	19%
	Oshawa	305,485	324,166	308,246	309,517	292,336	-13,149	-4%
	Peterborough	97,014	93,887	82,630	81,112	58,556	-38,458	-40%
Central East Total		930,684	987,606	965,247	929,790	840,879	-89,805	-10%
Central West	Brampton	410,517	393,105	355,994	338,558	309,199	-101,318	-25%
	Brantford	65,906	72,221	67,704	71,166	70,827	4,921	7%
	Cayuga	10,202	12,185	14,211	13,185	12,952	2,750	27%
	Hamilton	166,676	166,615	172,182	179,943	188,429	21,753	13%
	Milton	74,348	87,910	97,055	85,759	86,773	12,425	17%
	Orangeville	37,547	38,623	44,650	34,813	28,916	-8,631	-23%
	Simcoe	24,286	18,780	18,305	16,947	14,396	-9,890	-41%
	St. Catharines	108,105	107,017	114,320	115,180	121,418	13,313	12%
	Welland	19,497	17,634	21,754	19,955	16,497	-3,000	-15%
Central West Total		917,084	914,090	906,175	875,506	849,407	-67,677	-7%
East	Belleville	44,661	40,241	48,774	46,802	39,976	-4,685	-10%
	Brockville	36,585	39,248	47,735	44,097	41,936	5,351	15%
	Cornwall	67,090	68,934	74,738	73,831	68,586	1,496	2%
	Kingston	74,174	67,657	66,718	72,160	65,060	-9,114	-12%
	L'Orignal	15,964	15,787	14,199	17,791	17,332	1,368	9%
	Napanee	11,475	13,702	12,541	14,217	10,597	-878	-8%
	Ottawa	361,340	363,913	401,943	396,453	338,002	-23,338	-6%
	Pembroke	37,581	40,821	43,410	35,639	29,962	-7,619	-20%
	Perth	41,863	43,293	56,697	39,551	35,066	-6,797	-16%
	Picton	5,869	4,694	4,562	4,727	4,223	-1,646	-28%
East Total		696,602	698,290	771,317	745,268	650,740	-45,862	-7%
North East	Cochrane	13,333	18,595	22,122	18,663	16,135	2,802	21%
	Elliot Lake	4,457	3,991	4,228	4,482	4,861	404	9%
	Espanola	3,638	3,460	5,302	5,126	4,600	962	26%
	Gore Bay	8,272	10,427	10,764	11,599	11,918	3,646	44%
	Haileybury	20,399	22,118	18,678	17,410	18,408	-1,991	-10%
	Kirkland Lake	3,105	2,993	4,590	3,442	2,536	-569	-18%

Ontario Court of Justice: Criminal Events Heard (continued)

Region	Location	06-07	07-08	08-09	09-10	10-11	Change from 06-07 to 10-11	% Change from 06-07 to 10-11
	Kirkland Lake	3,105	2,993	4,590	3,442	2,536	-569	-18%
	North Bay	42,620	44,976	48,525	47,892	43,242	622	1%
	Parry Sound	16,909	16,559	15,366	20,950	21,475	4,566	27%
	Sault Ste. Marie	65,377	65,808	69,187	48,790	48,049	-17,328	-27%
	Sudbury	103,380	106,505	113,311	105,871	102,456	-924	-1%
	Timmins	33,418	34,092	35,008	37,452	35,225	1,807	5%
Northeast Total		314,908	329,524	347,081	321,677	308,905	-6,003	-2%
	Dryden	17,906	18,964	24,329	23,001	25,185	7,279	41%
	Fort Frances	7,501	7,613	7,014	5,298	5,149	-2,352	-31%
	Kenora	32,846	34,561	34,347	35,463	34,248	1,402	4%
	Thunder Bay	80,144	73,420	77,940	78,775	80,019	-125	0%
Northwest Total		138,397	134,558	143,630	142,537	144,601	6,204	4%
Toronto	1000 Finch Ave. W.	223,248	214,479	204,573	186,808	173,093	-50,155	-22%
	1911 Eglinton Ave.	334,697	363,231	348,312	296,780	259,333	-75,364	-23%
	2201 Finch Avenue West	268,441	267,710	246,035	266,643	218,765	-49,676	-19%
	311 Jarvis Street	54,605	46,208	58,012	54,831	47,515	-7,090	-13%
	College Park	202,566	227,269	264,134	238,398	232,419	29,853	15%
	Old City Hall	616,453	555,904	581,434	511,653	515,311	-101,142	-16%
Toronto Total		1,700,010	1,674,801	1,702,500	1,555,113	1,446,436	-253,574	-15%
West	Chatham	45,999	43,308	47,680	54,387	51,167	5,168	11%
	Goderich	12,409	14,865	16,996	17,359	14,656	2,247	18%
	Guelph	48,142	49,920	55,048	54,360	56,950	8,808	18%
	Kitchener	174,478	189,147	191,901	184,002	171,881	-2,597	-1%
	London	203,131	215,656	216,870	203,579	188,979	-14,152	-7%
	Owen Sound	19,560	21,045	20,834	25,817	20,836	1,276	7%
	Sarnia	62,308	75,348	72,651	75,574	70,962	8,654	14%
	St. Thomas	28,717	30,615	29,612	25,705	21,889	-6,828	-24%
	Stratford	12,484	12,814	13,841	11,931	12,983	499	4%
	Walkerton	20,068	21,629	20,245	19,045	20,812	744	4%
	Windsor	130,310	131,801	130,386	124,136	126,799	-3,511	-3%
	Woodstock	43,523	42,355	35,781	37,475	30,231	-13,292	-31%
West Total		801,129	848,503	851,845	833,370	788,145	-12,984	-2%
Ontario Total		5,498,814	5,587,372	5,687,795	5,403,261	5,029,113	-469,701	-9%

1. Criminal events heard in the Ontario Court of Justice are collected for each charge that was before the court. For example, if a person has been charged with two offences, the courts data base shows 2 events for each court appearance. Events heard include trials, pre trials, motion hearings, bail hearings, preliminary hearings, and other hearings.

SOURCE: ICON

Superior Court of Justice: Criminal Overview by Region 2010-11

Region	Fiscal Year	Indictments & Appeals Received	Indictments & Appeals Disposed	Indictments & Appeals Pending	Events Heard
Central East	2009/2010	436	352	290	5,619
	2010/2011	426	265	301	5,040
Central West	2009/2010	824	608	666	10,388
	2010/2011	836	524	714	10,523
East	2009/2010	562	376	480	5,612
	2010/2011	503	334	454	5,491
Northeast	2009/2010	261	143	176	2,324
	2010/2011	279	161	194	2,394
Northwest	2009/2010	109	90	61	1,093
	2010/2011	70	52	48	957
Toronto	2009/2010	1,241	876	1,038	16,766
	2010/2011	1,107	821	1,097	16,037
West	2009/2010	674	492	553	6,638
	2010/2011	717	459	570	6,900
Ontario	2009/2010	4,107	2,937	3,264	48,440
	2010/2011	3,938	2,616	3,378	47,342

1. Due to a change in data entry and collection methods in Ottawa, Toronto and Windsor, older court statistics derived from previous data are not comparable with data derived from the new collection method. As result, five-year trend data will not be available until 2013-14.
2. Events Heard include all scheduled events dealt with by a Judge (including adjournments). While applications, motions and bail reviews are not included in case activity (i.e. cases received, disposed and pending), the related event activity is included in the number of events heard.
3. Indictments are considered disposed of when all counts on the indictment have a final outcome (when sentencing is complete for indictments with a conviction). Appeals are considered disposed of when the appeal decision is given.
4. Indictments are considered pending if any count on the indictment is awaiting a final outcome, and there is a future event scheduled. (Undisposed cases with no future event are considered inactive and are not included). Appeals are considered pending if a decision has not been given on the appeal, and there is a future event scheduled.

SOURCE: FRANK

Superior Court of Justice: Courtroom Operating Hours by Region

Region	2006-07	2007-08	2008-09	2009-10	2010-11
Central East	9,208	7,570	8,162	8,803	8,196
Central West	11,374	10,832	11,098	11,768	11,475
East	5,607	5,352	7,067	6,261	7,204
Northeast	2,202	2,241	2,249	2,067	1,815
Northwest	675	760	839	566	510
Toronto	18,145	17,025	18,408	17,409	16,524
West	6,286	6,150	5,854	6,692	6,776
Ontario	53,496	49,930	53,678	53,565	52,501

1. Courtroom operating hours reflect hours during which courtrooms are in use; they do not measure working hours for judicial officials or court staff.

SOURCE: FRANK

Superior Court of Justice: Criminal Indictments and Appeals Received, Disposed and Pending, and Criminal Events Heard 2010-11

Region	Location	Fiscal Year	Indictments & Appeals Received	Indictments & Appeals Disposed	Indictments & Appeals Pending	Events Heard	
Central East	Barrie	2009/2010	141	120	87	1,566	
		2010/2011	149	89	121	1,332	
	Bracebridge	2009/2010	6	9	7	94	
		2010/2011	9	6	5	88	
	Cobourg	2009/2010	16	18	12	234	
		2010/2011	12	12	7	108	
	Lindsay	2009/2010	36	27	25	425	
		2010/2011	26	17	20	276	
	Newmarket	2009/2010	87	48	66	1,190	
		2010/2011	86	56	56	1,180	
	Peterborough	2009/2010	22	14	14	295	
		2010/2011	25	15	13	302	
	Whitby	2009/2010	128	116	79	1,815	
		2010/2011	119	70	79	1,754	
	Central East Total		2009/2010	436	352	290	5,619
			2010/2011	426	265	301	5,040
	Central West	Brampton	2009/2010	444	293	382	5,728
2010/2011			446	242	418	6,033	
Brantford		2009/2010	16	9	16	319	
		2010/2011	18	12	17	356	
Cayuga		2009/2010	12	9	6	109	
		2010/2011	6	4	6	78	
Hamilton		2009/2010	183	171	139	2,164	
		2010/2011	174	152	125	1,804	
Milton		2009/2010	78	65	59	855	
		2010/2011	85	51	68	830	
Orangeville		2009/2010	25	14	14	243	
		2010/2011	38	19	14	303	
Simcoe		2009/2010	13	6	9	121	
		2010/2011	12	9	8	128	
St. Catharines		2009/2010	24	18	20	394	
		2010/2011	25	16	25	439	
Welland		2009/2010	29	23	21	455	
		2010/2011	32	19	33	552	
Central West Total		2009/2010	824	608	666	10,388	
		2010/2011	836	524	714	10,523	

Superior Court of Justice: Criminal Indictments and Appeals Received, Disposed and Pending, and Criminal Events Heard 2010-11 (continued)

Region	Location	Fiscal Year	Indictments & Appeals Received	Indictments & Appeals Disposed	Indictments & Appeals Pending	Events Heard
East	Belleville	2009/2010	52	37	38	482
		2010/2011	30	28	22	328
	Brockville	2009/2010	37	9	17	259
		2010/2011	37	18	30	286
	Cornwall	2009/2010	94	50	100	1,022
		2010/2011	79	48	86	997
	Kingston	2009/2010	74	59	60	661
		2010/2011	52	39	41	623
	L'Orignal	2009/2010	44	37	24	194
		2010/2011	26	10	28	170
	Napanee	2009/2010	12	2	6	39
		2010/2011	20	2	13	104
	Ottawa	2009/2010	195	128	191	2,390
		2010/2011	197	138	195	2,569
	Pembroke	2009/2010	28	31	17	266
		2010/2011	31	25	17	173
	Perth	2009/2010	21	19	22	224
		2010/2011	23	21	17	195
	Picton	2009/2010	5	4	5	75
		2010/2011	8	5	5	46
	East Total					
		2009/2010	562	376	480	5,612
		2010/2011	503	334	454	5,491
Northeast	Cochrane (inc. Timmins)	2009/2010	34	20	25	453
		2010/2011	34	23	24	338
	Gore Bay	2009/2010	16	6	9	205
		2010/2011	17	2	10	149
	Haileybury	2009/2010	26	19	22	184
		2010/2011	29	24	22	194
	North Bay	2009/2010	52	28	38	394
		2010/2011	52	39	37	404
	Parry Sound	2009/2010	22	14	11	157
		2010/2011	27	10	19	206
	Sault Ste. Marie	2009/2010	35	16	20	460
		2010/2011	33	20	21	452
	Sudbury	2009/2010	76	40	51	471
		2010/2011	87	43	61	651
	Northeast Total					
		2009/2010	261	143	176	2,324
		2010/2011	279	161	194	2,394

Superior Court of Justice: Criminal Indictments and Appeals Received, Disposed and Pending, and Criminal Events Heard 2010-11 (continued)

Region	Location	Fiscal Year	Indictments & Appeals Received	Indictments & Appeals Disposed	Indictments & Appeals Pending	Events Heard
Northwest	Fort Frances	2009/2010	5	2	3	34
		2010/2011	8	3	4	42
	Kenora	2009/2010	42	38	19	379
		2010/2011	22	17	13	364
	Thunder Bay	2009/2010	62	50	39	680
		2010/2011	40	32	31	551
Northwest Total		2009/2010	109	90	61	1,093
		2010/2011	70	52	48	957
Toronto	Toronto Superior Court Of Justice	2009/2010	1,241	876	1,038	16,766
		2010/2011	1,107	821	1,097	16,037
Toronto Total		2009/2010	1,241	876	1,038	16,766
		2010/2011	1,107	821	1,097	16,037
West	Chatham	2009/2010	20	15	16	158
		2010/2011	34	16	27	163
	Goderich	2009/2010	26	19	18	224
		2010/2011	27	17	18	209
	Guelph	2009/2010	41	48	23	448
		2010/2011	41	41	16	437
	Kitchener	2009/2010	57	37	56	647
		2010/2011	58	45	47	780
	London	2009/2010	183	84	143	1,583
		2010/2011	187	103	153	1,905
	Owen Sound	2009/2010	14	7	11	167
		2010/2011	23	5	16	251
	Sarnia	2009/2010	54	43	41	442
		2010/2011	46	39	39	430
	St. Thomas	2009/2010	34	26	26	213
		2010/2011	37	28	33	225
	Stratford	2009/2010	55	39	31	246
		2010/2011	46	36	25	231
	Walkerton	2009/2010	27	17	10	125
		2010/2011	23	12	12	181
	Windsor	2009/2010	141	139	163	2,183
		2010/2011	170	101	165	1,898
	Woodstock	2009/2010	22	18	15	202
		2010/2011	25	16	19	190
West Total		2009/2010	674	492	553	6,638
		2010/2011	717	459	570	6,900

Superior Court of Justice: Criminal Indictments and Appeals Received, Disposed and Pending, and Criminal Events Heard 2010-11 (continued)

Region	Location	Fiscal Year	Indictments & Appeals Received	Indictments & Appeals Disposed	Indictments & Appeals Pending	Events Heard
Ontario Total		2009/2010	4,107	2,937	3,264	48,440
		2010/2011	3,938	2,616	3,378	47,342

1. Due to a change in data entry and collection methods in Ottawa, Toronto and Windsor, older court statistics derived from previous data are not comparable with data derived from the new collection method. As result, five-year trend data will not be available until 2013-14.
2. Cases Received include indictments and appeals for both adult and youth.
3. Indictments are considered disposed of when all counts on the indictment have a final outcome (when sentencing is complete for indictments with a conviction). Appeals are considered disposed of when the appeal decision is given.
4. Indictments are considered pending if any count on the indictment is awaiting a final outcome, and there is a future event scheduled. (Undisposed cases with no future event are considered inactive and are not included). Appeals are considered pending if a decision has not been given on the appeal, and there is a future event scheduled.
5. Events Heard include all scheduled events dealt with by a judge (including adjournments). While applications, motions and bail reviews are not included in case activity (i.e. cases received, disposed and pending), the related event activity is included in the number of events heard.

SOURCE: FRANK

Superior Court of Justice, Family Court branch of the Superior Court of Justice, and Ontario Court of Justice: Family Overview by Region

Region	Fiscal Year	New Proceedings	Events Heard	Courtroom Operating Hours
Central East	2006-07	14,613	52,330	15,310
	2007-08	14,380	52,731	15,410
	2008-09	14,268	52,965	16,882
	2009-10	14,225	52,872	18,254
	2010-11	13,450	52,336	19,464
Central West	2006-07	18,681	61,138	20,495
	2007-08	17,878	58,857	20,189
	2008-09	18,535	60,863	20,226
	2009-10	18,718	62,497	21,485
	2010-11	17,767	65,300	22,320
East	2006-07	11,683	41,873	11,833
	2007-08	11,807	40,704	12,088
	2008-09	11,780	38,057	11,403
	2009-10	11,562	37,049	10,748
	2010-11	10,934	36,483	11,258
Northeast	2006-07	5,239	28,083	6,050
	2007-08	5,130	27,253	5,792
	2008-09	5,318	26,073	6,082
	2009-10	5,230	26,118	6,783
	2010-11	5,188	24,984	5,833
Northwest	2006-07	2,004	8,804	2,098
	2007-08	1,956	8,687	1,777
	2008-09	1,905	9,325	2,246
	2009-10	1,783	9,836	2,161
	2010-11	1,689	8,576	2,188

Superior Court of Justice, Family Court branch of the Superior Court of Justice, and Ontario Court of Justice: Family Overview by Region (continued)

Region	Fiscal Year	New Proceedings	Events Heard	Courtroom Operating Hours
Toronto	2006-07	19,704	55,493	15,500
	2007-08	18,972	56,153	14,741
	2008-09	18,003	54,621	16,398
	2009-10	18,019	53,303	15,967
	2010-11	17,127	50,095	15,795
West	2006-07	16,250	69,239	15,415
	2007-08	15,565	71,467	15,818
	2008-09	16,429	71,566	16,770
	2009-10	16,616	72,053	17,871
	2010-11	15,681	70,091	17,861
Ontario	2006-07	88,174	316,960	86,702
	2007-08	85,688	315,852	85,815
	2008-09	86,238	313,470	90,007
	2009-10	86,153	313,728	93,268
	2010-11	81,836	307,865	94,719

1. New proceedings include applications, motions to change, appeals from the Ontario Court of Justice to the Superior Court of Justice, and requests for extra-provincial tribunals for evidence in custody or access cases. New proceedings do not include enforcement proceedings and requests for fee waiver.
2. Events heard include all scheduled events dealt with by a judicial official (including adjournments) and events heard in enforcement proceedings.
3. The Family Court branch of the Superior Court of Justice hears all family cases in the following 17 locations: Barrie (including Orillia), Bracebridge, Cobourg, Lindsay, Newmarket, Whitby (including Oshawa) and Peterborough in the Central East Region; St. Catharines and Hamilton in the Central West Region; Brockville, Cornwall, Kingston, L'Orignal, Napanee, Ottawa and Perth in the East Region; and London in the West Region. The Superior Court of Justice and the Ontario Court of Justice hear family cases in the other court locations. In those locations, the court that hears the case depends upon the types of claims made in the case.
4. Courtroom operating hours reflect hours during which courtrooms are in use; they do not measure working hours for judicial officials or court staff.

SOURCE: FRANK

Superior Court of Justice (non-Family Court branch), Family Court branch of the Superior Court of Justice, and Ontario Court of Justice: New Family Proceedings

Region	Location	06-07	07-08	08-09	09-10	10-11	Change from 06-07 to 10-11	% Change from 06-07 to 10-11
Central East	Barrie (inc. Orillia)	3,367	3,225	3,290	3,440	3,080	-287	-9%
	Bracebridge	514	541	486	479	509	-5	-1%
	Cobourg	673	612	697	597	583	-90	-13%
	Lindsay	754	662	703	674	639	-115	-15%
	Newmarket	3,493	3,705	3,536	3,682	3,640	147	4%
	Peterborough	962	977	1,002	1,019	939	-23	-2%
	Whitby (inc. Oshawa)	4,850	4,658	4,554	4,334	4,060	-790	-16%
Central East Total		14,613	14,380	14,268	14,225	13,450	-1,163	-8%
Central West	Brampton	6,650	6,261	6,722	6,944	6,605	-45	-1%
	Brantford	1,456	1,400	1,438	1,440	1,318	-138	-9%
	Cayuga	358	332	305	320	320	-38	-11%
	Hamilton	3,648	3,515	3,798	3,642	3,451	-197	-5%
	Milton	2,105	2,194	2,181	2,183	2,067	-38	-2%
	Orangeville	483	492	484	451	530	47	10%
	Simcoe	541	465	462	493	504	-37	-7%
	St. Catharines	1,511	1,358	1,319	1,445	1,326	-185	-12%
	Welland	1,929	1,861	1,826	1,800	1,646	-283	-15%
Central West Total		18,681	17,878	18,535	18,718	17,767	-914	-5%
East	Belleville	1,747	1,620	1,630	1,553	1,316	-431	-25%
	Brockville	672	664	652	681	649	-23	-3%
	Cornwall	1,064	1,120	1,264	1,273	1,302	238	22%
	Kingston	1,227	1,054	1,021	1,090	1,024	-203	-17%
	L'Orignal	457	470	550	527	482	25	5%
	Napanee	292	328	321	278	253	-39	-13%
	Ottawa	4,666	5,054	4,840	4,751	4,572	-94	-2%
	Pembroke	897	856	831	772	733	-164	-18%
	Perth	481	460	492	472	426	-55	-11%
	Picton	180	181	179	165	177	-3	-2%
East Total		11,683	11,807	11,780	11,562	10,934	-749	-6%
Northeast	Cochrane (inc. Timmins)	858	819	897	827	831	-27	-3%
	Gore Bay	203	176	164	132	145	-58	-29%
	Haileybury (inc. Kirkland Lake)	265	261	245	231	250	-15	-6%
	North Bay	937	983	1,084	1,035	1,012	75	8%
	Parry Sound	272	260	301	299	338	66	24%
	Sault Ste. Marie (inc. Elliot Lake)	1,022	966	949	941	914	-108	-11%
	Sudbury (inc. Espanola)	1,682	1,665	1,678	1,765	1,698	16	1%
Northeast Total		5,239	5,130	5,318	5,230	5,188	-51	-1%

Superior Court of Justice (non-Family Court branch), Family Court branch of the Superior Court of Justice, and Ontario Court of Justice: New Family Proceedings (continued)

Region	Location	06-07	07-08	08-09	09-10	10-11	Change from 06-07 to 10-11	% Change from 06-07 to 10-11
North West	Fort Frances	101	122	141	125	120	19	19%
	Kenora (inc. Dryden and Red Lake)	515	453	421	391	357	-158	-31%
	Thunder Bay	1,388	1,381	1,343	1,267	1,212	-176	-13%
North West Total		2,004	1,956	1,905	1,783	1,689	-315	-16%
	311 Jarvis Street	2,198	2,314	2,235	2,017	1,806	-392	-18%
	393 University Ave.	12,028	11,258	10,404	10,928	10,618	-1,410	-12%
	47 Sheppard Avenue East	5,478	5,400	5,364	5,074	4,703	-775	-14%
Toronto Total		19,704	18,972	18,003	18,019	17,127	-2,577	-13%
West	Chatham	948	950	921	977	860	-88	-9%
	Goderich	364	290	364	296	307	-57	-16%
	Guelph	1,239	1,132	1,267	1,154	1,104	-135	-11%
	Kitchener (inc. Cambridge)	3,663	3,668	3,852	3,701	3,504	-159	-4%
	London	3,140	2,968	3,233	3,445	3,317	177	6%
	Owen Sound	747	676	665	702	662	-85	-11%
	Sarnia	1,117	979	1,057	1,028	1,028	-89	-8%
	St. Thomas	735	732	791	836	689	-46	-6%
	Stratford	546	487	483	529	538	-8	-1%
	Walkerton	407	335	367	368	321	-86	-21%
	Windsor	2,318	2,371	2,462	2,569	2,399	81	3%
	Woodstock	1,026	977	967	1,011	952	-74	-7%
West Total		16,250	15,565	16,429	16,616	15,681	-569	-4%
Ontario Total		88,174	85,688	86,238	86,153	81,836	-6,338	-7%

1. New proceedings include applications, motions to change, appeals from the Ontario Court of Justice to the Superior Court of Justice, and requests for extra-provincial tribunals for evidence in custody or access cases. New proceedings do not include enforcement proceedings and requests for fee waiver.
2. The Family Court branch of the Superior Court of Justice hears all family cases in the following 17 locations: Barrie (including Orillia), Bracebridge, Cobourg, Lindsay, Newmarket, Whitby (including Oshawa) and Peterborough in the Central East Region; St. Catharines and Hamilton in the Central West Region; Brockville, Cornwall, Kingston, L'Orignal, Napanee, Ottawa and Perth in the East Region; and London in the West Region. The Superior Court of Justice and the Ontario Court of Justice hear family cases in the other court locations. In those locations, the court that hears the case depends upon the types of claims made in the case.

SOURCE: FRANK

Superior Court of Justice (non-Family Court branch), Family Court branch of the Superior Court of Justice, and Ontario Court of Justice: Family Events Heard

Region	Location	06-07	07-08	08-09	09-10	10-11	Change from 06-07 to 10-11	% Change from 06-07 to 10-11
Central East	Barrie (inc. Orillia)	11,077	11,703	11,707	11,527	11,309	232	2%
	Bracebridge	1,495	1,569	1,433	1,516	1,604	109	7%
	Cobourg	2,373	2,356	2,493	2,482	2,076	-297	-13%
	Lindsay	2,929	3,110	3,092	3,299	2,964	35	1%
	Newmarket	12,477	13,747	13,049	12,645	13,352	875	7%
	Peterborough	4,175	3,971	4,095	4,540	4,083	-92	-2%
	Whitby (inc. Oshawa)	17,804	16,275	17,096	16,863	16,948	-856	-5%
Central East Total		52,330	52,731	52,965	52,872	52,336	6	0%
Central West	Brampton	19,789	19,233	20,136	20,827	23,431	3,642	18%
	Brantford	4,945	5,133	5,377	5,347	5,087	142	3%
	Cayuga	1,095	1,044	974	970	1,042	-53	-5%
	Hamilton	13,795	12,805	12,694	13,541	12,323	-1,472	-11%
	Milton	5,978	6,014	6,489	6,393	7,744	1,766	30%
	Orangeville	1,734	1,712	1,802	1,740	1,856	122	7%
	Simcoe	2,542	1,845	1,694	1,948	2,153	-389	-15%
	St. Catharines	5,148	5,069	5,358	5,783	5,656	508	10%
	Welland	6,112	6,002	6,339	5,948	6,008	-104	-2%
Central West Total		61,138	58,857	60,863	62,497	65,300	4,162	7%
East	Belleville	8,585	8,340	7,475	6,990	6,429	-2,156	-25%
	Brockville	2,565	2,561	2,560	2,804	2,615	50	2%
	Cornwall	2,604	2,707	2,794	2,798	2,794	190	7%
	Kingston	3,800	3,536	3,320	3,458	3,514	-286	-8%
	L'Orignal	1,233	1,674	1,631	1,722	1,670	437	35%
	Napanee	896	1,001	1,028	1,086	993	97	11%
	Ottawa	14,451	13,728	12,437	12,066	13,037	-1,414	-10%
	Pembroke	5,253	4,864	4,498	3,980	3,348	-1,905	-36%
	Perth	1,691	1,469	1,483	1,536	1,445	-246	-15%
	Picton	795	824	831	609	638	-157	-20%
East Total		41,873	40,704	38,057	37,049	36,483	-5,390	-13%
North East	Cochrane (inc. Timmins)	4,036	3,956	4,297	4,283	4,403	367	9%
	Gore Bay	854	760	549	507	481	-373	-44%
	Haileybury (inc. Kirkland Lake)	1,112	870	842	864	906	-206	-19%
	North Bay	5,325	5,268	5,020	4,752	4,597	-728	-14%

Superior Court of Justice (non-Family Court branch), Family Court branch of the Superior Court of Justice, and Ontario Court of Justice: Family Events Heard (continued)

Region	Location	06-07	07-08	08-09	09-10	10-11	Change from 06-07 to 10-11	% Change from 06-07 to 10-11
	Parry Sound	1,505	1,277	1,281	1,554	1,379	-126	-8%
	Sault Ste. Marie (inc. Elliot Lake)	6,335	6,246	6,159	6,315	6,126	-209	-3%
	Sudbury (inc. Espanola)	8,916	8,876	7,925	7,843	7,092	-1,824	-20%
Northeast Total		28,083	27,253	26,073	26,118	24,984	-3,099	-11%
Northwest	Fort Frances	519	513	642	612	442	-77	-15%
	Kenora (inc. Dryden and Red Lake)	1,945	1,708	1,613	1,563	1,323	-622	-32%
	Thunder Bay	6,340	6,466	7,070	7,661	6,811	471	7%
Northwest Total		8,804	8,687	9,325	9,836	8,576	-228	-3%
	311 Jarvis St.	12,158	12,525	11,702	10,947	9,499	-2,659	-22%
	393 University Ave.	19,881	19,473	17,617	17,303	17,215	-2,666	-13%
	47 Sheppard Ave. E.	23,454	24,155	25,302	25,053	23,381	-73	0%
Toronto Total		55,493	56,153	54,621	53,303	50,095	-5,398	-10%
West	Chatham	5,224	5,168	5,586	6,077	5,721	497	10%
	Goderich	2,596	2,328	2,363	2,181	1,962	-634	-24%
	Guelph	3,698	4,040	4,280	4,341	3,656	-42	-1%
	Kitchener (inc. Cambridge)	12,990	13,433	13,561	13,975	13,454	464	4%
	London	10,404	11,683	10,719	11,247	11,119	715	7%
	Owen Sound	2,961	3,172	3,197	3,100	2,997	36	1%
	Sarnia	7,393	7,553	7,120	7,057	7,273	-120	-2%
	St. Thomas	3,361	3,235	3,420	3,222	2,883	-478	-14%
	Stratford	2,201	2,040	2,144	2,071	2,125	-76	-3%
	Walkerton	1,931	1,726	1,630	1,828	1,764	-167	-9%
	Windsor	10,885	11,200	11,198	10,692	11,359	474	4%
	Woodstock	5,595	5,889	6,348	6,262	5,778	183	3%
West Total		69,239	71,467	71,566	72,053	70,091	852	1%
Ontario Total		316,960	315,852	313,470	313,728	307,865	-9,095	-3%

1. Events heard include all scheduled events dealt with by a judicial official (including adjournments) and events heard in enforcement proceedings.

2. The Family Court branch of the Superior Court of Justice hears all family cases in the following 17 locations: Barrie (including Orillia), Bracebridge, Cobourg, Lindsay, Newmarket, Whitby (including Oshawa) and Peterborough in the Central East region; St. Catharines and Hamilton in the Central West region; Brockville, Cornwall, Kingston, L'Orignal, Napanee, Ottawa and Perth in the East region; and London in the West region. The Superior Court of Justice and the Ontario Court of Justice hear family cases in the other court locations. In those locations, the court that hears the case depends upon the types of claims made in the case.

SOURCE: FRANK

Superior Court of Justice: Family Overview by Region

Region	Fiscal Year	New Proceedings	Events Heard	Courtroom Operating Hours
Central West	2006-07	7,150	16,715	4,946
	2007-08	6,926	15,838	4,793
	2008-09	7,176	16,118	5,364
	2009-10	7,264	16,138	5,411
	2010-11	6,937	17,727	5,823
East	2006-07	868	2,822	559
	2007-08	871	2,385	610
	2008-09	961	2,229	539
	2009-10	874	2,214	707
	2010-11	820	1,824	616
Northeast	2006-07	1,893	5,617	1,724
	2007-08	1,923	5,225	1,497
	2008-09	1,945	4,672	1,622
	2009-10	1,900	4,795	1,843
	2010-11	1,768	4,584	1,433
Northwest	2006-07	713	2,345	722
	2007-08	732	2,339	577
	2008-09	701	2,246	661
	2009-10	690	2,235	729
	2010-11	652	1,848	593
Toronto	2006-07	12,029	19,881	6,172
	2007-08	11,258	19,473	6,431
	2008-09	10,404	17,617	7,098
	2009-10	10,928	17,303	6,906
	2010-11	10,618	17,215	6,937

Superior Court of Justice: Family Overview by Region (continued)

Region	Fiscal Year	New Proceedings	Events Heard	Courtroom Operating Hours
West	2006-07	5,960	18,163	3,833
	2007-08	5,811	17,822	4,036
	2008-09	6,245	17,923	4,345
	2009-10	6,060	17,165	4,657
	2010-11	5,892	17,267	4,980
Ontario	2006-07	28,613	65,543	17,956
	2007-08	27,521	63,082	17,944
	2008-09	27,432	60,805	19,629
	2009-10	27,716	59,850	20,252
	2010-11	26,687	60,465	20,386

1. New proceedings include applications, motions to change, appeals from the Ontario Court of Justice to the Superior Court of Justice, and requests for extra-provincial tribunals for evidence in custody or access cases. New proceedings do not include enforcement proceedings and requests for fee waiver.
2. Events Heard include all scheduled events dealt with by a judicial official (including adjournments) and events heard in enforcement proceedings.
3. Courtroom operating hours reflect hours during which courtrooms are in use; they do not measure working hours for judicial officials or court staff.
4. Cases heard in the Central East Region; two court locations in the Central West Region (St. Catharines and Hamilton); seven court locations in the East Region (Brockville, Cornwall, Kingston, L'Orignal, Napanee, Ottawa and Perth); and one court location in the West Region (London), are heard by the Family Court branch of the Superior Court of Justice.

SOURCE: FRANK

Superior Court of Justice: New Family Proceedings

Region	Location	06-07	07-08	08-09	09-10	10-11	Change from 06-07 to 10-11	% Change from 06-07 to 10-11
Central West	Brampton	3,752	3,541	3,799	3,923	3,740	-12	0%
	Brantford	540	468	489	504	470	-70	-13%
	Cayuga	187	173	153	162	156	-31	-17%
	Milton	1,379	1,442	1,476	1,415	1,395	16	1%
	Orangeville	232	243	229	211	258	26	11%
	Simcoe	247	216	212	205	206	-41	-17%
	Welland (inc. Niagara Falls)	813	843	818	844	712	-101	-12%
Central West Total		7,150	6,926	7,176	7,264	6,937	-213	-3%
East	Belleville	507	503	561	496	475	-32	-6%
	Pembroke	318	320	351	329	279	-39	-12%
	Picton	43	48	49	49	66	23	53%
East Total		868	871	961	874	820	-48	-6%
Northeast	Cochrane (inc. Timmins)	297	267	303	289	292	-5	-2%
	Gore Bay	19	32	28	26	26	7	37%
	Haileybury	98	112	90	91	95	-3	-3%
	North Bay	322	323	324	276	241	-81	-25%
	Parry Sound	83	109	91	94	102	19	23%
	Sault Ste. Marie	436	438	420	436	384	-52	-12%
	Sudbury	638	642	689	688	628	-10	-2%
Northeast Total		1,893	1,923	1,945	1,900	1,768	-125	-7%
Northwest	Fort Frances	46	52	62	62	53	7	15%
	Kenora	151	167	148	163	132	-19	-13%
	Thunder Bay	516	513	491	465	467	-49	-9%
Northwest Total		713	732	701	690	652	-61	-9%
Toronto	393 University Ave.	12,029	11,258	10,404	10,928	10,618	-1,411	-12%
Toronto Total		12,029	11,258	10,404	10,928	10,618	-1,411	-12%
West	Chatham	346	334	316	345	333	-13	-4%
	Goderich	171	124	151	139	137	-34	-20%
	Guelph	602	526	614	554	552	-50	-8%
	Kitchener (inc. Cambridge)	1,512	1,552	1,565	1,527	1,505	-7	0%
	Owen Sound	355	327	323	280	316	-39	-11%
	Sarnia	495	412	478	428	404	-91	-18%
	St. Thomas	368	341	364	341	320	-48	-13%
	Stratford	223	208	200	213	211	-12	-5%
	Walkerton	192	167	178	175	155	-37	-19%
	Windsor	1,319	1,427	1,634	1,640	1,540	221	17%
	Woodstock	377	393	422	418	419	42	11%
West Total		5,960	5,811	6,245	6,060	5,892	-68	-1%
Ontario Total		28,613	27,521	27,432	27,716	26,687	-1,926	-7%

1. New proceedings include applications, motions to change, appeals from the Ontario Court of Justice to the Superior Court of Justice, and requests for extra-provincial tribunals for evidence in custody or access cases. New proceedings do not include enforcement proceedings and requests for fee waiver.

2. Cases heard in the Central East Region; two court locations in the Central West Region (St. Catharines and Hamilton); seven court locations in the East Region (Brockville, Cornwall, Kingston, L'Orignal, Napanee, Ottawa and Perth); and one court location in the West Region (London), are heard by the Family Court branch of the Superior Court of Justice.

SOURCE: FRANK

Superior Court of Justice: Family Events Heard

Region	Location	06-07	07-08	08-09	09-10	10-11	Change from 06-07 to 10-11	% Change from 06-07 to 10-11
Central West	Brampton	8,123	7,273	7,461	7,564	8,519	396	5%
	Brantford	1,279	1,206	1,174	1,140	1,167	-112	-9%
	Cayuga	425	439	348	360	444	19	4%
	Milton	3,203	3,210	3,654	3,559	4,284	1,081	34%
	Orangeville	593	576	609	558	624	31	5%
	Simcoe	649	619	419	495	441	-208	-32%
	Welland (inc. Niagara Falls)	2,443	2,515	2,453	2,462	2,248	-195	-8%
Central West Total		16,715	15,838	16,118	16,138	17,727	1,012	6%
East	Belleville	1,096	1,074	1,110	1,159	942	-154	-14%
	Pembroke	1,548	1,154	987	957	746	-802	-52%
	Picton	178	157	132	98	136	-42	-24%
East Total		2,822	2,385	2,229	2,214	1,824	-998	-35%
Northeast	Cochrane (inc. Timmins)	806	671	647	719	732	-74	-9%
	Gore Bay	43	64	55	62	55	12	28%
	Haileybury	295	226	206	192	192	-103	-35%
	North Bay	713	659	657	634	538	-175	-25%
	Parry Sound	221	230	203	171	203	-18	-8%
	Sault Ste. Marie	1,574	1,496	1,288	1,421	1,404	-170	-11%
	Sudbury	1,965	1,879	1,616	1,596	1,460	-505	-26%
Northeast Total		5,617	5,225	4,672	4,795	4,584	-1,033	-18%
Northwest	Fort Frances	185	219	233	257	222	37	20%
	Kenora	413	396	396	492	352	-61	-15%
	Thunder Bay	1,747	1,724	1,617	1,486	1,274	-473	-27%
Northwest Total		2,345	2,339	2,246	2,235	1,848	-497	-21%
Toronto	393 University Ave.	19,881	19,473	17,617	17,303	17,215	-2,666	-13%
Toronto Total		19,881	19,473	17,617	17,303	17,215	-2,666	-13%
West	Chatham	1,041	1,048	1,035	993	1,082	41	4%
	Goderich	750	586	640	567	512	-238	-32%
	Guelph	1,291	1,286	1,421	1,393	1,361	70	5%
	Kitchener (inc. Cambridge)	3,483	3,382	3,209	3,172	3,236	-247	-7%
	Owen Sound	737	661	717	680	663	-74	-10%
	Sarnia	1,787	2,260	2,171	2,329	2,237	450	25%
	St. Thomas	1,348	1,196	1,294	1,102	1,159	-189	-14%
	Stratford	609	587	507	606	536	-73	-12%
	Walkerton	486	464	389	482	490	4	1%
	Windsor	5,372	5,103	5,191	4,513	4,536	-836	-16%
	Woodstock	1,259	1,249	1,349	1,328	1,455	196	16%
West Total		18,163	17,822	17,923	17,165	17,267	-896	-5%
Ontario Total		65,543	63,082	60,805	59,850	60,465	-5,078	-8%

1. Events heard include all scheduled events dealt with by a judicial official (including adjournments) and events heard in enforcement proceedings.

2. Cases heard in the Central East Region; two court locations in the Central West Region (St. Catharines and Hamilton); seven court locations in the East Region (Brockville, Cornwall, Kingston, L'Orignal, Napanee, Ottawa and Perth); and one court location in the West Region (London), are heard by the Family Court branch of the Superior Court of Justice.

SOURCE: FRANK

Family Court branch of the Superior Court of Justice: Family Overview by Region

Region	Fiscal Year	New Proceedings	Events Heard	Courtroom Operating Hours
Central East	2006-07	14,613	52,330	15,310
	2007-08	14,380	52,731	15,410
	2008-09	14,268	52,965	16,882
	2009-10	14,225	52,872	18,254
	2010-11	13,450	52,336	19,459
Central West	2006-07	5,159	18,943	7,225
	2007-08	4,873	17,874	6,768
	2008-09	5,117	18,052	6,438
	2009-10	5,087	19,324	7,292
	2010-11	4,777	17,979	7,597
East	2006-07	8,859	27,240	9,510
	2007-08	9,150	26,676	9,677
	2008-09	9,140	25,253	8,930
	2009-10	9,072	25,470	8,207
	2010-11	8,708	26,068	8,937
West	2006-07	3,140	10,404	2,599
	2007-08	2,968	11,683	2,454
	2008-09	3,233	10,719	2,999
	2009-10	3,445	11,247	3,240
	2010-11	3,317	11,119	3,276
Ontario	2006-07	31,771	108,917	34,644
	2007-08	31,371	108,964	34,309
	2008-09	31,758	106,989	35,249
	2009-10	31,829	108,913	36,992
	2010-11	30,252	107,502	39,269

1. New proceedings include applications, motions to change, and requests for extra-provincial tribunals for evidence in custody or access cases. New proceedings do not include enforcement proceedings and requests for fee waiver.

2. Events Heard include all scheduled events dealt with by a judicial official (including adjournments) and events heard in enforcement proceedings.

3. Courtroom operating hours reflect hours during which courtrooms are in use; they do not measure working hours for judicial officials or court staff.

4. The Family Court branch of the Superior Court of Justice hears all family cases in 17 court locations: all court locations in the Central East Region; two court locations in the Central West Region; seven court locations in the East Region; and one court location in the West Region. Family cases in the other court locations are heard by the Superior Court of Justice and the Ontario Court of Justice. In those locations, the court that hears the case depends on the types of claims made in the case.

SOURCE: FRANK

Family Court branch of the Superior Court of Justice: New Family Proceedings

Region	Location	06-07	07-08	08-09	09-10	10-11	Change from 06-07 to 10-11	% Change from 06-07 to 10-11
Central East	Barrie (inc. Orillia)	3,367	3,225	3,290	3,440	3,080	-287	-9%
	Bracebridge	514	541	486	479	509	-5	-1%
	Cobourg	673	612	697	597	583	-90	-13%
	Lindsay	754	662	703	674	639	-115	-15%
	Newmarket	3,493	3,705	3,536	3,682	3,640	147	4%
	Peterborough	962	977	1,002	1,019	939	-23	-2%
	Whitby (inc. Oshawa)	4,850	4,658	4,554	4,334	4,060	-790	-16%
Central East Total		14,613	14,380	14,268	14,225	13,450	-1,163	-8%
Central West	Hamilton	3,648	3,515	3,798	3,642	3,451	-197	-5%
	St. Catharines	1,511	1,358	1,319	1,445	1,326	-185	-12%
Central West Total		5,159	4,873	5,117	5,087	4,777	-382	-7%
East	Brockville	672	664	652	681	649	-23	-3%
	Cornwall	1,064	1,120	1,264	1,273	1,302	238	22%
	Kingston	1,227	1,054	1,021	1,090	1,024	-203	-17%
	L'Orignal	457	470	550	527	482	25	5%
	Napanee	292	328	321	278	253	-39	-13%
	Ottawa	4,666	5,054	4,840	4,751	4,572	-94	-2%
	Perth	481	460	492	472	426	-55	-11%
East Total		8,859	9,150	9,140	9,072	8,708	-151	-2%
West	London	3,140	2,968	3,233	3,445	3,317	177	6%
West Total		3,140	2,968	3,233	3,445	3,317	177	6%
Ontario Total		31,771	31,371	31,758	31,829	30,252	-1,519	-5%

1 New proceedings include applications, motions to change, and requests for extra-provincial tribunals for evidence in custody or access cases. New proceedings do not include enforcement proceedings and requests for fee waiver.

2. The Family Court branch of the Superior Court of Justice hears all family cases in the 17 court locations listed in the chart above. Family cases in the other court locations are heard by the Superior Court of Justice and the Ontario Court of Justice. In those locations, the court that hears the case depends on the types of claims made in the case.

SOURCE: FRANK

Family Court branch of the Superior Court of Justice: Family Events Heard

Region	Location	06-07	07-08	08-09	09-10	10-11	Change from 06-07 to 10-11	% Change from 06-07 to 10-11
Central East	Barrie (inc. Orillia)	11,077	11,703	11,707	11,527	11,309	232	2%
	Bracebridge	1,495	1,569	1,433	1,516	1,604	109	7%
	Cobourg	2,373	2,356	2,493	2,482	2,076	-297	-13%
	Lindsay	2,929	3,110	3,092	3,299	2,964	35	1%
	Newmarket	12,477	13,747	13,049	12,645	13,352	875	7%
	Peterborough	4,175	3,971	4,095	4,540	4,083	-92	-2%
	Whitby (inc. Oshawa)	17,804	16,275	17,096	16,863	16,948	-856	-5%
Central East Total		52,330	52,731	52,965	52,872	52,336	6	0%
Central West	Hamilton	13,795	12,805	12,694	13,541	12,323	-1,472	-11%
	St. Catharines	5,148	5,069	5,358	5,783	5,656	508	10%
Central West Total		18,943	17,874	18,052	19,324	17,979	-964	-5%
East	Brockville	2,565	2,561	2,560	2,804	2,615	50	2%
	Cornwall	2,604	2,707	2,794	2,798	2,794	190	7%
	Kingston	3,800	3,536	3,320	3,458	3,514	-286	-8%
	L'Orignal	1,233	1,674	1,631	1,722	1,670	437	35%
	Napanee	896	1,001	1,028	1,086	993	97	11%
	Ottawa	14,451	13,728	12,437	12,066	13,037	-1,414	-10%
	Perth	1,691	1,469	1,483	1,536	1,445	-246	-15%
East Total		27,240	26,676	25,253	25,470	26,068	-1,172	-4%
West	London	10,404	11,683	10,719	11,247	11,119	715	7%
West Total		10,404	11,683	10,719	11,247	11,119	715	7%
Ontario Total		108,917	108,964	106,989	108,913	107,502	-1,415	-1%

1. Events heard include all scheduled events dealt with by a judicial official (including adjournments) and events heard in enforcement proceedings.

2. The Family Court branch of the Superior Court of Justice hears all family cases in the 17 court locations listed in the chart above. Family cases in the other court locations are heard by the Superior Court of Justice and the Ontario Court of Justice. In those locations, the court that hears the case depends on the types of claims made in the case.

SOURCE: FRANK

Ontario Court of Justice: Family Overview by Region

Region	Fiscal Year	New Proceedings	Events Heard	Courtroom Operating Hours
Central West	2006-07	6,372	25,480	8,325
	2007-08	6,079	25,145	8,629
	2008-09	6,242	26,693	8,423
	2009-10	6,367	27,035	8,782
	2010-11	6,053	29,594	8,900
East	2006-07	1,956	11,811	1,764
	2007-08	1,786	11,643	1,801
	2008-09	1,679	10,575	1,934
	2009-10	1,616	9,365	1,835
	2010-11	1,406	8,591	1,705
Northeast	2006-07	3,346	22,466	4,326
	2007-08	3,207	22,028	4,295
	2008-09	3,373	21,401	4,460
	2009-10	3,330	21,323	4,940
	2010-11	3,420	20,400	4,400
Northwest	2006-07	1,291	6,459	1,376
	2007-08	1,224	6,348	1,200
	2008-09	1,204	7,079	1,585
	2009-10	1,093	7,601	1,432
	2010-11	1,037	6,728	1,596
Toronto	2006-07	7,675	35,612	9,328
	2007-08	7,714	36,680	8,310
	2008-09	7,599	37,004	9,300
	2009-10	7,091	36,000	9,060
	2010-11	6,509	32,880	8,858
West	2006-07	7,150	40,672	8,983
	2007-08	6,786	41,962	9,327
	2008-09	6,951	42,924	9,426
	2009-10	7,111	43,641	9,974
	2010-11	6,472	41,705	9,606

Ontario Court of Justice: Family Overview by Region (continued)

Region	Fiscal Year	New Proceedings	Events Heard	Courtroom Operating Hours
Ontario	2006-07	27,790	142,500	34,102
	2007-08	26,796	143,806	33,562
	2008-09	27,048	145,676	35,129
	2009-10	26,608	144,965	36,024
	2010-11	24,897	139,898	35,064

1. New proceedings include applications, motions to change, and requests for extra-provincial tribunals for evidence in custody or access cases. New proceedings do not include enforcement proceedings and requests for fee waiver.

2. Events heard include all scheduled events dealt with by a judicial official (including adjournments) and events heard in enforcement proceedings.

3. Courtroom operating hours reflect hours during which courtrooms are in use; they do not measure working hours for judicial officials or court staff.

4. The Ontario Court of Justice does not hear family cases in: the Central East Region; seven court locations in the East Region (Brockville, Cornwall, Kingston, L'Orignal, Napanee, Ottawa and Perth); two court locations in the Central West Region (Hamilton and St. Catharines); and one court location in the West Region (London). In those locations, all family cases are heard by the Family Court branch of the Superior Court of Justice.

SOURCE: FRANK

Ontario Court of Justice: New Family Proceedings

Region	Location	06-07	07-08	08-09	09-10	10-11	Change from 06-07 to 10-11	% Change from 06-07 to 10-11
Central West	Brampton	2,898	2,720	2,923	3,021	2,865	-33	-1%
	Brantford	916	932	949	936	848	-68	-7%
	Cayuga	171	159	152	158	164	-7	-4%
	Milton	726	752	705	768	672	-54	-7%
	Orangeville	251	249	255	240	272	21	8%
	Simcoe	294	249	250	288	298	4	1%
	Welland (inc. Niagara Falls)	1,116	1,018	1,008	956	934	-182	-16%
Central West Total		6,372	6,079	6,242	6,367	6,053	-319	-5%
East	Belleville	1,240	1,117	1,069	1,057	841	-399	-32%
	Pembroke	579	536	480	443	454	-125	-22%
	Picton	137	133	130	116	111	-26	-19%
East Total		1,956	1,786	1,679	1,616	1,406	-550	-28%
Northeast	Cochrane (inc. Timmins)	561	552	594	538	539	-22	-4%
	Gore Bay	184	144	136	106	119	-65	-35%
	Haileybury (inc. Kirkland Lake)	167	149	155	140	155	-12	-7%
	North Bay	615	660	760	759	771	156	25%
	Parry Sound	189	151	210	205	236	47	25%
	Sault Ste. Marie (inc. Elliot Lake)	586	528	529	505	530	-56	-10%
	Sudbury (inc. Espanola)	1,044	1,023	989	1,077	1,070	26	2%
Northeast Total		3,346	3,207	3,373	3,330	3,420	74	2%
Northwest	Fort Frances	55	70	79	63	67	12	22%
	Kenora (inc. Dryden and Red Lake)	364	286	273	228	225	-139	-38%
	Thunder Bay	872	868	852	802	745	-127	-15%
Northwest Total		1,291	1,224	1,204	1,093	1,037	-254	-20%
Toronto	311 Jarvis St.	2,198	2,314	2,235	2,017	1,806	-392	-18%
	47 Sheppard Ave. E.	5,477	5,400	5,364	5,074	4,703	-774	-14%
Toronto Total		7,675	7,714	7,599	7,091	6,509	-1,166	-15%

Ontario Court of Justice: New Family Proceedings (continued)

Region	Location	06-07	07-08	08-09	09-10	10-11	Change from 06-07 to 10-11	%Change from 06-07 to 10-11
West	Chatham	602	616	605	632	527	-75	-12%
	Goderich	193	166	213	157	170	-23	-12%
	Guelph	637	606	653	600	552	-85	-13%
	Kitchener (inc. Cambridge)	2,151	2,116	2,287	2,174	1,999	-152	-7%
	Owen Sound	392	349	342	422	346	-46	-12%
	Sarnia	622	567	579	600	624	2	0%
	St. Thomas	367	391	427	495	369	2	1%
	Stratford	323	279	283	316	327	4	1%
	Walkerton	215	168	189	193	166	-49	-23%
	Windsor	999	944	828	929	859	-140	-14%
	Woodstock	649	584	545	593	533	-116	-18%
West Total		7,150	6,786	6,951	7,111	6,472	-678	-9%
Ontario Total		27,790	26,796	27,048	26,608	24,897	-2,893	-10%

1. New proceedings include applications, motions to change, and requests for extra-provincial tribunals for evidence in custody or access cases. New proceedings do not include enforcement proceedings and requests for fee waiver.

2. The Ontario Court of Justice does not hear family cases in: the Central East Region; seven court locations in the East Region (Brockville, Cornwall, Kingston, L'Orignal, Napanee, Ottawa and Perth); two court locations in the Central West Region (Hamilton and St. Catharines); and one court location in the West Region (London). In those locations, all family cases are heard by the Family Court branch of the Superior Court of Justice.

SOURCE: FRANK

Ontario Court of Justice: Family Events Heard

Region	Location	06-07	07-08	08-09	09-10	10-11	Change from 06-07 to 10-11	% Change from 06-07 to 10-11
Central West	Brampton	11,666	11,960	12,675	13,263	14,912	3,246	28%
	Brantford	3,666	3,927	4,203	4,207	3,920	254	7%
	Cayuga	670	605	626	610	598	-72	-11%
	Milton	2,775	2,804	2,835	2,834	3,460	685	25%
	Orangeville	1,141	1,136	1,193	1,182	1,232	91	8%
	Simcoe	1,893	1,226	1,275	1,453	1,712	-181	-10%
	Welland (inc. Niagara Falls)	3,669	3,487	3,886	3,486	3,760	91	2%
Central West Total		25,480	25,145	26,693	27,035	29,594	4,114	16%
East	Belleville	7,489	7,266	6,365	5,831	5,487	-2,002	-27%
	Pembroke	3,705	3,710	3,511	3,023	2,602	-1,103	-30%
	Picton	617	667	699	511	502	-115	-19%
East Total		11,811	11,643	10,575	9,365	8,591	-3,220	-27%
Northeast	Cochrane (inc. Timmins)	3,230	3,285	3,650	3,564	3,671	441	14%
	Gore Bay	811	696	494	445	426	-385	-47%
	Haileybury (inc. Kirkland Lake)	817	644	636	672	714	-103	-13%
	North Bay	4,612	4,609	4,363	4,118	4,059	-553	-12%
	Parry Sound	1,284	1,047	1,078	1,383	1,176	-108	-8%
	Sault Ste. Marie (inc. Elliot Lake)	4,761	4,750	4,871	4,894	4,722	-39	-1%
	Sudbury (inc. Espanola)	6,951	6,997	6,309	6,247	5,632	-1,319	-19%
Northeast Total		22,466	22,028	21,401	21,323	20,400	-2,066	-9%
Northwest	Fort Frances	334	294	409	355	220	-114	-34%
	Kenora (inc. Dryden and Red Lake)	1,532	1,312	1,217	1,071	971	-561	-37%
	Thunder Bay	4,593	4,742	5,453	6,175	5,537	944	21%
Northwest Total		6,459	6,348	7,079	7,601	6,728	269	4%
Toronto	311 Jarvis Street	12,158	12,525	11,702	10,947	9,499	-2,659	-22%
	47 Sheppard Ave E	23,454	24,155	25,302	25,053	23,381	-73	0%
Toronto Total		35,612	36,680	37,004	36,000	32,880	-2,732	-8%

Ontario Court of Justice: Family Events Heard (continued)

Region	Location	06-07	07-08	08-09	09-10	10-11	Change from 06-07 to 10-11	% Change from 06-07 to 10-11
West	Chatham	4,183	4,120	4,551	5,084	4,639	456	11%
	Goderich	1,846	1,742	1,723	1,614	1,450	-396	-21%
	Guelph	2,407	2,754	2,859	2,948	2,295	-112	-5%
	Kitchener (inc. Cambridge)	9,507	10,051	10,352	10,803	10,218	711	7%
	Owen Sound	2,224	2,511	2,480	2,420	2,334	110	5%
	Sarnia	5,606	5,293	4,949	4,728	5,036	-570	-10%
	St. Thomas	2,013	2,039	2,126	2,120	1,724	-289	-14%
	Stratford	1,592	1,453	1,637	1,465	1,589	-3	0%
	Walkerton	1,445	1,262	1,241	1,346	1,274	-171	-12%
	Windsor	5,513	6,097	6,007	6,179	6,823	1,310	24%
	Woodstock	4,336	4,640	4,999	4,934	4,323	-13	0%
West Total		40,672	41,962	42,924	43,641	41,705	1,033	3%
Ontario Total		142,500	143,806	145,676	144,965	139,898	-2,602	-2%

1. Events heard include all scheduled events dealt with by a judicial official (including adjournments) and events heard in enforcement proceedings.

2. The Ontario Court of Justice does not hear family cases in: the Central East Region; seven court locations in the East Region (Brockville, Cornwall, Kingston, L'Orignal, Napanee, Ottawa and Perth); two court locations in the Central West Region (Hamilton and St. Catharines); and one court location in the West Region (London). In those locations, all family cases are heard by the Family Court branch of the Superior Court of Justice.

SOURCE: FRANK

Small Claims Court: Overview by Region

Region	Fiscal Year	Claims Filed	Events Heard	Courtroom Operating Hours
Central East	2006-07	11,524	13,987	4,807
	2007-08	11,135	14,686	5,144
	2008-09	11,592	14,588	5,714
	2009-10	12,269	14,558	6,157
	2010-11	13,485	14,956	6,612
Central West	2006-07	15,036	18,343	6,879
	2007-08	14,910	18,525	6,801
	2008-09	15,436	17,888	7,224
	2009-10	15,198	18,486	7,538
	2010-11	16,433	19,144	8,172
East	2006-07	8,359	6,925	2,965
	2007-08	7,308	7,384	3,191
	2008-09	6,519	8,456	3,111
	2009-10	6,332	7,441	2,833
	2010-11	7,141	7,020	3,117
Northeast	2006-07	3,048	3,432	1,472
	2007-08	2,761	2,830	1,374
	2008-09	2,765	2,649	1,378
	2009-10	2,908	2,684	1,315
	2010-11	3,062	2,827	1,176
Northwest	2006-07	1,532	1,008	354
	2007-08	1,319	831	470
	2008-09	1,401	832	403
	2009-10	1,557	754	420
	2010-11	1,404	813	423

Small Claims Court: Overview by Region (continued)

Region	Fiscal Year	Claims Filed	Events Heard	Courtroom Operating Hours
Toronto	2006-07	15,951	24,937	11,690
	2007-08	14,660	24,962	9,359
	2008-09	15,512	25,369	10,919
	2009-10	15,697	25,494	10,786
	2010-11	15,866	26,702	10,979
West	2006-07	13,413	11,246	3,771
	2007-08	11,540	10,869	3,295
	2008-09	10,528	10,434	4,097
	2009-10	10,293	9,765	4,053
	2010-11	10,521	10,520	4,375
Ontario	2006-07	68,863	79,878	31,937
	2007-08	63,633	80,087	29,635
	2008-09	63,753	80,216	32,846
	2009-10	64,254	79,182	33,101
	2010-11	67,912	81,982	34,855

1. Cases received include all new files opened, except for enforcement files and fee waiver requests.

2. Events Heard include all scheduled events dealt with by a presiding official (including those adjourned by the presiding official).

3. Courtroom operating hours reflect hours during which courtrooms are in use; they do not measure working hours for judicial officials or court staff.

SOURCE: FRANK

Small Claims Court: Claims Filed

Region	Location	06-07	07-08	08-09	09-10	10-11	Change from 06-07 to 10-11	% Change from 06-07 to 10-11
Central East	Barrie	1,915	1,867	1,901	2,030	2,180	265	14%
	Bracebridge	391	380	409	390	460	69	18%
	Cobourg	335	318	306	345	375	40	12%
	Lindsay (inc. Minden)	466	437	359	374	422	-44	-9%
	Newmarket	967	922	913	995	1,180	213	22%
	Orillia	382	364	380	376	350	-32	-8%
	Peterborough	550	550	595	554	554	4	1%
	Richmond Hill	3,842	3,770	3,993	4,236	4,859	1,017	26%
	Whitby (inc. Oshawa)	2,676	2,527	2,736	2,969	3,105	429	16%
Central East Total		11,524	11,135	11,592	12,269	13,485	1,961	17%
Central West	Brampton	6,732	6,735	7,453	7,097	7,904	1,172	17%
	Brantford	706	769	690	679	733	27	4%
	Burlington	749	552	702	852	1,308	559	75%
	Cayuga	175	184	163	203	164	-11	-6%
	Hamilton	2,790	2,726	2,625	2,741	2,824	34	1%
	Milton	485	489	491	585	579	94	19%
	Oakville	597	610	625	398	10	-587	-98%
	Orangeville	323	282	304	261	340	17	5%
	Simcoe	352	310	245	243	295	-57	-16%
	St. Catharines	1,311	1,129	985	971	1,093	-218	-17%
	Welland	816	1,124	1,153	1,168	1,183	367	45%
Central West Total		15,036	14,910	15,436	15,198	16,433	1,397	9%
East	Alexandria	99	96	101	75	84	-15	-15%
	Belleville	794	678	646	594	717	-77	-10%
	Brockville	427	479	404	426	428	1	0%
	Cornwall (inc. Iroquois)	412	414	393	349	365	-47	-11%
	Kingston (ins. Sharbot Lake)	599	532	519	489	553	-46	-8%
	L'Orignal	411	404	429	389	348	-63	-15%
	Morrisburg	69	49	54	60	58	-11	-16%
	Napanee (ins. Kalader)	168	141	143	148	181	13	8%
	Ottawa	4,515	3,841	3,064	3,126	3,602	-913	-20%
	Pembroke	368	208	233	213	283	-85	-23%
	Perth	252	257	299	243	286	34	13%
	Picton	99	99	107	86	116	17	17%
	Renfrew	146	110	127	134	120	-26	-18%
East Total		8,359	7,308	6,519	6,332	7,141	-1,218	-15%
North East	Burk's Falls	74	30	0	0	0	-74	
	Cochrane	115	109	60	66	97	-18	-16%
	Elliot Lake	74	57	57	68	77	3	4%
	Englehart	97	0	0	0	0	-97	-100%
	Gore Bay	37	32	29	27	38	1	3%

Small Claims Court: Claims Filed (continued)

Region	Location	06-07	07-08	08-09	09-10	10-11	Change from 06-07 to 10-11	% Change from 06-07 to 10-11
	Haileybury	173	93	91	80	96	-77	-45%
	Kapuskasing	191	167	159	160	149	-42	-22%
	Kirkland Lake	76	93	84	93	80	4	5%
	North Bay	469	380	450	485	459	-10	-2%
	Parry Sound	111	175	158	210	241	130	117%
	Sault Ste. Marie	523	536	515	477	549	26	5%
	Sturgeon Falls	2	1	0	0	0	-2	
	Sudbury	761	724	750	833	842	81	11%
	Timmins	345	364	412	409	434	89	26%
North East Total		3,048	2,761	2,765	2,908	3,062	14	0%
North West	Dryden	179	163	159	154	117	-62	-35%
	Fort Frances	91	125	101	63	67	-24	-26%
	Geraldton	49	29	33	16	22	-27	-55%
	Kenora	112	136	91	112	127	15	13%
	Nipigon	46	45	38	31	28	-18	-39%
	Red Lake	51	27	28	28	28	-23	-45%
	Thunder Bay	1,004	794	951	1,153	1,015	11	1%
North West Total		1,532	1,319	1,401	1,557	1,404	-128	-8%
Toronto	47 Sheppard Avenue East	15,951	14,660	15,512	15,697	15,866	-85	-1%
Toronto Total		15,951	14,660	15,512	15,697	15,866	-85	-1%
West	Cambridge	785	690	778	688	758	-27	-3%
	Chatham	563	568	494	465	506	-57	-10%
	Goderich	273	182	208	175	216	-57	-21%
	Guelph	822	688	673	779	799	-23	-3%
	Kitchener	1,543	1,600	1,695	1,710	1,526	-17	-1%
	London	2,217	1,906	1,989	1,864	1,953	-264	-12%
	Owen Sound	512	452	475	476	506	-6	-1%
	Sarnia	610	632	595	629	633	23	4%
	Stratford	362	300	296	288	325	-37	-10%
	Walkerton	312	286	270	295	295	-17	-5%
	Windsor	4,364	3,219	2,057	2,091	2,128	-2,236	-51%
	Woodstock	448	515	478	505	510	62	14%
West Total		13,413	11,540	10,528	10,293	10,521	-2,892	-22%
Ontario Total		68,863	63,633	63,753	64,254	67,912	-951	-1%

1. Cases received include all new files opened, except for: Enforcement files; Fee Waiver requests.

SOURCE: FRANK

Small Claims Court: Events Heard

Region	Location	06-07	07-08	08-09	09-10	10-11	Change from 06-07 to 10-11	% Change from 06-07 to 10-11
Central East	Barrie	2,043	2,036	2,127	1,836	2,115	72	4%
	Bracebridge	477	558	542	476	502	25	5%
	Cobourg	471	412	409	381	443	-28	-6%
	Lindsay (inc. Minden)	459	539	460	504	572	113	25%
	Newmarket	1,061	1,043	1,105	1,076	1,328	267	25%
	Orillia	286	356	377	321	293	7	2%
	Peterborough	624	750	623	632	689	65	10%
	Richmond Hill	5,869	5,924	5,639	6,044	5,853	-16	0%
	Whitby (inc. Oshawa)	2,697	3,068	3,306	3,288	3,161	464	17%
Central East Total		13,987	14,686	14,588	14,558	14,956	969	7%
Central West	Brampton	8,758	8,836	8,845	8,923	9,267	509	6%
	Brantford	694	649	697	729	724	30	4%
	Burlington	1,045	893	818	1,056	1,533	488	47%
	Cayuga	263	261	225	231	221	-42	-16%
	Hamilton	3,428	3,490	3,247	3,314	3,375	-53	-2%
	Milton	597	632	617	748	829	232	39%
	Oakville	935	865	829	892	331	-604	-65%
	Orangeville	368	335	342	359	398	30	8%
	Simcoe	322	339	292	227	256	-66	-20%
	St. Catharines	1,337	1,345	1,032	1,001	1,134	-203	-15%
	Welland	596	880	944	1,006	1,076	480	81%
Central West Total		18,343	18,525	17,888	18,486	19,144	801	4%
East	Alexandria	92	100	99	83	74	-18	-20%
	Belleville	754	869	741	659	619	-135	-18%
	Brockville	491	697	595	671	567	76	15%
	Cornwall (inc. Iroquois)	321	351	322	328	312	-9	-3%
	Kingston (ins. Sharbot Lake)	516	484	523	493	407	-109	-21%
	L'Orignal	460	409	457	403	343	-117	-25%
	Morrisburg	73	49	37	52	60	-13	-18%
	Napanee (ins. Kalader)	161	223	147	123	126	-35	-22%
	Ottawa	3,281	3,533	4,833	3,934	3,796	515	16%
	Pembroke	246	229	231	228	244	-2	-1%
	Perth	276	193	252	258	295	19	7%
	Picton	137	141	113	106	96	-41	-30%
	Renfrew	117	106	106	103	81	-36	-31%
East Total		6,925	7,384	8,456	7,441	7,020	95	1%

Small Claims Court: Events Heard (continued)

Region	Location	06-07	07-08	08-09	09-10	10-11	Change from 06-07 to 10-11	% Change from 06-07 to 10-11
North East	Burk's Falls	19	44	0	0	0	-19	
	Cochrane	136	92	90	47	53	-83	-61%
	Elliot Lake	80	74	44	43	55	-25	-31%
	Englehart	0	0	0	0	0	0	
	Gore Bay	24	24	20	36	31	7	29%
	Haileybury	115	160	80	83	70	-45	-39%
	Kapuskasing	127	84	109	73	63	-64	-50%
	Kirkland Lake	46	45	71	38	84	38	83%
	North Bay	445	421	329	404	410	-35	-8%
	Parry Sound	202	141	166	194	254	52	26%
	Sault Ste. Marie	377	287	331	311	331	-46	-12%
	Sturgeon Falls	0	1	0	0	0	0	
	Sudbury	1,434	1,177	1,164	1,183	1,184	-250	-17%
	Timmins	427	280	245	272	292	-135	-32%
Northeast Total		3,432	2,830	2,649	2,684	2,827	-605	-18%
Northwest	Dryden	59	27	96	60	54	-5	-8%
	Fort Frances	39	55	26	17	38	-1	-3%
	Geraldton	25	25	14	22	11	-14	-56%
	Kenora	94	76	50	55	73	-21	-22%
	Nipigon	32	20	23	16	21	-11	-34%
	Red Lake	12	8	17	17	10	-2	-17%
	Thunder Bay	747	620	606	567	606	-141	-19%
Northwest Total		1,008	831	832	754	813	-195	-19%
Toronto	47 Sheppard Ave. E.	24,937	24,962	25,369	25,494	26,702	1,765	7%
Toronto Total		24,937	24,962	25,369	25,494	26,702	1,765	7%
West	Cambridge	736	643	716	633	706	-30	-4%
	Chatham	513	567	459	456	528	15	3%
	Goderich	280	239	217	162	181	-99	-35%
	Guelph	829	767	802	836	912	83	10%
	Kitchener	1,689	1,710	1,781	1,754	1,967	278	16%
	London	2,170	2,696	2,298	1,899	1,895	-275	-13%
	Owen Sound	476	492	430	383	493	17	4%
	Sarnia	551	540	494	477	461	-90	-16%
	St. Thomas	622	524	523	383	287	-335	-54%
	Stratford	347	289	230	215	231	-116	-33%
	Walkerton	314	215	209	181	281	-33	-11%
	Windsor	2,270	1,899	1,933	2,081	2,171	-99	-4%
	Woodstock	449	288	342	305	407	-42	-9%
West Total		11,246	10,869	10,434	9,765	10,520	-726	-6%

Small Claims Court: Events Heard (continued)

Region	Location	06-07	07-08	08-09	09-10	10-11	Change from 06-07 to 10-11	% Change from 06-07 to 10-11
Ontario Total		79,878	80,087	80,216	79,182	81,982	2,104	3%

1. Events Heard include all scheduled events dealt with by a presiding official (including those adjourned by the presiding official).

SOURCE: FRANK

Court of Appeal for Ontario: Criminal Appeals

	06-07	07-08	08-09	09-10	10-11
Appeals Pending as of Apr. 1	1,134	1,168	1,177	1,134	1,190
Appeals Added	911	851	756	872	905
Appeals Disposed	877	842	799	816	956
Appeals Pending as of Mar. 31	1,168	1,177	1,134	1,190	1,087

Source: Court of Appeal for Ontario

Court of Appeal for Ontario: Civil and Family Appeals

	06-07	07-08	08-09	09-10	10-11
Appeals Pending as of Apr. 1	777	727	680	638	526
Appeals Added	799	730	726	743	703
Appeals Disposed	849	783	768	849	731
Appeals Pending as of Mar. 31	727	680	638	526	512

Source: Court of Appeal for Ontario

Court of Appeal for Ontario: Single Judge Motions Filed

	06-07	07-08	08-09	09-10	10-11
Civil and Family Motions Filed	421	444	409	392	473
Criminal Solicitor and In Person Motions Filed	361	417	368	378	369
Criminal Inmate Self-represented Motions Filed	107	106	109	85	107
Total Single Judge Motions Filed	889	967	886	855	949

Source: Court of Appeal for Ontario

Court of Appeal for Ontario: Single Judge Motions Disposed

	06-07	07-08	08-09	09-10	10-11
Civil and Family Motions Disposed	394	412	419	388	450
Criminal Solicitor and In Person Motions Disposed	351	372	368	402	328
Criminal Inmate Self-represented Motions Disposed	103	100	100	87	91
Total Single Judge Motions Disposed	848	884	887	877	869

Source: Court of Appeal for Ontario

Court of Appeal for Ontario: Panel Motions Filed

	06-07	07-08	08-09	09-10	10-11
Civil and Family Motions Filed	218	208	190	235	239
Criminal Solicitor and In Person Motions Filed	28	18	14	19	20
Criminal Inmate Self-represented Motions Filed	17	11	13	12	6
Total Single Judge Motions Filed	263	237	217	266	265

Source: Court of Appeal for Ontario

Court of Appeal for Ontario: Panel Motions Disposed

	06-07	07-08	08-09	09-10	10-11
Civil and Family Motions Disposed	213	188	217	221	214
Criminal Solicitor and In Person Motions Disposed	24	15	16	14	21
Criminal Inmate Self-represented Motions Disposed	12	16	15	12	10
Total Single Judge Motions Disposed	249	219	248	247	245

Source: Court of Appeal for Ontario