



Ministry of the Attorney General

Court Services Division

Annual Report 2012-13





Stained glass ceiling in Osgoode Hall Atrium

Table of Contents

Message from the Deputy Attorney General	i
Foreword by the Assistant Deputy Attorney General	ii
Chapter 1: Introduction to the Court Services Division.....	1
Mission	1
Core Services.....	1
The Opening of the Courts	2
Role of the Assistant Deputy Attorney General, Court Services Division	3
Regional Structure.....	3
Regional Directors.....	3
Central East Regional Profile	5
Central West Regional Profile	7
East Regional Profile.....	9
Northeast Regional Profile	11
Northwest Regional Profile.....	13
Toronto Regional Profile	15
West Regional Profile.....	17
Corporate Directors	19
Corporate Support	19
Chapter 2: Introduction to Ontario's Courts	21
The Court of Appeal for Ontario	21
The Superior Court of Justice.....	22
The Ontario Court of Justice	24
Judicial Complement.....	26
Chapter 3: 2012-13 Court Activity	27
The Criminal Courts — Ontario Court of Justice	28
The Criminal Courts — Superior Court of Justice	29
The Civil Courts.....	30
The Family Courts	31
The Family Courts — Superior Court of Justice.....	33
The Family Court branch of the Superior Court of Justice	34
The Family Courts — Ontario Court of Justice.....	35
Small Claims Court.....	36
The Court of Appeal for Ontario	37
Chapter 4: 2012-13 Operational Overview.....	38
The Criminal Courts	38
The Civil Courts.....	40
The Family Courts	41
Chapter 5: 2012-13 Corporate Initiatives.....	43
Access to Justice.....	43
Jury Review.....	44
Modernizing Service Delivery.....	45
Exhibits Management.....	48
Court Security.....	48
Divisional Training Initiatives and Partnerships.....	48
Customer Service.....	49
Working with our Justice Partners	50
Managing Court Facilities.....	50
Planning for the Future.....	53
Chapter 6: Report on Resources	54
Human Resources by Region	54
Revenue by Region.....	54
Human Resources (FTEs) for Fiscal 2012-13.....	54
Statement of Expenditures	55
Appendix A: Court Services Division Five-Year Plan 2012-13 to 2016-17.....	A1
Appendix B: Court Services Division Court Statistics 2008-09 to 2012-13	B1



Message from the Deputy Attorney General

The Ministry of the Attorney General plays a critical role in the administration of justice in this province. Within government, we are the guardians of the rule of law – the fundamental principle that there is a single set of rules and principles that applies to everyone in this province, no matter their station or public stature.

The dedicated staff of the Court Services Division are the people on the front lines who are called upon to deliver on this promise every day, in every part of this great province. They fulfill this responsibility with dedication, pride and energy. In fact, in my travels to courthouses across the province in my first year as Deputy, I have been struck by the deep commitment of our court services staff to the mission of the Ministry to provide an accessible, fair, timely and effective justice system for the public. I am both pleased and humbled to be able to serve as part of this dedicated team.

As this Annual Report describes, the Court Services Division operates the largest and busiest court system in Canada and one of the largest in North America. The division's core services include court office services, judicial and courtroom support, mediation programs, and civil enforcement services. The Court Services Division 2012-13 Annual Report 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.

In 2012-13, Court Services Division continued with the implementation of digital recording devices (DRDs) in courtrooms across the province as part of the division's multi-year plan to provide modern tools to staff and ensure the integrity and security of the court record. This is just one example of how the division is helping to modernize court services. The ministry continued its partnerships with various First Nations communities in Ontario and, with leadership from the division, held jury awareness forums to increase First Nations participation in the jury process.

The ministry, through its Alternative Financing and Procurement (AFP) Courthouse Projects Office, in partnership with the Ministry of Infrastructure and Infrastructure Ontario, is delivering a number of new courthouse development projects using the alternative financing and procurement model. The Waterloo Region consolidated courthouse was completed in January 2013 and the other consolidated courthouse projects in Quinte, Thunder Bay and St. Thomas are expected to be completed later this year. In May 2012, the ministry also completed the relocation of the Provincial Jury Centre from London to Toronto.

I applaud and support the work being achieved in the Court Services Division to encourage employee engagement and ensure professional and respectful workplaces across the division. I had the pleasure of convening several Town Hall meetings across the province to seek employee input on how we can enhance employee engagement in the future. In 2012-13, the division maintained also its commitment to accessibility, as the Integrated Accessibility Standards Regulation (IASR) came into effect. This regulation requires all staff be trained on the IASR and the Human Rights Code, reaffirming the division's commitments to ensuring an accessible court system.

I would like to take this opportunity to thank Assistant Deputy Attorney General Lynne Wagner for her leadership, and the division's staff and management for their outstanding dedication to providing high-quality customer service while delivering a modern, professional court system that supports accessible and effective justice services. I look forward to continuing to work together in the interests of the administration of justice in Ontario.

Patrick Monahan
Deputy Attorney General



Foreword by the Assistant Deputy Attorney General

It is with great pleasure that I present the Court Services Division Annual Report for the April 1, 2012 to March 31, 2013 fiscal year. Our division continues to strive to further the provision of high-quality justice services and as assistant deputy attorney general of Court Services Division, I am very proud of how far we have come. The following report outlines our achievements and progress made during 2012-13.

The Court Services Division has a long tradition of providing access to justice and high-quality, professional services to the judiciary and to the public. In the 2012 budget, the government announced that it will begin to modernize court services by providing more services online, such as the filing of court documentation and paying court fees. In 2012-13, the division began development of an incremental, multi-year plan to achieve these goals. More information about court services modernization initiatives will be made available as this plan is advanced.

In January 2013, construction of the Waterloo Region consolidated courthouse was completed, and I look forward in 2013-14 to the completion of the new courthouse projects in Quinte, Thunder Bay and St. Thomas. A number of other facilities projects were also completed across the province in support of the Justice on Target objective of creating ways for our justice sector participants to work more collaboratively. Through these projects, we modernize and improve our court system.

There continues to be new training developed across the division. This year, the Integrated Accessibility Standards Regulation (IASR) came into effect, and training for staff was developed focusing on inclusion and accessibility. The division also continues to maintain its commitment to maintaining a professional and respectful workplace through ongoing staff training.

In 2012-13, Court Services Division successfully expanded our partnership with the Family Responsibility Office to make sure writs of seizure and sale and garnishments to effect support enforcement are processed in the timeliest

manner. Now court locations across Ontario use a centralized court clerk to process these important enforcement documents. Court Services Division continues to work with its partners to create more efficient and effective customer service.

The division will also continue to focus on supporting employee engagement. This year, 'Courtside Chats' continued as a way to reach out to, and engage staff, all across the province. I also had the opportunity to participate in the Deputy's Town Hall meetings with staff to seek their input on how we can work together to improve our workplaces. As well, the divisional newsletter, The Court Services Connection, entered its third year of publication. The newsletter continues to promote enhanced organizational communication to all divisional staff.

I would like to express my thanks and gratitude to the over 4000 staff in the division who work tirelessly across the province to support the work of the ministry, provide high-quality services to the people of Ontario, and enhance access to justice. I encourage you to review the Court Services Division 2012-13 Annual Report and read about our accomplishments.

Lynne Wagner
Assistant Deputy Attorney General
Court Services Division

Chapter 1

Introduction to the Court Services Division

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
- 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.

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 clerk and registrars, court reporters, 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, mandatory information programs and information and referral co-ordinators are provided by external service providers at all court locations that hear family cases throughout Ontario. Court Services Division manages the contracts for the delivery of mediation and information services in these courts, through procurement and oversight of the providers.

The Opening of the Courts

On September 12, 2012, the Chief Justice of Ontario, the Honourable Warren K. Winkler, presided with Chief Justice, the Honourable Heather F. Smith of the Superior Court of Justice and Chief Justice, the Honourable 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 John Gerretsen.

In his address, the Attorney General expressed his great appreciation to the representatives of Ontario's diverse and extensive justice community for their shared enthusiasm for innovation and commitment to cooperation. It is thanks to these combined efforts, Minister Gerretsen remarked, that Ontario has been able to provide reliable and effective justice services, contributing to the high standard of living that all Ontarians enjoy and a justice system that is envied the world over.

Chief Justice Winkler commented: "While this ceremony highlights the work of the Courts, it is important to stress that our justice system is a collaborative enterprise, engaging the cooperative efforts of a broad array of individuals and organizations. This includes members of the judiciary, lawyers, government officials, administrators, as well as those who work in various adjudicative, enforcement and community agencies. Together we have a collective responsibility to uphold the rule of law. Central to

this task of upholding the rule of law is the need to ensure access to justice."

Chief Justice Smith noted: "Family has been the very strong focus of my remarks at each of the Court Openings over the last 3 years. Our leading priority has been to press for and support the essential level of front-end family services required at every single one of our 50 Superior Court sites. This past year, through great efforts, genuine collaboration and critical financial backing of the Ontario Attorney General, I am so very pleased to report that, indeed, our shared goal has been realized [...] In the year ahead, our highest priority for family cases will be a renewed focus on improving the court processes in Child Protection and high conflict matters. Our court aims to work innovatively to ensure that every case involving children-at-risk across the province receives the court's earliest attention. These children deserve nothing less!"

At the ceremony Chief Justice Bonkalo commented that: "The Ontario Court of Justice is committed to modernization and to working collaboratively with the ministry, and other justice sector partners, to update the way we deliver our services. As society evolves – so too must our courts! Whether in family, criminal, youth or provincial offences matters, our Court always seeks opportunities to provide more innovative and accessible service delivery options."



Osgoode Hall Courthouse Exterior

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

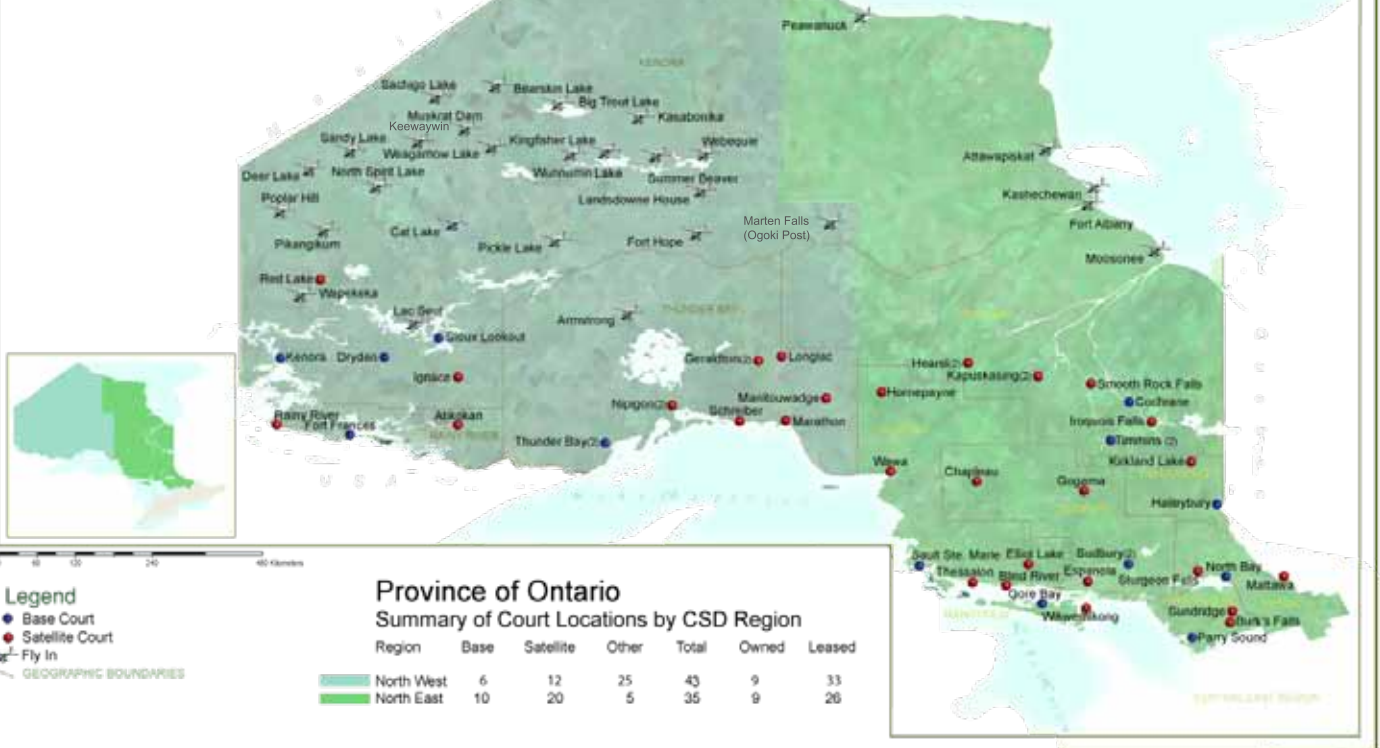
Regional Directors

Each region is managed by a director of court operations who reports to the assistant deputy attorney general of the Court Services Division. The regional directors are: Sarina Kashak, Central East Region; Cathy Hiuser, Central West Region; Viviane Carpentier, East Region; Robert Gordon, Northeast and Northwest Region; Beverly Leonard, Toronto Region; and Paul Langlois, West Region.

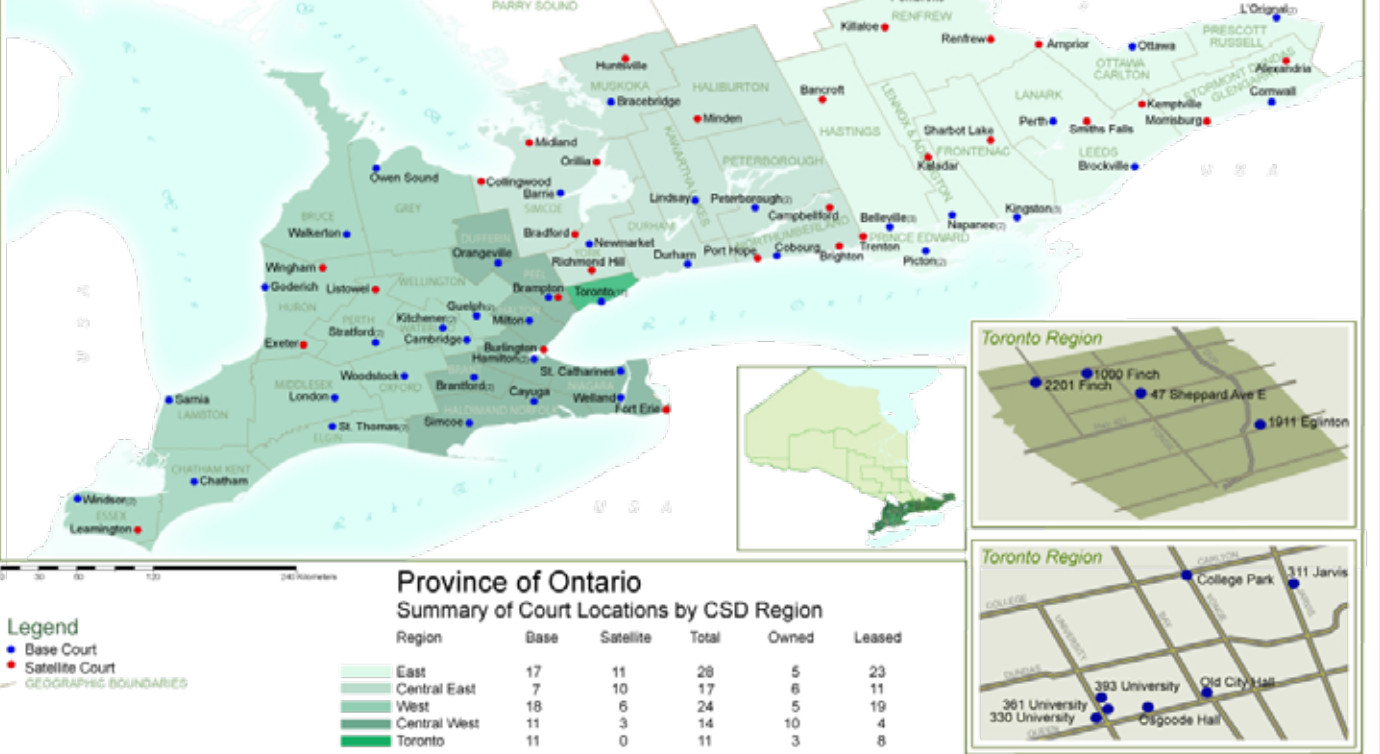


"Pillars of Justice" sculpture by Edwin Sandys, Toronto

Northern Ontario Court Locations



Southern Ontario Court Locations



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. The region has a population of nearly two and a half million people. 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. A feasibility study for Peterborough County was completed in 2012 and production of the final published report is underway.

To address the increasing demand to client services in Richmond Hill, an additional facility opened in Markham. As a result, Richmond Hill Small Claims Court client services relocated to the new facility in September 2012. The move allowed for the creation of an additional courtroom in the Richmond Hill Small Claims Court. All court matters are now heard at the original location in Richmond Hill while administrative services and the filing counter are located in the Markham facility.

The installation of new wayfinding signage at the Cobourg courthouse was successfully completed. The Barrie courthouse hosted the provincial wayfinding pilot, and also built a new judicial chamber, installed new public seating throughout the building, and upgraded the HVAC system. The recent implementation of new portable assisted listening devices (ALDs) in all

of the Simcoe-Muskoka courthouses contributed to accessible listening environments for a range of court users: victims, witnesses, jurors, defendants, plaintiffs, judges, and the public.

The Barrie modular courtroom is an interim facility strategy installed to deliver a fiscally responsible solution to address the need for increased courtroom capacity as quickly as possible. The modular space solution will contain one courtroom, a jury deliberations suite, three judicial chambers, one interview room, one judicial secretary office and one washroom. Initial site planning began in May 2012 and the target occupancy is January 2014. Plans were also recently approved to provide an additional courtroom in Lindsay using the modular solution. The courtroom is expected to be ready for use in 2014.

Barrie courthouse security enhancements included a project to update the security cameras and monitoring system from an analog to a digital system as well as increased camera surveillance for the new modular courtroom and throughout the courthouse. An upgrade to the courthouse's access card system is underway. This project will provide a secure enclosure for judicial parking and secure judicial hallways.

The historical part of the foundation at the main entrance of the Bracebridge courthouse was recently repaired to avoid water damage to the basement. New landscaping at the courthouse will be completed in spring 2013.

In addition to the above facilities projects, many security related projects were completed in 2012-13. This included a designated public entrance with magnetometers and x-ray machines to enhance the safety of the judiciary, staff and public at the Barrie courthouse. The magnetometer installed at 70 Simcoe Street in Peterborough is being successfully utilized to

Central East Regional Statistics

Regional Centre: Newmarket

Population: 2,452,057

Area: 25,809 km²

Population Density: 95 persons/km²

Base Court Locations: 8

Satellite Court Locations: 10

Total Court Locations: 18

Population Statistics from Statistics Canada, 2011 Census.





Durham courthouse

enhance security for all building users. The Newmarket courthouse was upgraded with the installation of additional security cameras and enhanced security in the prisoner cell area.

In February 2013, the Durham Region Courthouse won the Building Owners and Managers Association of Canada (BOMA) award. The award is the Canadian Industry Standard for Green Building Certification. Durham Region Courthouse's BOMA BEST level 4 certification demonstrates a commitment to continually improving environmental performance and establishing leadership in energy efficiency.

The Justice on Target (JOT) strategy saw significant improvements in reducing time to trial and reducing the number of court appearances at all court locations in the Central East Region. As a result of its success in Oshawa, the first appearance check-in has now been implemented in Peterborough. Peterborough has decreased the average number of days to set a trial date by 37 per cent. In June 2012, the Newmarket courthouse launched a triage court. All cases set for trial or preliminary hearing are scheduled to a specific courtroom and prioritized by the triage Crown. Trial court time is reserved only for preliminary hearings or trials that are ready to proceed, ensuring prosecutions move forward in a timelier manner. When all parties are ready to proceed with their case, it is moved from a triage court to a trial court by a judge. Local JOT teams continue to meet regularly to explore more options for improvements.

The Central East Region is participating in many initiatives to improve court services for the public. The Durham family court office is engaged in a divisional pilot project along with courts in 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 project is to increase efficiencies and the timeliness of issuing, tracking and scheduling court enforcement files in family cases. This initiative has now been introduced provincewide.

Dispute Resolution Officers (DROs) and the Mandatory Information Program (MIP) were rolled out at sites in the Central East Region to assist families in obtaining quicker resolutions to family court issues. The MIP provides parties with information about separation and the legal process, including information on topics such as: the options available for resolving differences, including alternatives to litigation; the impact the separation of parents has on children; and resources available to deal with problems arising from separation.

The Provincial Telewarrant Centre currently housed in Newmarket expanded to Oshawa to give the attending justices of the peace the flexibility to work from either of the two sites. The transition to two court locations is an excellent example of sharing resources. The transition was seamless and enhanced the quality of service provided to the entire province.

Central East Region was a leader in innovation in 2012 by finding technological solutions and efficiencies for delivering services. For instance, the region continues to receive closed circuit television requests for both large jury selection pools and remote witnesses. Digital recording devices, which allow for the court record to be captured digitally, were installed in all base courts in the region. Simcoe satellite courts, Midland, Collingwood and Bradford, received technology upgrades to increase their effectiveness, enhance security and relieve space pressures at the base court in Barrie.

Durham is participating in a pilot project with Court Reporting Services. Court Reporting Services developed a Recording Management System (RMS) that provides a standardized approach to recording and tracking transcript requests and access to audio orders across the province. The management and tape management staff attended a Live Meeting introductory session and in-person training was held in January 2013. This initial round of training focused on the core functions of the applications: i.e., entering and maintaining transcript orders and maintaining lists within the application. The pilot sites will be providing Court Reporting Services with feedback on the functionality of the system.

Staff continue to provide quality front-line services that meet our business goals and customer service standards. Staff participated in training for: personal safety, credit card fraud, enforcement, processing inter-jurisdictional support orders and arrears matters in family courts, processing adoption files and First Nations jury training via Live Meeting.

Central West Regional Profile



Cathy Hiuser
Acting 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 Six Nations of the Grand River Territory, which has the largest population of all First Nations in Canada, and the Mississaugas of the New Credit First Nation. The region also includes the Town of Milton, identified in the 2011 census as the fastest growing community in the country. During the 2012-13 year, for operational reasons, responsibility for overseeing management of Brampton court services transferred temporarily to the Central East Region. The population of the Central West Region, including those jurisdictions serviced by Brampton courts, is over three million people.

In 2012-13, there were a number of facility projects to improve court operations and ergonomics in administrative offices and courtrooms throughout the region.

In Milton, the Ontario Court of Justice criminal counter services, the Superior Court of Justice small claims and enforcement counter services, and intake court were re-designed and renovated. This accommodated the relocation of the justice of the peace intake court to improve client seating and to enhance court services' administrative functions. This project required the temporary relocation of administrative staff and justices of the peace to a modular facility adjacent to the courthouse from October 26, 2012 to December 14, 2012.

Renovations in two Ontario Court of Justice courtrooms were completed in St. Catharines. These renovations included modifications to the dais and court staff work areas in both courtrooms, installation of a prisoner box in one courtroom and modification of the other courtroom to make it wheelchair accessible.

Brampton is also undergoing significant renovations to add 11 additional judicial chambers. In addition, a modular addition is underway that will allow for two additional Superior Court of Justice courtrooms and two settlement conference rooms.

Design is underway for the move of the Small Claims Court administrative counter to 7765 Hurontario Street in Brampton. This move will increase space for staff in Suite 100 at 7755 Hurontario and allow for easy interaction between administration and the Small Claims courtrooms. Staff will have increased space for occupancy and filing. This move will also allow for improved customer service for small claims clients who will not be required to alternate between two buildings for service.

The Hamilton Superior Court of Justice family court was one of three court locations in the province identified to participate in a pilot project to replace existing court reporter and clerk and registrar workspaces with ergonomic workspace solutions in three courtrooms. Milton, Orangeville, Cayuga, Brantford and Simcoe were also equipped with ergonomic work surfaces for court support staff in several courtrooms.

Effective July 2012, Brantford Police Service commenced staffing the installed perimeter security equipment on a random basis, including magnetometers, at the Brantford Ontario Court of Justice and Superior Court of Justice courthouses. Other projects planned for 2012-13 in Hamilton included the replacement of public seating in six

Central West Regional Statistics

Regional Centre: Hamilton

Population: 3,051,812

Area: 10,654 km²

Population Density: 286.4 persons/km²

Base Court Locations: 11

Satellite Court Locations: 3

Total Court Locations: 14

Population Statistics from Statistics Canada, 2011 Census.



courtrooms at the family court and installation of wayfinding signage at the John Sopinka Courthouse.

The regional and local leadership teams for Justice on Target continued to meet regularly to discuss new process improvement initiatives. In Cayuga and Simcoe, the local leadership teams were replaced by a new committee at each site entitled the Criminal Justice Coordination Committee. These committees are chaired by the respective local administrative justices for each site and meet regularly to discuss new process improvement initiatives. Justice on Target is a standing agenda item for these committees. In Brantford, a dedicated first appearance court was implemented, providing first appearance litigants the opportunity to receive their disclosure from the Crown and make application for Legal Aid prior to appearing before the presiding judicial official. In Hamilton, video remand appearances in courtroom 100 were reduced from five days to three days per week, thereby increasing the amount of court time available to deal with in-person bail matters.

At the invitation of the Regional Senior Justice of the Ontario Court of Justice, a collaborative meeting was held in January 2013 to discuss and establish Justice on Target benchmarks for each court site in the region, including Brampton. Attendees included the local administrative justices for the Ontario Court of Justice, the regional senior justice of the peace, the local administrative justices of the peace, the acting director of court operations, the managers of court operations for Central West Region, the director of Crown operations and the Crown attorneys from each site in the region.

On July 5, 1977, the first Unified Family Court in Canada opened in Hamilton. The 35th anniversary of this event was celebrated in June 2012 with the unveiling of a commemorative plaque by the Honourable Rob Nicholson, Minister of Justice and Attorney General of Canada, and the Honourable John Philip Gerretsen, Attorney General of Ontario. Also in attendance at this significant event were the Chief Justice of the Court of Appeal for Ontario Warren Winkler, the Chief Justice of the Superior Court of Justice Heather Smith, the then Associate Chief Justice of the Superior Court of Justice Douglas Cunningham, the Chief Justice of the Ontario Court of Justice Annemarie Bonkalo and the former Ontario Lieutenant-Governor the late Lincoln Alexander.

On July 2012, representatives of Brantford Native Housing presented four eagle feathers to a justice of the peace at a ceremony held in the presence of the judiciary and legal community at the Ontario Court of Justice in Brantford. The eagle feathers are kept at the courthouse for the purpose of supporting those individuals who choose to take an oath using an eagle feather when testifying in court.

To support Court Services Division's modernization initiative, Brantford, Brampton and the Central West

Region IT Unit developed and piloted a solution utilizing the scanning feature of multi-function devices. The pilot involved the scanning and distribution of Ontario Court of Justice criminal court dockets to our justice partners by email. The solution streamlines business processes and provides more efficient customer service to justice partners, while supporting the Ontario Public Service Green Initiative. The initiative was subsequently piloted at a number of sites throughout the province.

Throughout the region, support was provided for the deployment of assisted listening devices (ALDs) and configuration with the digital recording device (DRD) system. Support and basic training on the use of the devices and their interface with the digital recording devices were provided to court support staff. The devices were made available in October 2012 to accommodate people with hearing loss.

To support regional employee engagement, in November, 2012, two in-person, half-day training sessions on "Management - Is It For Me?" were held in Hamilton for staff in the region who are interested in a future management career in courts. Feedback from attendees indicated the session was informative, helpful and assisted them in making career decisions. In addition, all staff in Central West Region participated in mandatory online training on the accessibility requirements of the Integrated Accessibility Standards Regulation and on the Human Rights Code. Throughout the region, staff participated in various local training initiatives, including emergency response training and "Creating Balance in your Life and Welcoming Change in your Life". In addition, Diversity Committees across the region held lunch and learn events to promote diversity and inclusion.



Brampton 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 L'Orignal to Killaloe extending southwest along the St. Lawrence River and Lake Ontario to Quinte West, and adjacent to central Ontario, east of Peterborough and Huntsville.

The region serves over 1.6 million people and provides court services in 28 locations covering 10 counties. Many of these court locations are designated locations where services are provided in English and French.

To improve service delivery and meet the operational needs of the court, the region benefited from a number of facility enhancements and continued construction of the new courthouse in Belleville. The construction of the new Quinte Consolidated Courthouse project is almost complete. Substantial completion of the courthouse is scheduled for May 31, 2013 with the court scheduled to open for business in mid-August. The new Quinte courthouse will be located at 15 Bridge Street West in Belleville.

The Ottawa courthouse completed many projects in response to flood damage that occurred in June 2012 including: reconstruction of four courtrooms,

four judicial offices, two law clerk offices, judicial pre-trial spaces and the Office of the Victim/Witness Assistance Program. Signage was replaced in accordance with the courts wayfinding signage standard. Planning for security enhancements at the courthouse is underway.

As well, repairs to the main interior staircase of the historic Brockville courthouse were completed. The Perth courthouse window replacement project is underway with the selection of a vendor to work in this heritage courthouse. The Cornwall courthouse started plans to upgrade the security camera system. Projects were completed in all three court locations in Kingston such as painting, carpet replacement and upgrading of window coverings.

As part of the Justice on Target (JOT) strategy, Cornwall implemented a pilot project to reduce the number of adjournments in the first appearance court. This initiative entails consistent scheduling whereby a concerted effort is made among justice partners to schedule the same justice of the peace, court staff, Crown, court officer and duty counsel in First Appearance Court to foster familiarity with cases and maintain continuity. The purpose of the consistent scheduling is to reduce the number of adjournments for each matter as well as the number of days in the intake phase. It is expected that consistent scheduling will help to move matters efficiently from the intake phase on to the set date phase. At the Ottawa courthouse, an additional interview room was built in the

East Regional Statistics

Regional Centre: Ottawa

Population: 1,697,989

Area: 35,296 km²

Population Density: 48.1 persons/km²

Base Court Locations: 18

Satellite Court Locations: 10

Total Court Locations: 28

Population Statistics from Statistics Canada, 2011 Census.



cellblock area to accommodate further defense counsel client access and doctors, on days when mental health matters are heard.

In the community, the historical courthouses in Pembroke and Brockville continued to support local schools by allowing them to use a courtroom to do mock trials as part of their law curriculum. Members of the local bar or judiciary sit as the “judge”, and in some instances police and staff members assist participants in playing the roles of courtroom clerk and other court positions to give students real-life experiences in a court setting. Throughout the month of July 2012, members of the community and Ministry of the Attorney General employees staged a production of “La Dernière Pendaion”. The play is based on actual events that led to the last hanging which occurred in l’Original in 1933. It was held at the old l’Original jail and in the l’Original courthouse’s main courtroom, the oldest functioning courtroom in Ontario.

The East Region continued to innovate by piloting numerous initiatives, including a project by the Kingston courthouse to assist in the development of instructional guides on the use of assistive listening devices (ALDs), which make courts more accessible, and the development of standard court

orders for some matters. The Ottawa courthouse is also participating in a pilot project to increase

the sharing of documents electronically, which can help reduce the courthouse’s environmental impact.

Evidence display equipment and closed-circuit televisions (CCTV) that can be used when a victim, accused or witness cannot appear in the courtroom were installed in courtrooms in Cornwall, Ottawa and Kingston, supporting the enhancement of courtroom technologies and modernization initiatives.

The region strengthened its commitment to employee engagement and learning by revising the East Region Pipeline. The Pipeline is a shared electronic repository of resource documents and information accessible to East Region staff, ensuring timely access to accurate reference materials. Staff participated in and completed the various mandatory Ontario Public Service, Ministry of Attorney General and Court Services Division training requirements. Training was also provided to staff on personal safety and security and supporting a professional and respectful workplace. There was also an intensive program offered to staff who expressed an interest in being in a management position, which was very successful in identifying possible future leaders.



Kingston courthouse

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 2012, the Fly-In Court Working Group was established to improve efficiency and accessibility to court services in remote communities.

In 2012-13, significant progress was made on several courthouse facilities projects across the region. In Timmins, the existing library space was retrofitted to create two new judicial chambers for the Ontario Court of Justice. Both chambers were completed in September 2012.

In Parry Sound, in collaboration with the local law association, the existing law library was relocated and the space was retrofitted to accommodate a hearing room, which is currently being used to hold settlement conferences and meetings.

The main courtroom at the Gore Bay courthouse was equipped with a privacy booth to provide fully functional video conferencing capabilities and improve access to justice in that community. The project is expected to be completed by May 31, 2013.

In April 2012, occupants of the Sault Ste. Marie courthouse returned to the heritage building after being evacuated as a result of a fire that occurred in August 2011. Security enhancements were made and an optical port and magnetometer are now in place at the Sault Ste. Marie courthouse as a mock single-point-of-entry set up. While some work remains to be completed, it is hoped that the project will be complete by the end of April 2013. Basement renovations continue at the Sault Ste. Marie courthouse and are scheduled to be completed by the end of 2013. Some of the changes include the addition of a Victim/Witness Assistance Program Office, a vulnerable witness room and an Ontario Provincial Police court coordinator office.

The Kirkland Lake courthouse was evacuated in May 2012 as a result of a forest fire burning near the community. Staff from the Temiskaming district worked diligently to ensure that counter services were moved to the Haileybury courthouse and no disruption to court occurred.

Justice on Target (JOT) strategies continued throughout the region. In 2013, the benchmark system was introduced and the region is anticipating a further reduction in number of appearances for less complex, complex and combined cases.

A pilot project commenced in the Northeast Region to conduct pre-assessment hearings via teleconference in an effort to resolve solicitor/client

Northeast Regional Statistics

Regional Centre: Sudbury

Population: 551,775

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, 2011 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 population of Peawanuck. The geographic area includes all complete census districts plus 86 per cent of the Cochrane district and 27 per cent of the Kenora district. Please note population data is not available for some areas in the 2011 census due to incompletely enumerated Aboriginal reserves.



assessments and reduce court appearances. A partnership has been established with the Central East Region to allow its assessment officers to conduct northern pre-assessment hearings. It is hoped that this new initiative will become a successful tool in resolving matters and reducing court time.

The expansion of family justice services continued across Ontario in 2012-13. Mandatory Information Program sessions are now being held at all sites within the Northeast and Information Referral Coordinators are in place at most base sites, serving as a point of contact for families as they enter the family justice system.

Efforts to increase First Nations awareness of the jury system in Ontario and to encourage their participation on jury panels continue in the Northeast. Management continues their efforts in establishing relationships with First Nations to ensure representation on jury panels.

The region continues to take full advantage of technology, using video, Microsoft Live Meeting,

MOVI and e-learning modules to enhance its ability to deliver training and implement divisional initiatives in an efficient and cost-effective manner as part of the region's commitment to support a trained and professional workforce. For instance, the region uses technology to facilitate the monthly regional information sharing session where the director of court operations, managers and supervisors meet via Live Meeting to share corporate updates, introduce regionally-based changes and gather information from the field to support and inform corporate initiatives. In 2012-13, the Northeast Region held its first "Management – Is it for me?" workshop for staff interested in a career in courts management. The event was well-attended and feedback received was positive. A further workshop is scheduled to be held in Sault Ste. Marie in May 2013. As a result of new changes to the Integrated Accessibility Standards Regulation (IASR) effective January 1, 2013, all senior management completed training on the requirements of the IASR and on the Human Rights Code as it pertains to persons with



North Bay 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 five base courts and 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 across the Northwest Region, including the fly-in courts. In 2012, the Fly-In Court Working Group was established to improve efficiency and accessibility to court services in remote communities.

Construction on the new consolidated courthouse in Thunder Bay began in 2012 with an anticipated completion date of fall 2013. The new courthouse will incorporate the Ontario Court of Justice,

Superior Court of Justice and Crown Attorney buildings, and the design also incorporates several First Nations cultural references.

Justice on Target (JOT) strategies continued throughout the region. In 2013, the benchmark system was introduced and the region is anticipating a further reduction in number of appearances for less complex, complex and combined cases. Included in the JOT strategies is the implementation of a new criminal case management system in Thunder Bay where courts will be restructured to provide more efficient access at every stage in a criminal case, beginning with increased case management at the intake stage of the process.

In Kenora, the JOT strategy has established a new system of bail court in which a bail hearing will not be scheduled until a bail plan is put in place and fully reviewed. Video court appearances in Dryden and Sioux Lookout have led to in-custody matters being heard in a timely fashion at the start of the day. This has resulted in fewer prisoner transfers and allows the court to proceed more efficiently through the docket.

To support accessible, fair, timely and effective justice services to those commencing family law proceedings, the Mandatory Information Program (MIP) is being held via video conferencing from Thunder Bay throughout the region. The MIP is delivered by a member of the local family law

Northwest Regional Statistics

Regional Centre: Thunder Bay

Population: 223,797

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, 2011 Census. Because the Northwest Region crosses census districts, the following assumptions were used to calculate the regional statistics. The population includes all complete census districts minus Peawanuck. 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. Please note population data is not available for some areas in the 2011 census due to incompletely enumerated Aboriginal reserves.



Bar and a non-lawyer. In order to facilitate faster access to the MIP, clients are participating in these sessions via video conferencing from other court locations in the Northwest.

The Northwest Region has benefited enormously from its continued 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 its service delivery. Court sittings are routinely supported by the provision of court interpretation in the Ojibway and Oji-Cree languages, including community-specific dialects. The region also continues to support the critical function of court interpretation through recruitment, training and mentoring of First Nations interpreters.

With the Northwest's unique geographic challenges, video conferencing continues to increase access to justice across the region. In

2012-13, the region piloted CISCO Telepresence MOVI or MOVI technology, a video conferencing desktop solution. MOVI is portable and allows users to video conference through a secure connection from their laptop to anywhere in the province.

The region continues to take full advantage of technology using video, Microsoft Live Meeting, MOVI and e-learning modules to enhance its ability to deliver training and implement divisional initiatives in an efficient and cost-effective manner. This demonstrates the region's commitment to support a trained, professional workforce. For instance, the region uses technology to facilitate the monthly regional information sharing session where the director of court operations, managers and supervisors meet via Live Meeting to share corporate updates, introduce regionally based changes, and gather information from the field to support and inform corporate initiatives.



Dryden courthouse

Toronto Regional Profile



Beverly Leonard
Director
Court Operations
Toronto Region

The Toronto Region serves the City of Toronto. With a population of over 2.6 million, the region has the highest population density of all Court Services Division regions. It 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 country's largest law firms. The region also houses Ontario's first electronic courtroom for commercial and other non-jury civil matters along with Canada's first integrated domestic violence court, a number of speciality courts, and multi-accused high security courtrooms with enhanced technology to support complex criminal prosecutions.

Improvements to existing courthouses continued throughout 2012-13, including a multi-year HVAC life safety upgrade project at 311 Jarvis Street. The project, which focused on the replacement and upgrading of the heating, ventilation and fire alarm systems in addition to a new sprinkler system, was completed in March 2013.

In March 2013, the public counters in Ontario's largest Small Claims Court and the Ontario Court of Justice family court office located at 47 Sheppard Avenue were reconfigured to meet all requirements under the Accessibility for Ontarians with Disability Act.

Modifications were made to courtroom 2-2 at 361 University Avenue to provide for an additional multi-accused courtroom. This project, which concluded in March 2013, resulted in increased prisoner box capacity from four to eight, additional counsel tables and improved technology to support the presentation of evidence.

The Toronto Region continues to support the ministry's Justice on Target (JOT) strategy. In February 2013, modifications were made to courtroom 301 at 1000 Finch Avenue to provide appropriate space for the duty counsel and Crown to confidentially discuss available options with the accused during first appearance matters. These modifications, which consist of the installation of six fully functional and private work stations, are expected to improve the efficiency of first appearance matters, resulting in time-saving measures for set-date hearings.

The electronic trial scheduling tool originally developed by Durham Region courthouse staff and implemented at 2201 Finch Avenue and 1911 Eglinton Avenue in 2012, and 1000 Finch Avenue West in 2011, was also implemented at College Park in January 2013. A similar scheduling tool was implemented at Old City Hall in fall 2012, which was more conducive to Old City Hall's size and caseload volume. The implementation of these

Toronto Regional Statistics

Regional Centre: 700 Bay Street

Population: 2,615,060

Area: 630 km²

Population Density: 4,149.5 persons/km²

Base Court Locations: 11

Satellite Court Locations: 0

Total Court Locations: 11

Population Statistics from Statistics Canada, 2011 Census.



programs assists with the recording, tracking and sharing of appropriate scheduling information with justice participants and promotes efficient courtroom utilization.

In April 2012, the installation of 19 courtroom electronic evidence display units began. By February 2013, the equipment was installed in eight courtrooms in the region - one at 311 Jarvis Street, one at College Park, two at 2201 Finch Avenue, two at 1000 Finch Avenue, and two at 1911 Eglinton Avenue. The remaining eleven units will be installed in the region throughout spring and summer 2013, including four at the Superior Court of Justice located at 361 University Avenue. The placement of these units supports the timely progression of criminal cases in the Toronto Region.

In June 2012, a specialized Aboriginal youth court was implemented at 311 Jarvis Street to leverage community Aboriginal services in order to assist the court in preparing culturally appropriate plans, services and reintegration plans. Mental health professionals in the community partner with this court to provide appropriate assessments and services to Aboriginal youth.

Throughout 2012-13, Toronto Region continued with the implementation of digital recording devices (DRDs) in all court locations, with 91 per cent of the 191 courtrooms successfully completed. The regional project team continues to work closely with justice participants to have full implementation by April 2013, which will complete the division's commitment to modernize and standardize the taking of the court record.

To support a trained and professional workforce, a regional learning and development committee was established in 2012-13 to identify training priorities and opportunities for all staff within the Toronto Region and the Court of Appeal for Ontario and make recommendations to the Regional Management Team. As well, training sessions focussed on supporting managers were delivered in 2012-13, including attendance management and finances. Planning commenced for the delivery of "Management - Is It For Me?" courses in 2013-14. Staff are currently in the process of completing the mandated training sessions entitled "Integrated Accessibility Standards Regulation (IASR) in the OPS" and "Working Together" to ensure compliance with the service standards of the Ontario Human Rights Commission and the *Accessibility for Ontarians with Disabilities Act*.



Old City Hall Courthouse in Toronto

West Regional Profile



Paul Langlois
Director
Court Operations
West Region

The West Region has an estimated population of 2,259,725. Geographically, the 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 major border crossings between Canada and the United States in Sarnia and Windsor.

The region is served by 16 base courts in 12 communities providing full justice support services for criminal, civil, family and Small Claims Court cases. In addition, six satellite courts are located in the region along with the new Walpole Island Criminal Court pilot site supported by the Sarnia base court. In May 2012, the region was successful in transitioning the Provincial Jury Centre from London to the corporate offices in Toronto.

Construction was completed and relocation of court services for Waterloo Region has commenced at the Waterloo Region Consolidated Courthouse. The new consolidated courthouse contains 30 courtrooms and eight judicial conference rooms and provides enhanced courtroom technologies. The first move of the Superior Court of Justice occurred in March 2013. Transition planning and activities are underway with all justice participants preparing to move both functions and people to the new site. Staff Transition Workgroups have been formed to support employee engagement and to utilize the expertise of staff to support this transition.

Work continues on the St. Thomas Consolidated Courthouse project and is expected to be completed by December 2013. Staff and stakeholders will move into the renovated courthouse between December 2013 and February 2014. Once completed, the new consolidated courthouse will contain eight courtrooms, three motions and settlement conference rooms and will provide enhanced courtroom technologies.

All locations in the West Region continue to be actively involved in the Justice on Target (JOT) strategy. JOT and divisional staff continue to work with members of the judiciary and other criminal justice sector 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 continues to be a collaborative involvement of the West Regional Leadership Committee, comprised of judiciary, directors and regional representatives from Legal Aid, the defence bar, Ministry of Community Safety and Correctional Services, the Victims and Vulnerable Persons Division, and the County and District Law Presidents Association towards meeting the goals and objectives of the JOT initiative. In December 2012, the West Region in consultation with the corporate JOT team developed its own site level benchmarks that have been adopted by the Regional JOT Leadership Committee.

Windsor implemented their "Market Place" concept under the JOT initiative by relocating the bail court, first appearance court, enhanced resolution court and four trial courts to one floor of the courthouse surrounded by key support offices, such as the Crown and Federal Prosecutor, Criminal Duty Counsel, Legal Aid Applications Officer, Adult Probation and Parole, First Nations Court Worker, and Youth Mental Health Worker. London enhanced the Streamlined/90-day Intake Initiative first introduced in January 2012

West Regional Statistics

Regional Centre: London

Population: 2,259,725

Area: 32,789 km²

Population Density: 68.9 persons/km²

Base Court Locations: 18

Satellite Court Locations: 6

Total Court Locations: 24

Population Statistics from Statistics Canada, 2011 Census.



by expanding it to bail courts and also into courts hearing matters prosecuted by the Federal Crown. This program has shown positive results in London and at other court sites by ensuring clients are better prepared for their court appearances.

London has a number of specialty courts, including Gladue Court, Adult and Youth Therapeutic Courts and a Drug Treatment Court. London was also successful in processing a high security trial involving a large number of prospective jurors, witnesses, and exhibits.

The region is presently piloting a number of unique and varied initiatives. For example:

- Owen Sound and Walkerton courthouses utilized Mobile Video Services providing an audio and video connection between solicitors and clients at the Central North Correction Centre in Penetanguishene. It is anticipated that travel time and costs for members of the bar will be mitigated through the use of this technology.
- Owen Sound began piloting an initiative to support the production of standard probation orders in the courtroom commencing in late March 2013.
- A court sitting of the Ontario Court of Justice has been established on the Walpole Island First Nation reserve as a one-year pilot project. The pilot sittings began in June 2012 and were the result of a working committee comprised of members of the Sarnia local justice partners and stakeholders and the Walpole Island First Nations community. The court sits on the first Wednesday of each month and is focused on resolution, diversion and direct accountability.

- Windsor was one of nine courts across Canada to participate in a study on the experiences of self-represented litigants in family and civil courts. The nationwide study was conducted by Dr. J. Macfarlane, Faculty of Law, University of Windsor.

In Windsor, Pro Bono Law Ontario (PBLO) began offering free on-line legal services to self-represented litigants involved in civil, non-family matters at the Superior Court of Justice and Small Claims Court. Clients can access PBLO online, by email or through a toll-free number where eligible clients will receive general information, form completion assistance and brief summary advice from a pro bono lawyer.

The West Region continued to support learning and development activities. Managers were involved in a formalized coaching and mentoring initiative, and two sessions were delivered on "Management - Is It For Me?". One employee was selected from the region to participate in the newly created session for administrative staff called, "Beyond the Administrative (OAG) Role: The Evolving Administrative Professionals Role in the OPS." Onboarding and orientation sessions are being held for newly hired individuals to the Court Services Division.

Ongoing training for new staff and refresher training for existing staff on professionalism and respect in the workplace has continued. Staff are provided with time to complete mandatory training for sessions such as: Integrated Accessibility Standards Regulation (IASR) in the OPS, Working Together: the *Ontario Human Rights Code*, Workplace Discrimination and Harassment Prevention, Workplace Violence



Owen Sound Courthouse

Corporate Directors

Corporate directors manage each of the division's branches: the Civil Policy and Programs Branch, the Corporate Planning Branch, the Court Services Modernization Branch, the Criminal/*Provincial Offences Act* Policy and Programs Branch, the Divisional Support Branch, and the Family Policy and Programs Branch. The Court Solutions Branch of the Justice Technology Services Division 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; Susie Bridge (A), Corporate Planning Branch; Diana Hunt (A), Court Services Modernization Branch; Kate Andrew (A), Criminal/*Provincial Offences Act* Policy and Programs Branch; Sheila Bristo (A), Divisional Support Branch; Anne Marie Predko, Family Policy and Programs Branch; and Chris Walpole, Head, Court Solutions Branch.

Corporate Support



Susan Charendoff
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



Susie Bridge
Corporate Planning
Branch

The Corporate Planning Branch is responsible for:

- developing operational policy and providing program support to court operations in the areas of court interpretation, court reporting and transcript production
- training, testing and ongoing recruitment of court interpreters
- enhancing the model for court reporting and transcript production in Ontario
- managing special divisional projects including human resources/labour relations
- producing and publishing the Annual Report and other multi-year operational tools
- developing divisional training and learning initiatives



Anne-Marie Predko
Family Policy and
Programs Branch

The Family Policy and Programs Branch is responsible for:

- developing, implementing and managing legislative, regulatory and administrative initiatives and justice reform strategies to reduce cost and delay in the family justice system
- overseeing and providing policy and program support to family mediation and information services
- 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
- participating on Federal/Provincial/Territorial Family Law Committees and the Family Rules Committee



Sheila Bristo
Divisional Support
Branch

The Divisional Support Branch is responsible for:

- leading financial and workforce planning
- supporting facilities and emergency management planning
- coordinating public communications
- developing operational policy and providing program support to court operations in such areas as exhibit management, jury management, records retention and court security
- managing the jury selection process across the province through the provincial jury centre
- maintaining court documentation and web resources

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

- developing, implementing and managing legislative, regulatory, court rules and administrative initiatives affecting the courts in the criminal practice area and the courts that hear *Provincial Offences Act* matters
- liaising with the Offices of the Chief Justices and Criminal Law Division on legislative, regulatory, court rules and administrative initiatives affecting the criminal and *Provincial Offences Act* courts
- providing policy, litigation and program support to criminal court staff
- providing support to initiatives from the ministry's Criminal Law Division and Justice on Target team
- overseeing, providing operational and operational policy support to, and acting as a liaison with municipal partners on *Provincial Offences Act* matters
- providing legal and policy support and advice to senior management on criminal, *Provincial Offences Act* and cross-practice area issues such as court reporting and court interpreters
- supporting judicial and legal appointments
- providing judicial library services and court website services
- providing research services



Kate Andrew
Criminal / *Provincial Offences Act*
Policy and Programs
Branch

The Court Solutions Branch is responsible for:

- providing strategic leadership and advice to business clients on technology solutions to support and advance their business priorities
- 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 a 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
- ensuring the strategic alignment with central agency, corporate I&IT, and industry directions
- providing functional and technical enhancements in a portfolio-based, project management environment to ensure 'in-production' systems continue to support business requirements



Chris Walpole
Court Solutions Branch

The Court Services Modernization Branch is responsible for:

- developing and implementing a multi-year plan to modernize court services
- working in partnership with the judiciary and consulting justice partners about court services modernization ideas and initiatives
- providing management information, including court activity statistics



Diana Hunt
Court Services
Modernization 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 is Ontario's highest court and plays a unique role within our legal system. In most instances, it offers the final avenue of appeal for litigants who have already appeared before one of Ontario's courts of tribunals. However, it is also one institution among the many that share a common purpose of supporting Ontario's justice system, a system which is a collaborative enterprise, engaging the efforts of a broad array of individuals and organizations, including judges, lawyers, administrators, as well as enforcement adjudicative and community agencies."

The Honourable Warren K. Winkler
Chief Justice of Ontario

The Court of Appeal for Ontario sits in Toronto at Osgoode Hall. The Court was composed of the Chief Justice of Ontario, Warren K. Winkler; the Associate Chief Justice of Ontario, Dennis O'Connor; twenty other full-time judges; and four supernumerary judges. Associate Chief Justice Dennis O'Connor retired from the Court at the end of December 2012, after having served on the Court for almost fifteen years.

Appeals are heard by a panel of three or five judges. The Supreme Court of Canada hears appeals from less than three per cent of the decisions of the Court of Appeal. Therefore, the Court of Appeal is for practical purposes the last avenue of appeal for most Ontario litigants.



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)
- certain appeals and applications for judicial review, including statutory appeals from decisions of provincial administrative tribunals



The Superior Court of Justice sits in 50 court locations in Ontario. The court is led by Chief Justice Heather J. Smith. Justice J. Douglas Cunningham served as the associate chief justice for the Superior Court of Justice until his retirement in September 2012. The chief justice has the statutory authority to direct and supervise the sittings of the Superior Court as well as the assignment of judicial duties. These powers are delegated, subject to the direction of the Chief Justice, to eight regional senior judges to exercise in their respective regions. In turn, the regional senior judges may designate local administrative judges to assign and schedule cases at certain court sites. The senior judge of the Family Court of the Superior Court of Justice advises the Chief Justice on specific matters related to family justice throughout the province and performs other duties relating to the family court as assigned by the chief justice. Justice R. John Harper is presently the senior judge of the family court.

"The judges and judicial officers of our Court are remarkable in the commitment, integrity, and wisdom that they bring to their courtrooms. I am confident that I speak for every member of the Court when I say that I take great pride in being part of one of the most respected and admired justice systems in the world. However, the successes of this Court don't belong to the judges alone. Our achievements are also the product of the determined efforts of dedicated and professional Court Services staff. The work of the Court could not be performed without their able assistance and I thank them for their excellent contributions to our achievements, both past and to come."

The Honourable Heather J. Smith
Chief Justice of the Superior Court of Justice

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 and family appellate jurisdiction. For example, the Divisional Court hears appeals and reviews of decisions from several hundred government 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 consists of the Chief Justice of the Superior Court of Justice, the Associate Chief Justice of the Superior Court of Justice and other designated judges from the Superior Court of Justice.

Family Court Branch

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. Where the single Family Court branch does not exist, jurisdiction over family law matters is divided

between the Superior Court of Justice and the Ontario Court of Justice.

The Family Court branch sites have traditionally been resourced with special services, including an Information and Referral Coordinator, mediation, and parent information programs.

In the summer of 2011, the attorney general embarked on a tremendous expansion of front-end family justice services across the entire province. Now, all Superior Court of Justice locations have the support of an Information and Referral Coordinator, onsite and offsite mediation and Mandatory Information Programs for litigants engaged in family proceedings.

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 is also a small number of permanently appointed Small Claims Court judges.



Superior Court of Justice, Stratford Courthouse

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

The Court is led by Chief Justice Annemarie E. Bonkalo. Associate Chief Justice Peter D. Griffiths and Associate Chief Justice 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 Ontario Court of Justice is very fortunate to be supported by the professional and committed staff of the Court Services Division. I am confident that by continuing our collaborative efforts we will further our shared goal of providing fair, accessible and modern justice to the communities we serve. Together we can achieve meaningful and sustainable change."

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

The Judiciary 2012-13



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



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



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



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



**The Honourable
John A. Payne**
Associate Chief Justice-
Co-ordinator of Justices of
the Peace
Ontario Court of Justice



Osgoode Hall at night

Judicial Complement (as of March 31, 2013)

Court	Judicial Official	Complement
Court of Appeal for Ontario	Judges of the Court of Appeal for Ontario (Full-time)	20
	Judges of the Court of Appeal for Ontario (Supernumerary)	4
Superior Court of Justice	Judges of the Superior Court of Justice (Full-time)	239
	Judges of the Superior Court of Justice (Supernumerary)	75
	Judges of the Small Claims Court (Part-time)	2
	Deputy Judges of the Small Claims Court	379
	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 (<i>per diem</i>)	44
	Justices of the Peace (Full-time)	345
	Justice of the Peace (<i>per diem</i>)	61

Chapter 3

2012-13 Court Activity

2012-13 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.

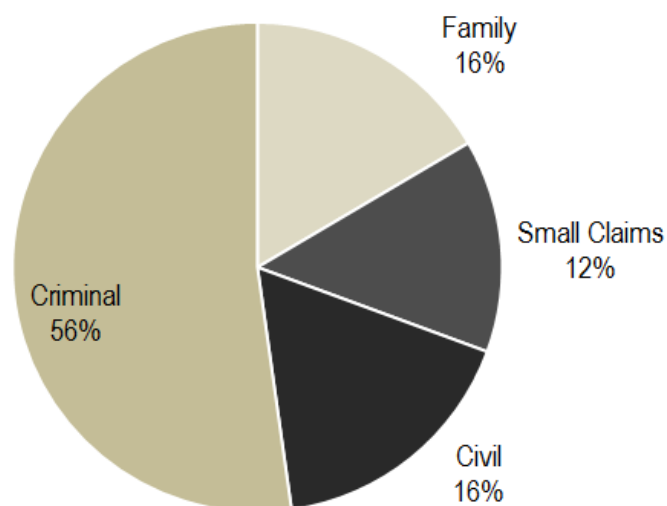
Provincewide data from the FRANK system became available April 1, 2005 and has replaced the data for civil, family, Small Claims Court, and criminal proceedings in the Superior Court of Justice, that were previously reported. Older court statistics derived from previous data are not comparable with data 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 2012-13, 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 2012 to March 2013**



The Criminal Courts - Ontario Court of Justice

Five Year Trends

Cases Received, Disposed, and Pending¹

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

In 2012-13, the Ontario Court of Justice received over 240,000 criminal cases. Adult *Criminal Code of Canada* cases comprised 79 per cent of total cases received, while adult federally-prosecuted cases comprised 10 per cent and youth cases 10.6 per cent.

Over the past five fiscal years, the overall number of cases received decreased by 11.5 per cent. Adult *Criminal Code of Canada* cases decreased by eight per cent, while youth cases decreased by 33 per cent.

The number of cases disposed decreased by 11 per cent. Adult *Criminal Code of Canada* cases and federal cases decreased by 11 per cent and 8 per cent, respectively.

The number of cases pending has decreased by 19.7 per cent. Over the past five years, the number of cases pending for adult *Criminal Code of Canada* cases decreased by 18 per cent, and for youth cases decreased by 36 per cent.

Events

An event is a court appearance. Over the past five years, criminal events heard in the Ontario Court of Justice decreased by 21.3 per cent.

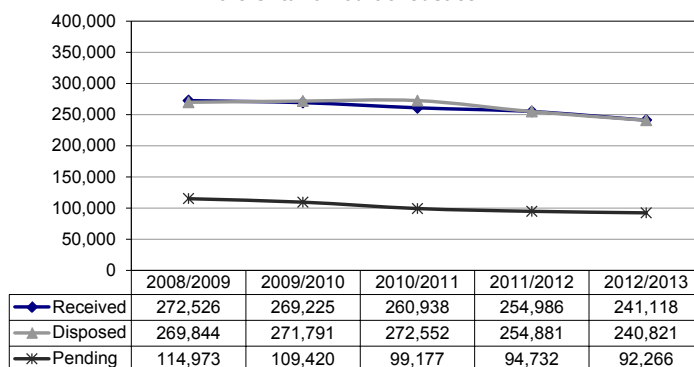
Courtroom Operating Hours²

Provincewide, courtroom operating hours decreased by four per cent over the last five years.

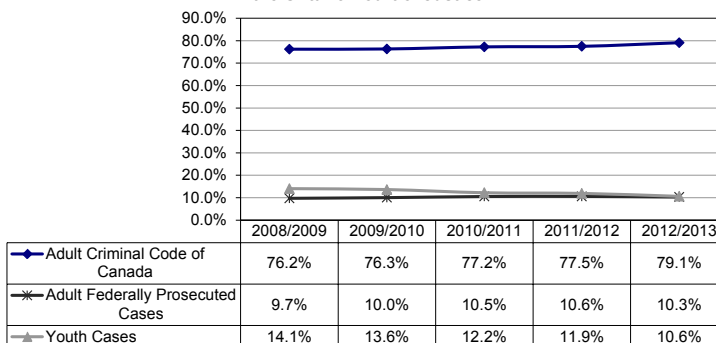
¹ This is the first year statistics for criminal cases have been published in the Court Services Division Annual Report. Previous Court Services Division Annual Reports contained information on charges. A case refers to all charges on an Information for each single accused. An Information is a document that sets out all of the charges against an accused person.

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.

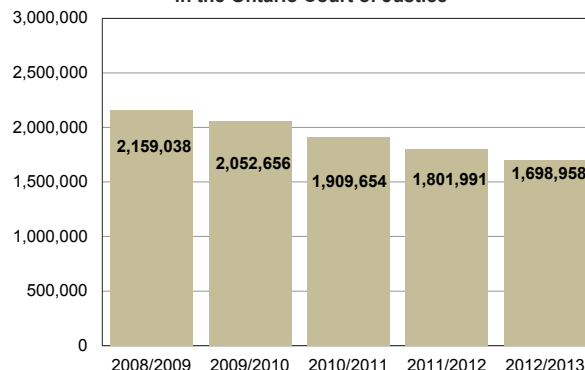
Cases Received, Disposed, and Pending in the Ontario Court of Justice



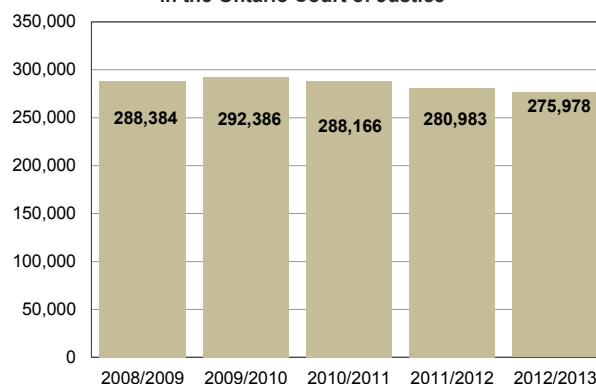
Per cent of Cases Received by Statute in the Ontario Court of Justice



Events Heard in the Ontario Court of Justice



Courtroom Operating Hours in the Ontario Court of Justice



The Criminal Courts - Superior Court of Justice

Five Year Trends

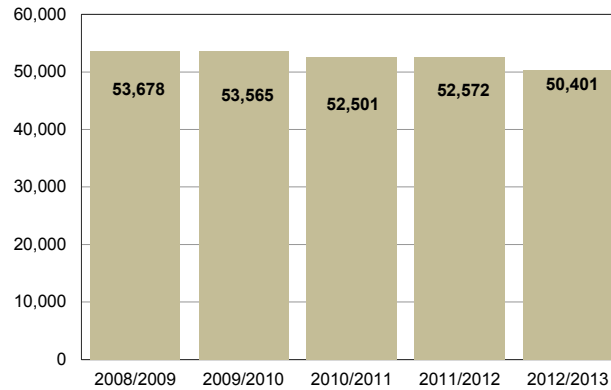
Cases Received, Disposed, and Pending¹

In 2012-13, the Superior Court of Justice received 3,968 criminal cases and disposed of 2,921 cases (indictments and appeals). Since 2009-10, the number of criminal cases received decreased by 3.4 per cent, while the number of cases disposed remained relatively stable. Over the last four fiscal years, criminal cases pending have increased by 8.2 per cent.

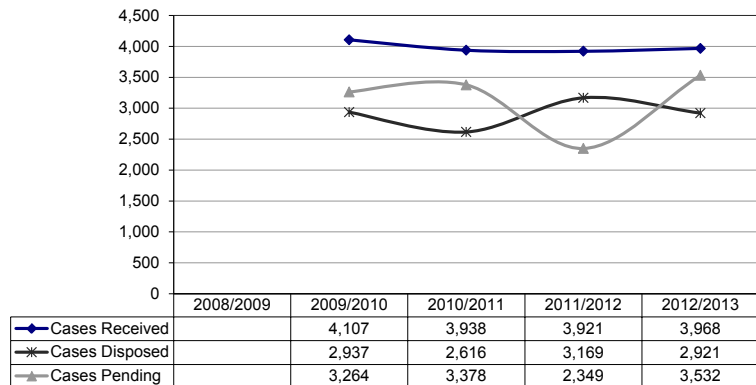
Courtroom Operating Hours²

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

**Courtroom Operating Hours
in the Superior Court of Justice**



**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 2013-2014.

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 2012-13, there were 80,566 new proceedings initiated in the Superior Court of Justice, down 14.6 per cent from 2008-09.

In 2012-13, 1,245 proceedings were heard in the Divisional Court.

Events Heard

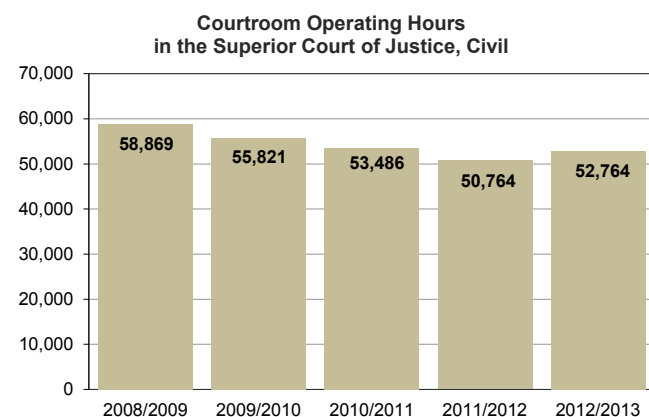
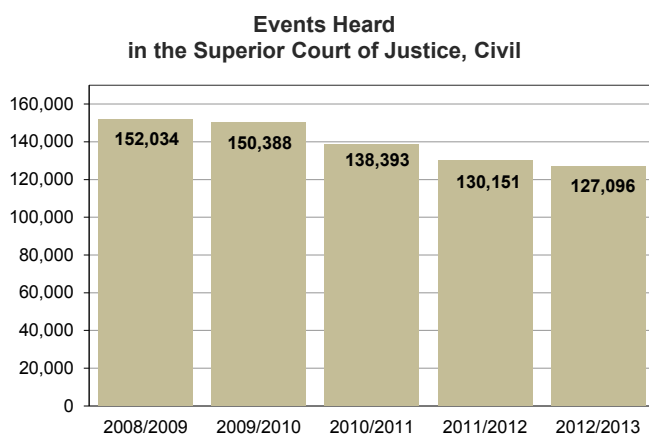
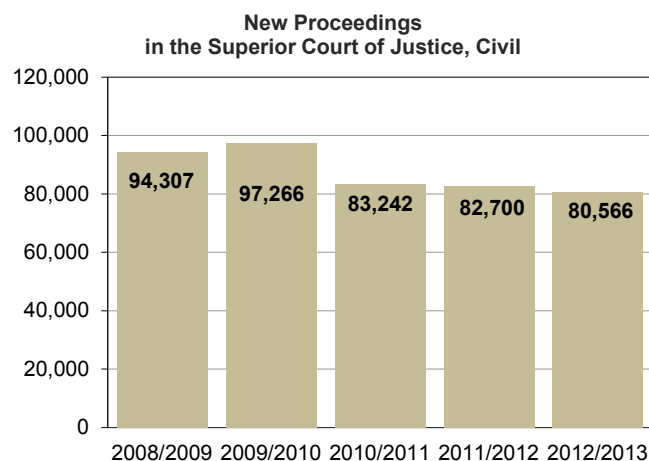
The number of events heard decreased by 16.4% per cent in the past five years.

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 44.6 per cent in 2008-09 to 45.5 per cent in 2012-13.

Courtroom Operating Hours²

Courtroom operating hours have decreased by 10.6 per cent over the last five years.



¹ Statistics for Toronto are currently unavailable.

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 locations, 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 each case.

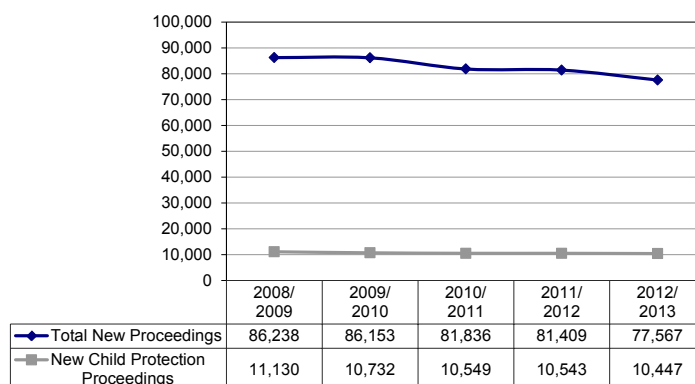
New Proceedings

In 2012-13, the family courts received 77,567 new proceedings. Of these, 10,447 (13.5 per cent) were child protection proceedings under the *Child and Family Services Act*. The total number of new proceedings has decreased by ten per cent since 2008-09 and new child protection proceedings decreased by six per cent.

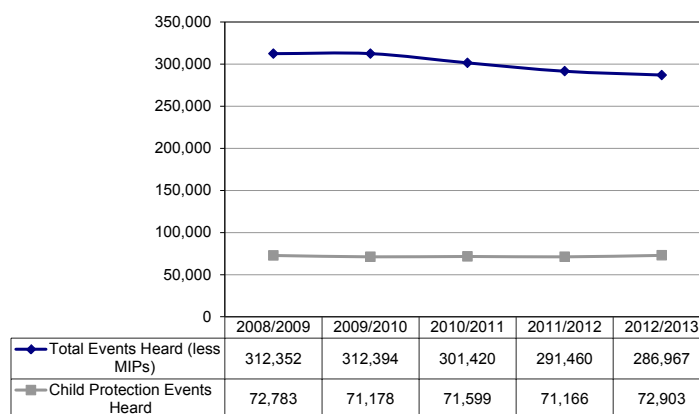
Events Heard

In 2012-13, there were 286,967 events heard in the family courts, of which 25.4 per cent were events heard in child protection proceedings. Since 2008-09, the total number of events heard decreased by eight per cent, while child protection events heard remained relatively stable. Effective September 1, 2011, the Family Law Rules were changed to require all litigants, unless exempt, to attend a Mandatory Information Program (MIP). The MIP sessions are group educational events that provide litigants with information on the impact of relationship breakdown on children and families, legal information, the court process and other alternative methods of dispute resolution for family disputes. Although attendance at the sessions is recorded in FRANK, these events were not included in the events heard total because a group educational session does not provide an opportunity to consider or advance an individual case.

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



The Family Courts

Five Year Trends

Time to Disposition for Child Protection Proceedings

Since 2008-09, the percentage of child protection proceedings that took more than four months to be disposed increased from 48 per cent to 52 per cent. During the same time period, the volume of child protection cases decreased because of changes to the *Child and Family Services Act*. The increase in time to disposition of child protection proceedings may be a reflection of the increased complexity of the cases remaining in the system.

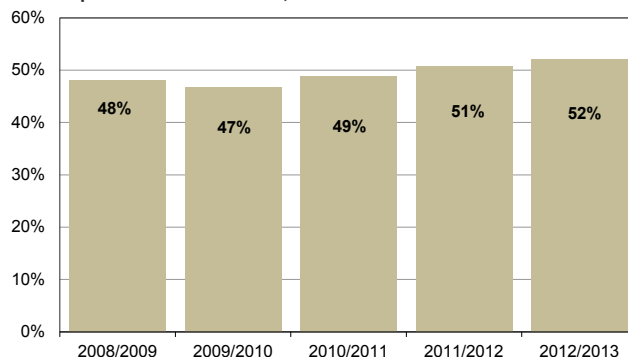
Mediation

Family mediation rates for full and partial settlement decreased slightly from 81 per cent in 2008-09 to 78.4 per cent in 2012-13. In 2011, the mediation service was expanded to 32 additional court districts where jurisdiction over family law is shared between the Ontario Court of Justice and the Superior Court of Justice. Prior to the expansion only about 40 per cent of the province had access to mediation services; now it is available in all courts.

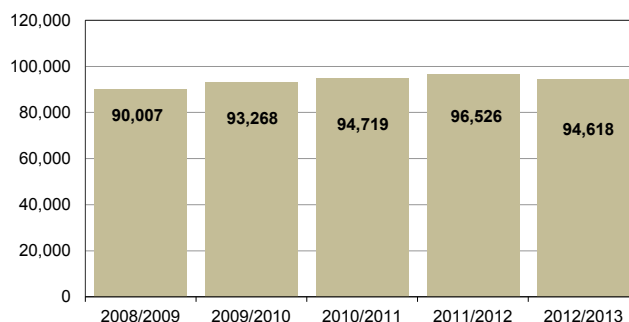
Courtroom Operating Hours¹

Since 2008-2009, courtroom operating hours increased by five per cent.

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



Courtroom Operating Hours in the Superior Court of Justice, the Family Court branch of the Superior Court of Justice, and the Ontario 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.

The Family Courts

Superior Court of Justice

New Proceedings

Since 2008-09, the number of new proceedings commenced in the Superior Court of Justice decreased by nine per cent.

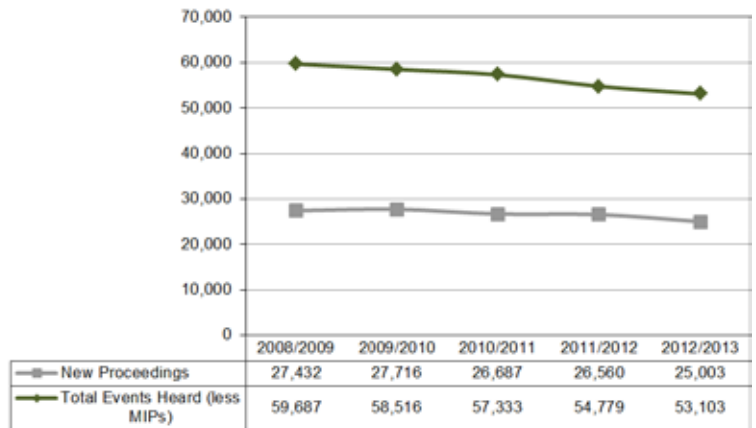
Events Heard

Over the last five years, the number of events heard decreased by 11 per cent. MIP events were not included in the events heard total because a group educational session does not provide an opportunity to consider or advance an individual case.

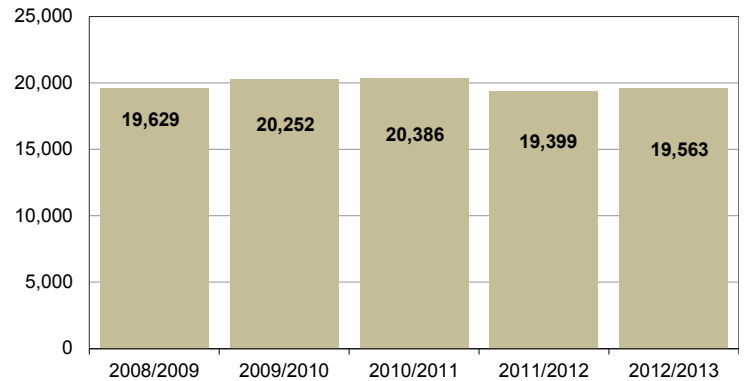
Courtroom Operating Hours¹

Since 2008-09, courtroom operating hours remained relatively stable.

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



Courtroom Operating Hours 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 2008-09, the total number of new proceedings commenced in the Family Court branch of the Superior Court of Justice has decreased by eight per cent and new child protection proceedings commenced decreased by six per cent.

Events Heard

In the past five years, the total number of events heard decreased by four per cent, while child protection events heard increased by two per cent. MIP events were not included in the events heard total because a group educational session does not provide an opportunity to consider or advance an individual case. Child protection cases are exempt from the MIP requirement.

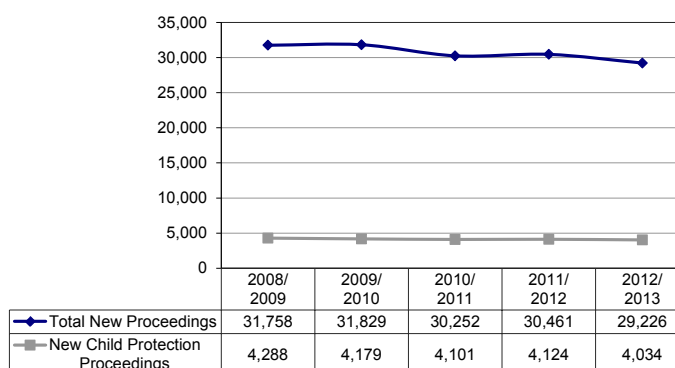
Time to Disposition for Child Protection Proceedings

The percentage of child protection proceedings that took more than four months to be disposed increased from 44 per cent in 2008-09 to 53 per cent in 2012-13. The Superior Court of Justice is committed to the swift and just resolution of these cases, which is the focus of the Court's Prioritizing Children Initiative.

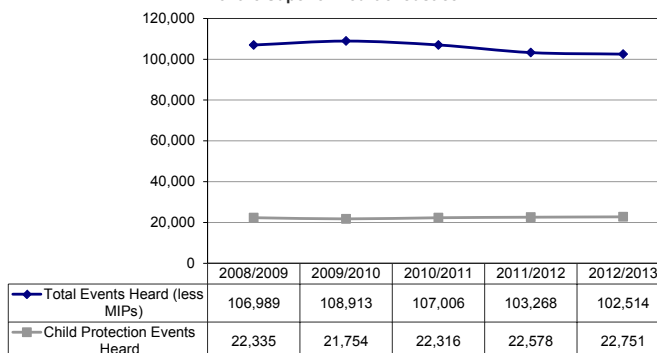
Courtroom Operating Hours¹

Since 2008-09, courtroom operating hours increased by 17 per cent.

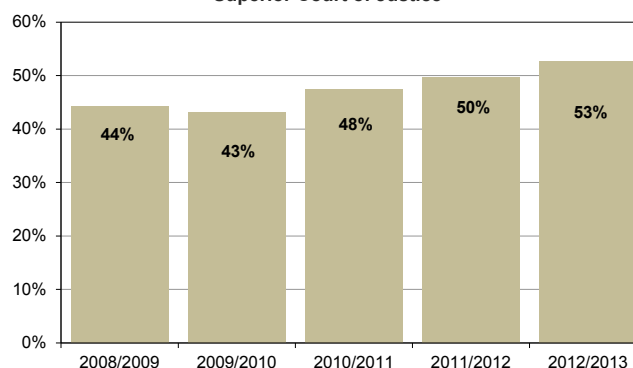
**New Family Proceedings in the Family Court branch
of the Superior Court of Justice**



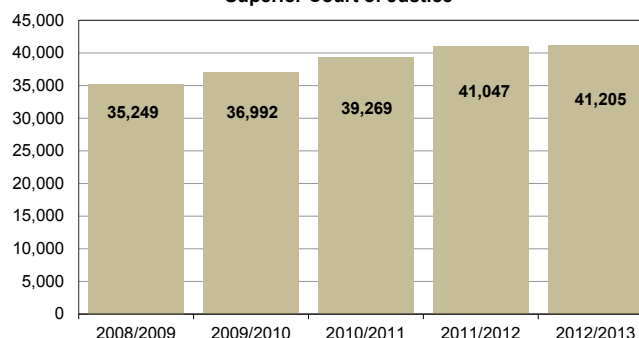
**Family Events Heard in the Family Court branch
of the Superior Court of Justice**



**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**



**Courtroom Operating Hours in the Family Court branch of 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.

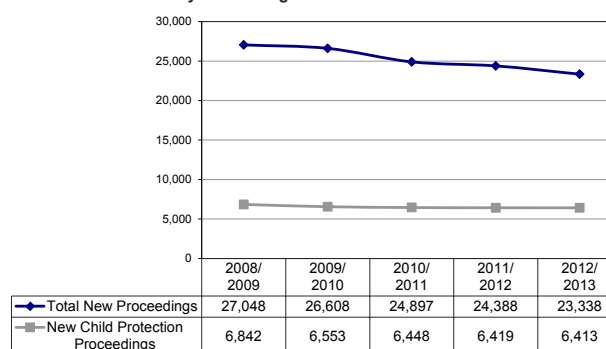
The Family Courts

Ontario Court of Justice

New Proceedings

In the last five years, the total number of new family proceedings commenced in the Ontario Court of Justice decreased by 13.7 per cent, and new child protection proceedings commenced decreased by 6.3 per cent.

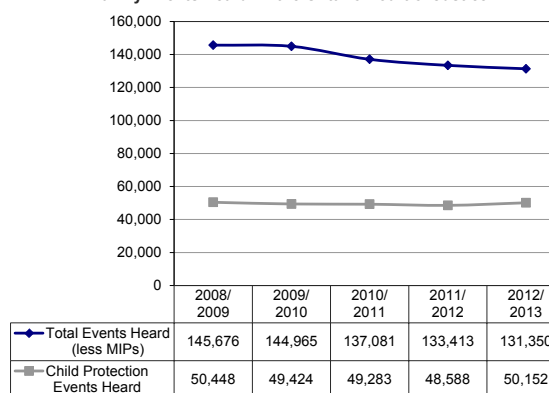
New Family Proceedings in the Ontario Court of Justice



Events Heard

Since 2008-09, the total number of events heard decreased by ten per cent, while child protection events heard remained relatively stable. MIP events were not included in the events heard total because a group educational session does not provide an opportunity to consider or advance an individual case. Child protection cases are exempt from the MIP requirement.

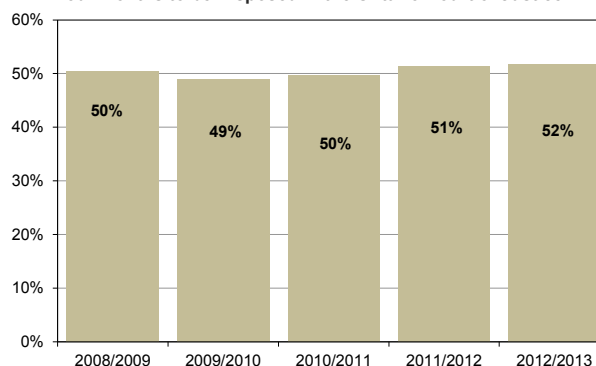
Family Events Heard in the Ontario Court of Justice



Time to Disposition for Child Protection Proceedings

The percentage of child protection proceedings that took more than four months to be disposed increased from 50 per cent in 2008-09 to 52 per cent in 2012-13.

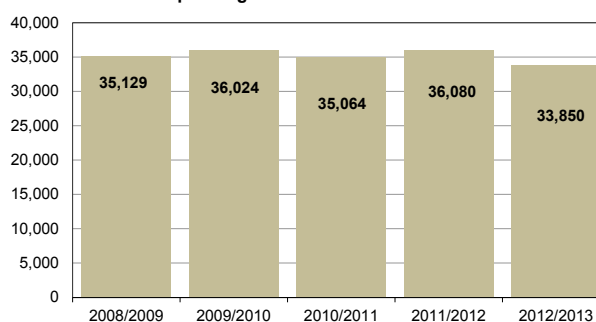
Percentage of Child Protection Proceedings that Took More Than Four Months to be Disposed in the Ontario Court of Justice



Courtroom Operating Hours¹

Since 2008-09, courtroom operating hours decreased by 3.6 per cent.

Courtroom Operating Hours in the Ontario 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.

Small Claims Court

Five Year Trends

New Proceedings

45 per cent of all civil cases commenced in 2012-13 were Small Claims Court claims.

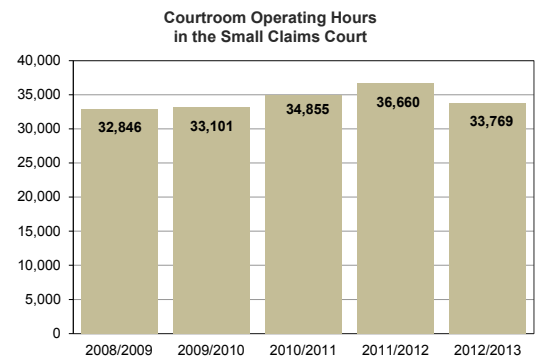
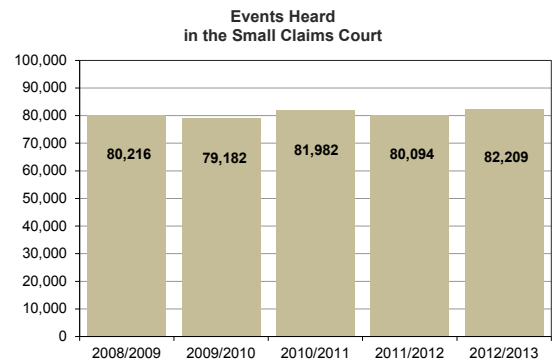
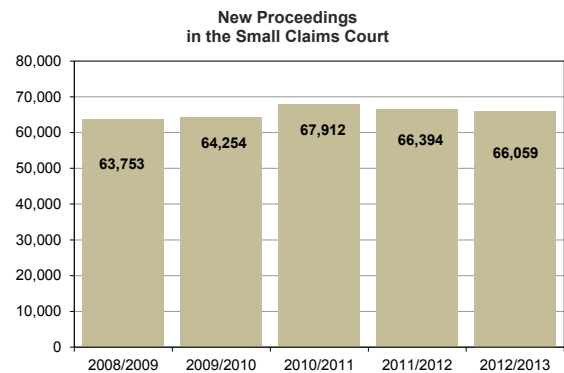
In 2012-13, 66,059 new cases were filed in the Small Claims Court, an increase of 3.6 per cent from 2008-09. This increase is likely due to the increase in monetary limit of the Small Claims Court from \$10,000 to \$25,000 beginning January 1, 2010. This allowed cases that would have been commenced in the Superior Court of Justice prior to 2010 to be brought in the Small Claims Court.

Events Heard

Over the past five years, events heard increased by 2.5 per cent.

Courtroom Operating Hours¹

Since 2008-09, courtroom operating hours increased by 2.7 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 2012-13, criminal appeals 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 increased by 15 per cent, while appeals disposed decreased by 11 per cent.

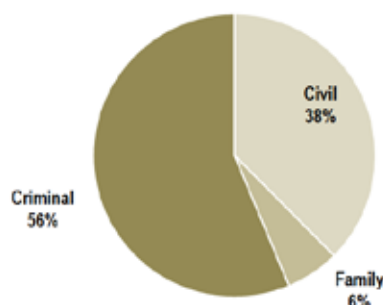
The number of criminal appeals pending increased seven per cent.

Civil and Family Appeals

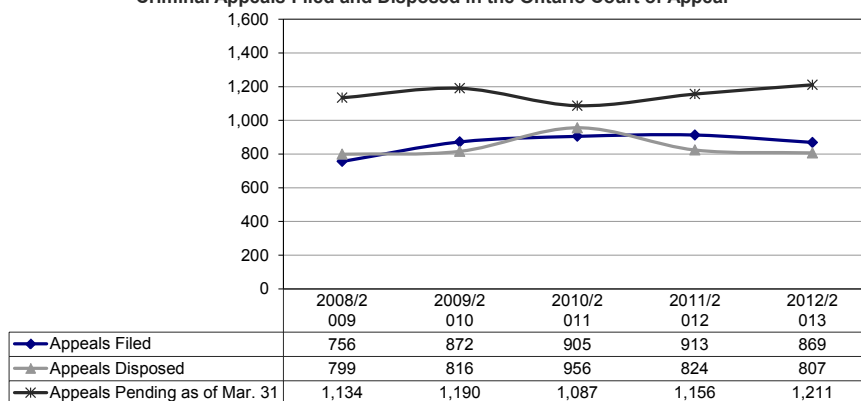
Over the last five years, the number of civil and family appeals decreased by seven per cent, while appeals disposed remained relatively stable.

The number of civil and family proceedings pending decreased by 15.5 per cent.

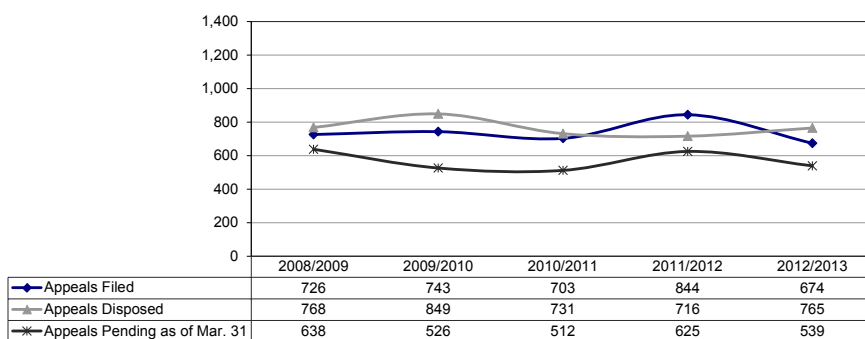
Appeals Filed in the Ontario Court of Appeal
April 2012 to March 2013



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

2012-13 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 is achieving more timely and effective justice services by targeting reductions in the provincial average number of days and court appearances needed to complete a criminal case.

Court Services Division local and corporate office staff are proud to be actively engaged in supporting JOT strategies to enhance effectiveness in all court sites.

Court staff play an integral role in local and regional 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 to December 2012 is available at www.ontario.ca/justiceontarget. The data show JOT is working to reduce delays.

JOT has already achieved what no other criminal court delay initiative has ever achieved: reductions in the average number of appearances and time needed to dispose of a criminal charge. The

results and benefits go beyond the numbers. Service to the public has improved and Ontario's criminal courts provide more information sooner so that more is accomplished at every court appearance. The people who work in our criminal courts are able to use their existing resources more effectively to focus on serious and difficult cases and to better assist victims, witnesses and the public.

Now, in a new phase, Court Services Division continues to support the strategy as it builds on these achievements, with new areas of focus and a refined approach to measuring progress.

A Metrics Table, co-chaired by a senior member of Court Services Division and comprised of experienced and knowledgeable experts representing all sectors of the criminal justice system, conducted consultations through the summer of 2012 and established a general number of appearances and days for most cases in the system:

- Five appearances and 90 days for less complex cases
- Ten appearances and 240 days for more complex cases
- Nine appearances and 180 days for cases with combined Provincial and Federal charges



Courtroom in the Pembroke courthouse

Regional Tables including the regional senior judges and justices of the peace, directors of court operations and others were engaged to develop goals for improvement using the benchmarks as a measuring tool.

The division is also represented on a Bail Experts Table, which is currently reviewing existing bail processes and holding focused consultations. This group is developing a set of recommendations to improve bail practices across the province.

While bail has been identified as one area of focus moving forward, court staff and other local leaders at every criminal court site continue to identify, implement and sustain initiatives to reduce criminal court delay.

Criminal Rules of the Ontario Court of Justice

New Criminal Rules of the Ontario Court of Justice became effective on July 1, 2012. The objective of the new rules is that criminal proceedings be dealt with “justly and efficiently”. The new rules are much shorter, contain fewer forms, and should serve to streamline and reduce the amount of paperwork associated with applications in criminal matters.

Reduction of Requests for Certified Copies of Court Documents

A one year pilot project to test a more efficient process for providing Crown Attorneys with certified copies of necessary court documents in the Toronto Region commenced in July 2012. So far, this pilot project has reduced the number of requests for certified court documents in the region.

Ontario Court of Justice Practice Direction on Justice Partner Access to Youth Criminal Justice Act Dockets

On January 4, 2013, the Chief Justice of the Ontario Court of Justice issued an order under section 119(1)(s)(ii) of the *Youth Criminal Justice Act* (YCJA) standardizing access to youth court dockets by key justice partners across the province while maintaining the strict standards for the protection of privacy afforded young persons in the YCJA. This order allows justice participants, such as probation staff and mental health court workers who provide assistance to

young persons in the criminal justice system, to get access to the information required to assist young persons before the court and facilitates the conduct of the day-to-day business of the youth court. By permitting that dockets be distributed electronically, this order also streamlines business processes for court staff, enhances customer service to justice partners and optimizes the use of existing technology.

Ontario Court of Justice Pilot Project on “E-Orders”

Court Services Division is working with the Ontario Court of Justice to pilot the use of newly developed adult probation and conditional sentence orders and youth probation orders. These new orders will be completed in court and the associated court and administrative processes will be tested during a pilot project involving three court sites, with a view to future provincewide implementation. The proposed language and style of the piloted orders aims to make the documents easier for offenders and justice partners, such as probation and police services, to understand and comply with. The pilot sites will be testing options to make optimum use of technology and improve the administration of justice.

WASH Court Working Group

The division co-chaired a Weekend and Statutory Holiday (WASH) court Working Group with the Criminal Law Division. The Ontario Court of Justice and key justice partners from the Criminal Lawyers Association, Ontario Association of Chiefs of Police, Ontario Provincial Police, Victim/Witness Assistance Program, Bail Supervision Program, Ministry of Correctional Services and Legal Aid Ontario participated in the working group. A final draft report on best practices in the province’s WASH courts and a draft Surety Information Package are under development.

The division welcomed the opportunity to work in partnership with all affected participants in the WASH courts to share best practices and develop meaningful materials to improve access to justice.

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 committee has jurisdiction to make rules regarding procedures in all civil proceedings.

Civil Case Management

Case management under Rule 77 of the Rules of Civil Procedure operates in Ottawa, Toronto and Windsor. Under case management, the court supervises the progress of cases to promote timely resolution. 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 provincewide consultations, reviewed civil justice studies and reforms in other jurisdictions and considered available data.

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.

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

Civil mandatory mediation under Rule 24.1 of the Rules of Civil Procedure operates in Toronto, Ottawa and Windsor. It 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 Ottawa, Toronto and Windsor. 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.

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 available online at



New Waterloo Region courthouse

<http://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 has been 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. Impacts of the reform continue to be monitored.

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 available online at http://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 Small Claims Court Rules 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 <http://www.ontariocourtforms.on.ca/english/scc>.

As of May 2010, five commonly-used Small Claims Court forms can 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/>. Many Small Claims Court forms can be 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 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.

Estates

User-friendly estates forms under Rule 74 of the Rules of Civil Procedure are available the Ontario Court Forms website in fillable PDF and Microsoft Word formats. The formatting of the forms complies with the requirements set out in subrule 4.01 of the Rules of Civil Procedure. The forms can be accessed at the following link: <http://www.ontariocourtforms.on.ca/english/civil>.

The Family Courts

Transfer of the Ministry Accessibility Unit

In October 2012, the Court Services Division transferred responsibility for the Ministry of the Attorney General's Accessibility Unit from the Family Policy and Programs Branch to the Human Resources Strategic Business Unit of the Corporate Services Management Division. This realignment of resources was an important reflection of the Ministry's commitment to the integration of the accessibility and diversity components of the inclusion program. The Ontario government's next steps in diversity and accessibility focus on employee engagement across the spectrum of inclusion and embedding the inclusion message in the organization. As a result of this development, the Ministry has a newly created Manager of Diversity and Accessibility position, which reports directly to the Director of Human Resources.

Court Services Division continues to work closely with the Accessibility Unit to ensure that Ontario's courts are accessible to the public and all participants in the justice system.

Family Mediation and Information Services

Since fall 2011, families across the province have had access to:

- a mandatory information program

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

These services are delivered by service providers who were successful bidders through a competitive procurement process. The Family Policy and Programs Branch provides oversight to these providers, policy support, and financial accountability for these contracts. In 2012-13, the branch released and evaluated a request for proposals for four locations within Ontario where contracts were set to expire in the end of March 2013.

Expansion of Partnership with the Family Responsibility Office

After an evaluation demonstrated the success of a pilot project with the Family Responsibility Office (FRO) to centralize the processing of writs of seizure and sale and notices of garnishment, the Family Policy and Programs Branch expanded the partnership to include all family courts in Ontario. Now a centralized court clerk, located at the Family Responsibility Office in Toronto, issues writs and notices of garnishments for all FRO cases. Court Services Division continues to work closely with the FRO to improve customer services.

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 the Honourable Justice Russell Juriansz of the Court of Appeal for Ontario.

In 2012, the Family Rules Committee made the following changes:

- Extended the term of the Case Management Master in the Family Court of the Superior Court of Justice in Ottawa (Rule 42).
- Clarified who the parties are in a motion to change under s. 57.1 of the *Child and Family*

Services Act with the intent of standardizing the practice (Rule 7(4.1)).

- Forms 8D (application-adoption) and 25C (adoption order) were amended to clarify the process for step-parent adoptions.
- Several amendments were made relating to family arbitrations to address procedural requirements that were created by amendments made to the *Arbitration Act, 1991* and the *Family Law Act* in 2008. Two new forms were created to support the new arbitration procedures: a Request to Enforce a Family Arbitration Award, Form 32.1 and a Dispute of Request to Enforce, Form 32.1A.
- Amendments were made to support a new regulation under the *Public Guardian and Trustee Act* about money that is paid into and out of court in family and civil cases.



Artwork entitled "Themes" by Gino Lorcini at the London Courthouse

Chapter 5

2012 - 13 Corporate Initiatives

Access to Justice

Accessibility for Persons with Disabilities

Court Services Division developed and updated many accessibility initiatives in 2012-13. The accessibility coordinator service, a key initiative towards improving accessibility in the courts, was improved and expanded by providing services to remote and fly-in satellite court locations. An updated list of accessibility coordinators serving these locations was added to the ministry's public website. A list of the accessibility coordinators can be accessed via the ministry website at: <http://www.ontariocourtforms.on.ca/english/accessibility> or by calling the general enquiry line at:

Phone: 416-326-2220 or 1-800-518-7901

TTY: 416-326-4012 or 1-877-425-0575

One area in which continuous progress is being made is in improving accessibility in the courtrooms. Court Services Division is implementing assistive listening devices (ALDs) in courthouses for persons with hearing impairments to make listening easier in courtrooms and other

service locations in the ministry. The assistive listening devices will be available for use by the public and judiciary in all courtrooms across the province.

Several facilities projects focused on improving courtroom accessibility were completed in 2012-13. Some examples include: the construction of an accessible Legal Aid office in Haileybury; construction of accessible counters in Kenora, Cornwall and Sudbury; and renovations to create barrier free access to some judicial daises in Cornwall and Toronto.

The division demonstrated its commitment to improving customer service for persons with disabilities by providing more accessibility training. Additional training included topics such as using TeleTYpewriters (TTY) and Bell relay services, and meeting the needs of people who are blind. Both in-person and on-line training focusing on creating accessible documents was offered to staff across the ministry.

This past year, the division maintained its commitment to accessibility as the Integrated Accessibility Standards Regulation (IASR) came



Accessibility signage at the new Waterloo Region courthouse

into effect. Staff across the province were trained on the IASR and the *Human Rights Code* in order to be fully compliant by May 2013. This mandatory training reaffirms the division's commitments to ensuring an accessible court system.

The division participated in a continuing legal education module offered by the Law Society of Upper Canada about the accessibility coordinator service in November 2012. This outreach is part of ongoing efforts to provide consistency in customer service for persons with disabilities in Ontario's court system. All of the training sessions and presentations are posted on the division's intranet site as a learning resource for staff.

Many accessibility activities focused on mental health awareness and the court system. The Canadian Mental Health Association (CMHA) presented to members of the Ontario Courts Accessibility Committee. The division also began working on a CMHA-sponsored "Mental Health in the Courts" committee focused on improving access to the courts through training and education about serving clients with mental health issues. As part of diversity events, the division coordinated a mental health awareness event for ministry staff in March 2012.

Accessibility Unit staff provided overview sessions on the 2012 Integrated Accessibility Standards Regulations to many divisional management committees and to 30 family justice service providers. The unit also continues to coordinate three accessibility committees: the Ontario Courts Accessibility Committee, the Accessibility Executive Steering Committee and the Courts Accessibility Sub-Committee.

The division enhanced accessibility by creating more documents in accessible formats. The following publications are now more accessible: Guide to Family Court Procedures; Guide to Motions to Change; and What you Should Know about Family Law in Ontario. In addition, eight forms were revised and made accessible to the public on the Ontario Court Forms website <http://www.ontariocourtforms.on.ca>.

The division also obtained feedback on its accessibility initiatives. Several tools were used to collect and monitor client satisfaction as well as receive suggestions for improvements in the delivery of court services. Client satisfaction will continue to be monitored to see if improvements

in providing accessibility-related services further increases satisfaction ratings.

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 share information and best practices.

Since June 2009, the division has administered over 1,800 new court interpreter tests across the province. In 2012-13, over 200 tests were administered. Court interpreter training reflects adult learning principles and continues to be delivered to interpreters across the province. To help individuals prepare for the test, test preparation classes are offered free of charge. These classes supplement online test preparation materials and provide helpful information on how to best use the online materials. During 2012-13, over 200 current and potential interpreters attended over 30 test preparation sessions. With the new tests in place, the division continues to recruit, test, and train qualified court interpreters.

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.

Jury Review

In 2012, the ministry completed the relocation of the Provincial Jury Centre to Toronto. As a result of the relocation, the Provincial Jury Centre has joined the Operational Support Unit within the Divisional Support Branch.

An update to the Jury Management Manual was posted to the Court Services Division intranet site providing a one-stop resource for court staff.

In early 2013, following a consultation process with the judiciary and Ryerson University, the ministry completed filming an updated Juror Orientation Video. The video is expected to be released in 2013 and will provide helpful information to individuals summoned for jury duty.

In 2012-2013, the ministry continued its partnerships with numerous First Nations communities in Ontario by hosting jury awareness forums in order to share information and to further



Jury assembly room at the new Waterloo Region Courthouse.

engage First Nation individuals living on reserve in the jury process. As part of its commitment to enhance the participation of people living on reserves in the jury process, the Attorney General appointed the Honourable Mr. Frank Iacobucci to conduct an independent review of this issue. On February 26, 2013, Mr. Iacobucci completed this review and released his 17-recommendation report entitled, "First Nations Representation on Ontario Juries". The report will help the ministry build on its ongoing efforts to improve participation of First Nations individuals on jury rolls.

Modernizing Service Delivery

Court Reporting Services

Digital Recording Device Implementation:

In 2012-13, the ministry completed the implementation of digital recording devices (DRDs) in courtrooms across the province. DRDs were implemented in over 700 courtrooms in 162 court sites. DRDs provide a standardized method of court reporting and are a step in the division's incremental, multi-year plan to provide

professional tools to our staff and to ensure the integrity and security of the court record.

More than 1,000 staff members were trained with the support and guidance of the digital recording experts and local peer coaches. Local implementation teams were critical in combining the efforts of local management, systems officers, regional business leads and IT coordinators, digital recording experts, and peer coaches to make the implementation a success.

In 2012, a new regulated fee was established to cover the cost of providing a CD copy of the digital recording to individuals authorized by the court.

An enhanced digital file storage and re-naming application was developed to provide timely and efficient access by the judiciary to recordings of their own proceedings.

A number of Live Meetings, conference calls, and on-site appearances also took place to support the initiative. Additionally, numerous digital recording presentations were provided across the province to regional management committees, judiciary, and court staff.

The ministry has received positive feedback from court staff, the judiciary, and management. In particular, feedback highlighted the benefits of digital recording, including the clarity and security of the recording in ensuring future access for both playback of the recording and transcript production.

Recording Management System:

A web-based recording management system has been developed to standardize the management and tracking of transcript and access to audio orders. A pilot is currently underway with provincial rollout scheduled for 2013-14.

IT Initiatives and Accomplishments

In 2012-13, the Court Solutions Branch (CSB) provided expertise and guidance in the development and implementation of the following information technology (IT) initiatives:

File and Print Server Modernization

In 2012-13, the CSB initiated a project to modernize file and print services for the Court Services Division, with a goal of ensuring a stable, modern infrastructure to support the division's expanding information storage, print management, and digital recording device file storage requirements. Another benefit to this initiative is a reduction in the division's investment in file and print infrastructure hardware.

A proof-of-concept for file and print services utilizing enhanced data encryption is currently underway.

In-Court Technology (Toronto Region) – Electronic Evidence Display Upgrades

In 2012-13, enhanced electronic evidence display technology was deployed in five Toronto Region court sites (eight courtrooms), with further work ongoing in other specific Toronto Region court locations.

Enhanced electronic evidence display technology allows the users of the court to present evidence using a wide variety of electronic formats. This initiative, a collaborative effort involving the CSB, the Court Services Division, the Criminal Law Division, and the Justice Video Network, enhances the efficiency and effectiveness of in-



Video-evidence display suites installed at 1000 Finch in Toronto

court processes and can serve as a model for other courtrooms across the province.

Providing Support for the Judiciary

The CSB provides ongoing support to the judiciary on behalf of the Court Services Division through direct IT support and by working collaboratively with the Judicial Information Technology Office (JITO). The CSB and JITO together identify and resolve IT issues, and assist the division in enhancing access to justice through ongoing support, exploration, and development of both current and new technology. A critical component of this work is support for the security and segregation of judicial information.

Ongoing work in 2012-13 included collaboration and consultation with the Ontario Court of Justice and the Superior Court of Justice for initiatives such as the Judicial and Judicial Support IT Equipment Renewal, which ensures an updated computing environment for all judicial users, and the digital recording devices (DRD) File Access Project, which was successfully piloted and implemented in court sites in Cornwall, Sault Ste. Marie, Gore Bay, Elliot Lake, St. Thomas, and the Superior Court of Justice in Toronto. A provincewide roll out is scheduled to commence in early 2013-14. The goal of the DRD File Access Project is to provide the judiciary with simplified electronic access to the recordings of the court sessions over which they have presided.

Courts Time Reporting System

The Courts Time Reporting System was piloted and is currently in use in the Court Services Division's East Region. The system is an electronic attendance tracking tool intended to

streamline the current reporting process and meet local, regional, and corporate requirements for tracking and managing in-court staff hours. The system is currently being modified for enhanced functionality to be followed by an incremental provincewide rollout.

Digital Recording – Phase 2

The Court Services Division continued its incremental implementation of digital recording devices (DRDs) in Ontario's courtrooms in 2012-13, replacing the remaining analog recorders used to take the court record. There are now over 1,100 devices taking the record in courtrooms and hearing rooms across the province.

The division's implementation of DRD technology has significantly enhanced in-court processes.

Provincial Jury Selection System

The Provincial Jury Selection System is a centralized, web-based application used by the Court Services Division to support the creation of jury panels, the management of jury candidate lists, and the generation of related reports and statistics.

In 2012-13, efforts focused on enhancing system functionality to improve both the management of and the information available to jury panel members and jurors. The improved features support both the division and the public in providing this important court function.

Estates

The Estates System supports the Superior Court of Justice in the processing of estate matters.

In response to legislative changes, the Court Services Division and the CSB worked together to upgrade the system, which was deployed across the province and now includes enhanced functionality on a modernized technology platform.

Electronic Distribution of Court Dockets

The Integrated Court Offences Network (ICON) system generates criminal court dockets (court schedules) via hard copy for all Ontario Court of Justice court locations. In 2012-2013, the CSB worked with the Court Services Division to develop a process to introduce efficiencies by

electronically distributing the dockets to internal and external justice stakeholders.

This initiative began in early January 2013 in 12 Ontario Court of Justice courts across the province, with a full implementation in all Ontario Court of Justice courts scheduled to commence in April 2013.



In courtrooms at the new Waterloo Region Courthouse, the judicial coat of arms can be changed with the slide of a panel so the courtroom can be set up for either Superior Court of Justice or Ontario Court of Justice matters.

Exhibits Management

In June 2012, the Divisional Support Branch developed and released a High-Risk Exhibits Management Guide – Phase 2. The guide specifies processes and procedures that are to be followed to ensure the safe handling and storage of high-risk exhibits. The guide also addresses several health and safety recommendations made by the Ontario Internal Audit Report on Court Exhibits Management.

A High-Risk Exhibits Training Working Group (a sub-group of the Divisional Exhibit Management Working Committee) was established to develop training materials to facilitate the implementation of the High-Risk Exhibits Management Guide. Training slides with an audio narrative were developed, which focus on identifying high-risk and hazardous exhibits and health and safety topics, such as the proper use of personal protective equipment. The target audience for the training includes all court staff that may handle an exhibit.

Court Security

In 2012, the provincial government commenced the upload of court security and prisoner transportation costs from municipalities. The upload is being phased in over seven years and will provide municipalities with up to \$125 million per year in new funding by 2018. This initiative also includes the development of a court security standards framework for Ontario's courts, in consultation with the police, the judiciary, and key justice participants.

In June 2011, 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, distributed a consultation paper to a broad range of justice sector participants and stakeholder groups to seek their input on a preliminary court security standards framework. Feedback from this consultation paper is being incorporated into the development of a new court security standards framework.

Divisional Training Initiatives and Partnerships

Training Initiatives for Court Staff and Managers

Providing effective training resources to support learning and development for both court staff and managers continues to be a priority for the Court Services Division. With over 4000 employees across the province, in seven regions and five branches, the learning needs are varied.

The Court Services Division Training Plan guides the central coordination of training initiatives and ensures consistent high-quality training materials to support staff development. The plan focuses on operational training about new court systems and priorities and includes corporately developed and delivered training. The plan is supported by the work of the Learning and Development Committee, consisting of corporate and regional representatives from across the division. This provides a forum for consultation on the identification of learning and development priorities, evaluation of current and ongoing training and the identification of knowledge or skill gaps that might be addressed through future planning.

In 2012-13, the division facilitated the delivery of mandatory training in the areas of accessibility, First Nations jury selection, enforcement, and interpretation. A new voluntary training course was developed and offered to staff interested in



Assistant Deputy Attorney General Lynne Wagner speaks at a Divisional Management Meeting for all management staff in May 2012

management positions called “Management – Is It For Me?”. The course includes a toolkit of resources on management competencies as well as an in-person session with an expert panel of managers and supervisors. This new course supports the division’s commitment to employee engagement through career advancement and has received positive feedback from across the province.

Providing tools to support a professional and respectful workplace continued to be a key priority for the division in 2012-13. Over 4000 staff benefited from attending in-person and Live Meeting sessions in 2011-12. This fiscal year, the division launched a recorded session as a new e-learning tool to ensure that future staff will benefit from the same learning opportunity. This tool has become a mandatory component of the division’s orientation and on-boarding program.

Court Services Division considers orientation and on-boarding an important part of its learning and development program. In 2010, the division developed the CSD Employee Manual, an online orientation resource for staff. The manual is regularly updated and remains a source of information and support for new and current staff. The division developed an ADAG Orientation Video. This provides our assistant deputy attorney general, Lynne Wagner, with an opportunity to offer a personal welcome message to all new staff as well as to review the ministry’s orientation and onboarding tools and resources.

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. 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 training program in September

2009, and Algonquin College began delivering the program in 2011. The division continues to provide ongoing support to all programs.

Customer Service

2012-13 Client Satisfaction Survey

In January and February 2013, the division conducted its annual client satisfaction survey. The survey was conducted online and in-person at ten court locations across the seven regions.

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

In total, 1,538 surveys were collected from across the province over a two month period. The surveys consistently indicated high levels of client satisfaction across the province for all practice areas and locations.

Overall, 89 per cent of clients agreed or strongly agreed they were satisfied with the court counter service they received. The survey also assessed client satisfaction with the division’s French language and accessibility services. Of the 1,538 respondents, a small proportion (1.5 per cent) requested French language services and 87 per cent of these clients were satisfied with the French language services they received. Just over three per cent of respondents had a disability-related need and a majority of those indicated they were satisfied with the assistance they received.

The Client Satisfaction Survey results reflect the high quality of work that is achieved every day in courthouses across the province by Court Services Division staff and managers.



Filing at the counter at the Court of Appeal for Ontario

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 statutes, 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 operational reviews of selected *POA* courts. In 2012-13, the division conducted operational reviews of five municipal court offices. The division also led a number of initiatives to assist municipal partners in the delivery of local justice services and to 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 and improve public services, including a new early resolution process for the two million *POA* Part I tickets issued each year, expanding the use of remote appearances via video and teleconferencing equipment and encouraging the implementation of electronic filing at municipal court offices.
- Working with the Ministries of Transportation, Finance and Municipal Affairs and Housing to identify and pursue targeted initiatives to improve the municipal collection of defaulted *POA* fines.
- Regular 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 and the recent streamlining amendments to the *POA*.

Commissioners for Taking Affidavits

New provisions under the *Commissioners for Taking Affidavits Act* were proclaimed and a regulation came into effect on December 31, 2012 that expanded the categories of people who can automatically take affidavits by virtue of their professions. The list will be further expanded to include licensed paralegals when those provisions of the regulation become effective on July 1, 2013.

Managing Court Facilities

Within the Ministry of the Attorney General, the Corporate Services Management Division (CSMD) has the lead responsibility for capital planning and strategic oversight through its Facilities Management Branch (FMB). The Court Services Division works in partnership with FMB to identify capital planning priorities and to manage courthouse facilities issues across the province. FMB works closely with Infrastructure Ontario and the Ministry of Infrastructure to implement capital courthouse improvements.

Asset Management Planning

In the summer of 2011, the province released its new 10-year infrastructure plan, "Building Together". As part of this plan, asset management was identified as a priority for the government and all ministries. Each provincial ministry that owns and operates infrastructure is now required to prepare and update an annual inventory of its infrastructure assets and a plan to maintain those assets, based on a consistent framework.

In the fall of 2011, Facilities Management Branch, in collaboration with Infrastructure Ontario and CBRE, undertook the first phase of a comprehensive inventory and asset description of 125 ministry locations, including courthouses and



Ribbon cutting ceremony for new Waterloo courthouse

Left to right:

Dante Pontone, Assistant Deputy Attorney General, Corporate Services Management Division; Carl Zehr, Mayor of Kitchener; John Milloy, MPP Kitchener Centre; Patrick Monahan, Deputy Attorney General; Michael Harris, MPP Kitchener-Conestoga; Ken Seiling, Waterloo Region Chair
Lynne Wagner, Assistant Deputy Attorney General, Court Services Division

selected office space across the province. This phase was completed in 2012.

In 2013, the second phase of the asset management plan will be initiated. This phase involves a comprehensive inventory, asset description and space measurement of all the ministries, clustered agencies and related office space, including hearing/tribunal spaces and related offices.

The information collected will be used as part of the foundation for the Ministry's Asset Management Plan and enable the ministry to provide more effective, proactive, strategic, and financially responsible stewardship of court and office facilities.

Courthouse Wayfinding and Signage Projects

In 2008, the Facilities Management Branch initiated a signage and wayfinding improvement project following the ministry's pledge to increase accessibility in the province's courthouses.

As a provincewide initiative, the Courthouse Wayfinding Signage Standards (CWSS) provide

critical information for Ontarians attending court – clear and easy to understand signs in courthouses.

The response to the pilot project at the Barrie Courthouse in 2011 was positive. People visiting the courthouse found it easier and faster to locate courtrooms and services within the building.

Due to the project's initial success, the installation of new wayfinding and improvement signs were completed this past year in Brampton, Gore Bay, Hamilton, Newmarket, Ottawa, Sarnia, and at both 245 Windsor Avenue and 200 Chatham Street in Windsor.

Justice on Target

A number of facilities projects were completed across the province in support of the Justice on Target (JOT) objective of creating ways for our justice participants to work more collaboratively. In the Cochrane and Haileybury courthouses, new Legal Aid Ontario offices were built to enable on-site processing of applications. Various projects were also completed in Toronto. At 60 Queen West, staff and counter services were rearranged while at 401 Bay and 444 Yonge the Crown Attorney Offices were reconfigured. As well, the

duty counsel office at 1000 Finch Avenue West was expanded.

Renovations and Expansions

The ministry is committed to investing in courthouse renovation and expansion projects to address facility performance matters. Lifecycle maintenance projects funded from the Ministry's Infrastructure Renewal allocation deal with facility deficiencies to extend the useful life of the existing courthouse portfolio. Examples of projects completed at court locations include: jury box expansion to accommodate a 14-member jury, replacing public bench seating, electrical evaluations and fixes, sound-lift upgrades, re-carpeting and painting.

Major renovations in excess of \$1 million were completed in Hamilton, Orangeville, Ottawa, Sault Ste. Marie and Toronto. The ministry continues to work with our judicial partners to identify and address capacity issues particularly in the Barrie, Newmarket and Brampton courthouses.

New Courthouse Construction

Alternative Financing and Procurement Projects

Through its Alternative Financing and Procurement (AFP) Courthouse Projects Office, and in partnership with the Ministry of Infrastructure and Infrastructure Ontario, the ministry is delivering a number of new courthouse development projects. The alternative financing and procurement model

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.

Located in downtown Oshawa, the Durham Region Courthouse was the first courthouse delivered using the AFP model. The courthouse has been fully operational since spring 2010. As one of the most accessible, environmentally-friendly and technologically advanced courthouses operating in Ontario, it continues to receive industry recognition. In 2012, it won a City of Oshawa Urban Design Award.

Waterloo Region Consolidated Courthouse

The Waterloo Region Courthouse located in downtown Kitchener was substantially complete on January 12, 2013. The seven-storey courthouse has 30 courtrooms and features a contemporary design that responds to the local area by incorporating a 'Grand River' theme throughout the landscaping and major public spaces. A construction completion event was held on February 22, 2013 and the facility is expected to be fully operational in April 2013.

Thunder Bay Consolidated Courthouse

Construction is progressing and nearly complete on the new courthouse, with substantial completion scheduled for fall 2013. Under construction since 2011, the new courthouse is located in the Fort Williams district of downtown Thunder Bay.



The Thunder Bay Consolidated Courthouse is on schedule for completion in fall 2013.

Rendering of the St. Thomas courthouse currently under construction



The new 15 courtroom facility will include the province's first Aboriginal Conference Settlement Suite, a culturally relevant Aboriginal space designed for case conferencing, pre-trials, Gladue Courts and family and civil hearings. The new courthouse will bring together Ontario Court of Justice and Superior Court of Justice functions, Crown attorney offices, courts administration and Victim/Witness Assistance Program services in a single modern facility. The building will also include barrier-free design and a commitment to meeting the Leadership in Energy and Environmental Design (LEED) Silver standard.

Quinte Consolidated Courthouse

Construction of the six-storey consolidated courthouse in downtown Belleville is expected to reach substantial completion in May 2013. The six-storey facility consolidating four courthouses - three in Belleville and one in Trenton - will be home to 11 courtrooms and five conference/settlement suites. It will also include offices for the Crown attorneys, the Victim/Witness Assistance Program and offices for external agencies such as the Law Association, Probation and Parole and in-custody accused. One of the important design features of the new courthouse will be its ability to adapt to future requirements generated by population growth, new legislation and new technologies. Certain areas of the courthouse will be able to be modified to accommodate changing caseload volumes and the latest court technology.

St. Thomas Consolidated Courthouse

Construction is nearing completion on the new St. Thomas Consolidated Courthouse, which is being built on the existing property of the historic Elgin County Courthouse. The eight courtroom facility will feature the historic courthouse and the Land Registry Office prominently in the new design. The courthouse is scheduled to be completed in November 2013.

Planning for the Future

Court Services Modernization

In its 2012 budget, the government announced that it will begin to modernize court services by providing various services online.

The division's vision for modernized court services is to create more paperless, automated processes, facilitate more remote court appearances and provide e-services for the public, such as electronic filing and more online court information.

In 2012-13, a dedicated Court Services Modernization Branch was established to develop and implement an incremental, multi-year plan to achieve these goals. More information about court services modernization initiatives will be made available as this plan is developed.

Chapter 6

Report on Resources

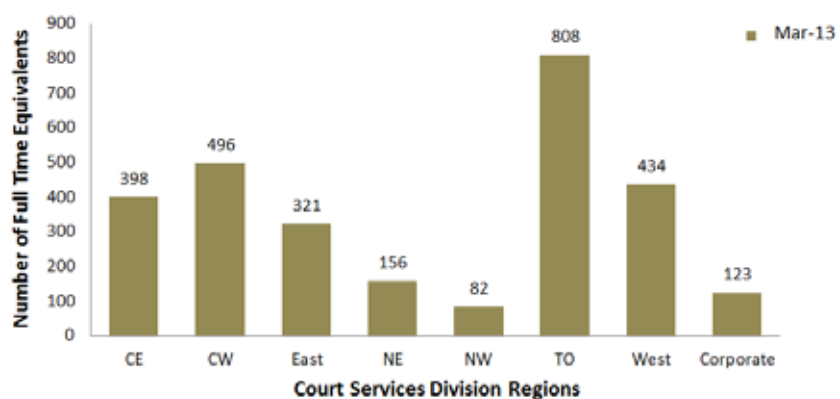
Human Resources by Region*

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

Region	March 2013
Central East	398
Central West	496
East	321
Northeast	156
Northwest	82
Toronto	808
West	434
Corporate Office	123
Total	2,818

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

Human Resources (FTEs) for Fiscal 2012-13



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 hours per week is counted as 0.6 FTE, while a full-time employee is counted as one FTE.

Revenue by Region 2012-13

	Central East	Central West	East	Northeast	Northwest	Toronto	West	Total
Fees	10,322,488	18,930,115	7,549,709	2,553,842	910,000	25,579,285	9,200,168	75,045,607
Sales	50,541	92,686	36,965	12,504	4,456	125,242	45,046	367,440
Fines	9,673,459	9,624,632	8,470,308	2,255,627	1,125,121	5,470,489	9,555,800	46,175,436
Reimbursements*	3,358,549	3,341,597	2,940,824	783,136	390,633	1,899,311	3,317,699	16,031,749
Miscellaneous	735,909	1,349,562	538,233	182,068	64,876	1,823,594	655,897	5,350,139
Government of Canada	837,517	1,535,898	612,547	207,206	73,833	2,075,379	746,457	6,088,837
Total	24,978,463	34,874,490	20,148,586	5,994,383	2,568,919	36,973,300	23,521,067	149,059,208

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

Statement of Expenditures

For years ending March 31, 2013, 2012, 2011, 2010 and 2009

	2012-13	2011-12	2010-11	2009-10	2008-09
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	160,586,337	163,046,341	156,778,664	155,423,547	158,402,114
Employee Benefits	27,346,524	27,451,579	27,063,988	26,615,373	26,208,454
Transportation and Communication	8,705,460	7,825,174	8,980,511	7,894,891	7,992,780
Services	59,122,384	55,098,226	53,925,295	50,952,200	47,171,444
Supplies and Equipment	9,755,103	7,559,511	11,615,035	8,464,357	9,894,049
Recoveries ¹	0	- 3,630,965	-4,529,943	-313,875	
	265,515,808	257,349,866	253,853,590	249,036,493	249,668,841
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	131,104,524	130,102,004	124,991,380	123,388,419	116,066,660
Judicial and Employee Benefits	9,226,657	9,400,827	9,576,455	9,502,594	8,990,087
Transportation and Communication	2,751,937	3,032,764	3,157,931	3,487,156	3,766,835
Services	11,331,131	11,788,870	10,775,643	10,468,583	10,300,133
Supplies and Equipment	591,257	491,298	582,444	748,288	851,698
Transfer Payments (to the National Judicial Institute and the Ontario Conference of Judges)	231,951	231,951	231,951	231,951	231,951
		155,047,714	149,315,804	147,826,991	140,207,364
Bad Debt Expense ²	5,373,269	4,867,686	6,677,773	6,525,162	7,838,480
TOTAL OPERATING	426,126,534	417,265,266	409,847,167	403,388,646	397,714,686
OPERATING ALLOCATION	426,442,800	418,631,800	411,361,100	402,190,600	397,096,685
CAPITAL					
Court Construction					
Acquisition/Construction of Physical Assets	21,610,023	291,938,465	158,384,759	70,406,368	159,677,578
TOTAL CAPITAL	21,610,023	291,938,465	158,384,759	70,406,368	159,677,578
CAPITAL ALLOCATION	21,658,000	294,229,600	174,787,900	81,334,000	163,528,400

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 uncollectable.

Appendix A:
Court Services Division
Five-Year Plan

2012-13 to 2017-18

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 improvements to accessibility for people with disabilities will be driven by the ministry's annual accessibility 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 2011-12 and Removed from the Plan

Legislated Goal:

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

Business Goal:

Accessible services

Achievement:

- Integrated into ongoing work with the Ontario Court of Justice and Superior Court of Justice about access to court activity data

Legislated Goal:

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

Business Goal:

Efficient Resource Management

Achievement:

- Worked with justice partners and the judiciary to plan new courthouses in a manner that can accommodate integrated service delivery for family cases

Legislated Goal:

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

Business Goal:

Accessible Services

Achievements:

- Supported the establishment of Legal Aid Ontario offices in court locations to support criminal and family court objectives
- Updated all guides to procedures in family courts
- Developed policy and planning tools on how to prevent, remove or reduce barriers when developing and reviewing legislation, programs, policies and funding proposals and requests, and transferred responsibility for this initiative to the Policy and Adjudicative Tribunals Division in 2012-13
- Developed an annual accessibility plan for improving accessibility in courts and other areas of the ministry
- Transferred responsibility for the ministry's accessibility unit to the new integrated inclusion Branch under the Human Resources Strategic Business Unit in 2012-13
- Supported the Pro Bono Law Help pilot project in the Toronto Region
- Updated guides to procedures in Small Claims Court

Legislated Goal:

Further the provision of high-quality services to the public

Business Goal:

Timely and Efficient Case Processing

Achievements:

- Completed 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

- Provided 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 and expanded family justice core services to all base court and non-fly-in sites
- Participated in and facilitated the Attorney General's Family Justice Improvement Project with the expansion of service provincewide
- Developed a new database for tracking family mediation statistics and Family Law Information Centres data collection
- Integrated the implementation of the short-term recommendations of the Technology for Ontario Courtrooms Discussion Paper into the in-court technology modernization initiatives that the division continues working on
- Permitted more remote appearances, particularly in northern locations and Central East Region through the use of closed circuit TV and video conferencing technology; the division continues to do so with enhanced technology
- Implemented enhancements to the criminal case tracking system and implemented improvements to performance design and functionality of case management systems; the division continues to undertake ICON, FRANK and Financial Management System (FMS training and support) improvements

Business Goal:

Consistent, high-quality services

Achievements:

- Completed the expansion, in collaboration with the courts and Legal Aid Ontario, of key family justice services providewide to all base courts that hear family cases: a Mandatory Information Program, information and referral coordinators, free on-site mediation, and sliding scale fee off-site mediation
- Continued consultation with staff and judiciary to develop a future strategy for the division; this initiative has now been integrated into the Court Services Division's Modernization work

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				
		12/13	13/14	14/15	15/16	16/17
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 2012-13 Accomplishments: Completed a Memorandum of Understanding in May 2012	✓				
	Enter into a memoranda of understanding with the Justices of the Peace Appointments Advisory Committee (JPAAC) and the Judicial Appointments Advisory Committee (JAAC), as required under the Agency Establishment and Accountability Directive 2012-13 Accomplishments: Shared draft JAAC and JPAAC memoranda of understanding with the chairs of the JAAC and JPAAC for discussion and finalization	✓				
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 2012-13 Accomplishments: Continued ongoing discussions	✓				

✓ = A checkmark indicates accomplishments were completed during the fiscal year to support the initiative. Shaded areas indicate the number of years remaining in the initiative's 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				
		12/13	13/14	14/15	15/16	16/17
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 (OCAC), a multi-stakeholder committee, including representatives from the Courts, bar, ministry and disability community 2012-13 Accomplishments: Continued to co-chair the OCAC Promoted the Courts Disability Accessibility Education Project coordinated by the OCAC Education Subcommittee Continued to meet regularly and published two editions of the OCAC newsletter, both in print and electronically Promoted the OCAC newsletter, providing articles on a wide variety of topics on accessibility in the courts Participated in education sessions for the judiciary offered through the Law Society of Upper Canada	✓				
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 2012-13 Accomplishments: Reconvened a multi-ministry and stakeholder oversight committee for family justice with both Offices of the Chief Justices in 2012-13, with an early goal to review child protection statistics and best practices	✓				
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. 2012-13 Accomplishments: Created accessible forms and documents in the family and civil policy areas and included information about the accessibility coordinator service on some of these forms Updated Small Claims Court Guides to reflect new procedures for money paid into court and other housekeeping amendments Posted public information materials regarding estates matters online, including a summary of changes to the court rules and forms, a chart of pre-calculated estate administration tax, and a checklist of common errors to avoid in applying for a certificate of appointment of estate trustee Removed legislative barriers to e-filing and remote appearances in POA cases	✓				

✓ = A checkmark indicates accomplishments were completed during the fiscal year to support the initiative. Shaded areas indicate the number of years remaining in the initiative's timeline.

Legislated Goal #2:

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

Business Goal: Consistent High-Quality Services

Goal	Initiative	Implementation				
		12/13	13/14	14/15	15/16	16/17
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 2012-13 Accomplishments: Established Memoranda of Understanding with the Chief Justice of Ontario at the Court of Appeal for Ontario, the Chief Justice of the Superior Court of Justice of Ontario and the Chief Justice of the Ontario Court of Justice	✓				
	Create better links between government ministries that serve families, starting with those that service child protection clients 2012-13 Accomplishments: Reconvened a multi-ministry and stakeholder oversight committee for family justice with both Offices of the Chief Justices in 2012-13, with an early goal to review child protection statistics and best practices Piloted a new intake process of the Office of the Children's Lawyer court ordered referrals Completed a pilot project for centralizing Family Responsibility Office (FRO) enforcement functions and expanded it provincewide on an ongoing basis	✓				

✓ = A checkmark indicates accomplishments were completed during the fiscal year to support the initiative. Shaded areas indicate the number of years remaining in the initiative's 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				
		12/13	13/14	14/15	15/16	16/17
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 2012-13 Accomplishments: Continued to work extensively with the judiciary at the local, regional and corporate levels to engage the judiciary in the planning for all types of facilities projects from local infrastructure renewal to the development of new AFP courthouses Engaged with the Superior Court of Justice to work towards the development of a design standard for family practice services in new and existing 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 2012-13 Accomplishments: Implemented a systemic approach to identifying facilities related projects, building accessibility into the process for project identification ensuring that all projects identified by the regions and local courthouses are captured in the annual planning process Worked with Corporate Services Management Division to identify and prioritize projects that address gaps in accessibility in locations Integrated the identification of accessibility upgrades/ renewal needs in the process to identify Courts Services Division Infrastructure Renewal/ Lifecycle Maintenance Project List Continued to work closely with the ministry's Facilities Management Branch to identify and upgrade accessibility features in courthouses when other renovations were needed Completed the following accessibility projects in 2012-13 (sample of all the projects): - Kenora (216 Water Street) – the public counter was made accessible - Toronto (Osgoode Hall) – Automatic door openers and duress buttons were installed in washrooms on the 3rd floor - Toronto (393 University Avenue) - Barrier-free dais installed in courtroom 905 and a barrier-free conference	✓				

✓ = A checkmark indicates accomplishments were completed during the fiscal year to support the initiative. Shaded areas indicate the number of years remaining in the initiative's 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 (continued)

Goal	Initiative	Implementation				
		12/13	13/14	14/15	15/16	16/17
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)	- Ottawa (161 Elgin Street) – As a result of renovations following flooding, witness boxes in two courtrooms were made accessible - Peterborough (70 Simcoe Street) – The benches were adjusted in four courtrooms to accommodate wheelchairs - Sudbury (159 Cedar Street) – A new accessible public counter was constructed - Haileybury (393 Main Street) – An accessible Legal Aid Ontario office was constructed - Cochrane (149 Fourth Ave) – An accessible prisoner/ lawyer interview room was constructed	✓				
	Worked with the ministry's Alternate Financing Project Office, ensuring accessibility was addressed in new courthouses facility design, in procurement of products for courthouses in design, or in construction phases of new courthouses Ensured all public and ministry staff areas of the new facilities are designed to be accessible, including unique accessibility features such as adjustable lecterns and adjustable jury, witness and prisoner boxes as well as permanent courtroom assistive listening devices					

✓ = A checkmark indicates accomplishments were completed during the fiscal year to support the initiative. Shaded areas indicate the number of years remaining in the initiative's 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				
		12/13	13/14	14/15	15/16	16/17
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 2012-13 Accomplishments: Ensured compliance with the accessibility provisions within the OPS Procurement Directive through communications and ensuring the requirements are addressed as part of any compliance review (requirements will be highlighted as part of the annual procurement planning the division is implementing for 2013-14) Worked with the Ministry of Government Services to develop an accessibility legislative review project plan (responsibility for this item has now transferred to the Policy and Adjudicative Tribunals Division of the Ministry)	✓				
	Comply with the <i>Accessibility for Ontarians with Disabilities Act</i> , including the new Integrated Accessibility Standards regulation which has phased compliance dates from 2012 to 2020 for the Government of Ontario 2012-13 Accomplishments: Collaborated with municipal partners to improve access to <i>Provincial Offences Act</i> forms Provided new standard training based on the Integrated Accessibility Standards Regulation with senior management fully compliant December 31, 2013 and staff compliance required by May 31, 2013 Completed the certificate of assurance process for all statutory obligations for 2012-13, ensuring compliance Reported compliance with AODA regulations in May 2012	✓				
Barriers to services provided by the Court Services Division are identified and reduced or eliminated	Implement assistive devices and supports, and operational policies and procedures for meeting common accessibility needs in courthouses 2012-13 Accomplishments: Completed procurement of assistive listening devices for implementation in 2013 Implemented a systemic approach to identifying facility related projects and including in annual planning process Supplied assistive listening devices to all court locations in 2012-13 as well as manuals and training opportunities (full implementation within courthouses will be completed in 2013-14) Created accessible forms and documents in the family and civil policy areas and included information about the accessibility coordinator service on some of these forms	✓				

✓ = A checkmark indicates accomplishments were completed during the fiscal year to support the initiative. Shaded areas indicate the number of years remaining in the initiative's 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				
		12/13	13/14	14/15	15/16	16/17
Barriers to services provided by the Court Services Division are identified and reduced or eliminated (continued)	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 2012-13 Accomplishments: Expanded accessibility coordinator services to all satellite locations in 2012-13 Provided training resources to accessibility coordinators as well as ongoing advice and support on complex accommodation issues and policy interpretation	✓				
	Develop and implement operational policies, procedures and supports for meeting common accommodation needs in courthouses in a timely manner 2012-13 Accomplishments: Implemented a systemic approach to identifying facilities related projects, building accessibility into the process for project identification ensuring that all projects identified by the regions and local courthouses are captured in the annual planning process Worked with Corporate Services Management Division to identify and prioritize projects that address gaps in accessibility in locations	✓				
	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 2012-13 Accomplishments: Partnered with the Canadian Association for Mental Health (CAMH) in 2012-13 to develop training and support in relation to persons with mental health disabilities in the justice system	✓				
	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 2012-13 Accomplishments: Implemented a systemic approach to identify all facilities related projects Built accessibility into the process for project identification to ensure that all projects identified by the regions and local courthouses are captured in the annual planning process and the division continues to work with Corporate Services Management Division to identify and prioritize projects that address gaps in accessibility in locations	✓				

✓ = A checkmark indicates accomplishments were completed during the fiscal year to support the initiative. Shaded areas indicate the number of years remaining in the initiative's 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				
		12/13	13/14	14/15	15/16	16/17
Barriers to services provided by the Court Services Division are identified and reduced or eliminated (continued)	Develop a strategy to promote access to justice services for Aboriginal people 2012-13 Accomplishments: Commissioned report, which was released February 26, 2013 by the Honourable Frank Iacobucci, to support ongoing efforts to improve First Nations' representation on the province's jury rolls Commenced work on addressing Mr. Iacobucci's top two recommendations (establishing an advisory group and implementation committee) as a first step Continued building on ongoing efforts to improve participation of First Nations individuals on jury rolls and the government's ongoing efforts to build constructive, co-operative relationships with First Nations partners in Ontario through mutual respect, dignity and meaningful participation in decision-making Co-chaired the <i>Ontario Court of Justice and Ministry of the Attorney General Fly-In Court Working Group</i> whose mandate is to identify concrete ways to improve the delivery of justice services, and to improve access to justice for fly-in communities	✓				
	Review and modernize legal appointments process 2012-13 Accomplishments: Modernized and clarified the categories of commissioners for taking affidavits by virtue of their office or profession in the new <i>Commissioners for Taking Affidavits Act</i> Commenced ongoing review of the current policies and procedures for applications to the office of the commissioner for taking affidavits and notary public appointments	✓				

✓ = A checkmark indicates accomplishments were completed during the fiscal year to support the initiative. Shaded areas indicate the number of years remaining in the initiative's 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				
		12/13	13/14	14/15	15/16	16/17
Barriers to services provided by the Court Services Division are identified and reduced or eliminated (continued)	Create a publicly accessible legal appointments website to provide information and forms to applicants for Commissioner for Taking Affidavits and Notary Public appointments 2012-13 Accomplishments: Updated website to advise that a review is underway to expand the current FAQ's to provide more information to applicants Engaged in discussion with Communications Branch to move current website to the new government OneSite web Drafted comprehensive FAQ's to be posted on the Legal Appointments website Commenced ongoing review of the current policy and guide lines for commissioners and notary public appointments Sent communications to all municipal partners and advised them of legislative change, designating all employees authorized to exercise powers of clerk of the court as commissioners for taking affidavits by virtue of their office	✓				
	Create more detailed information materials for newly appointed commissioners for taking affidavits 2012-13 Accomplishments: Drafted comprehensive FAQ's to be posted on the Legal Appointments website Commenced ongoing review of the current policy and guide lines for commissioners and notary public appointments	✓				
	Ensure justice system clients receive high-quality French language services 2012-13 Accomplishments: Formed CSD FLS Bench and Bar Response Committee to review and respond to recommendations of the French Language Services Bench and Bar Advisory Committee directed at Court Services Division Received honourable mention in the FLS Commissioner's Annual Report for the POA Table FLS Subcommittee's collaborative and inclusive approach to supporting the delivery of French Language Services in municipal courts; this was identified as a best practice by the Deputy Minister of Francophone Affairs	✓				

✓ = A checkmark indicates accomplishments were completed during the fiscal year to support the initiative. Shaded areas indicate the number of years remaining in the initiative's 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				
		12/13	13/14	14/15	15/16	16/17
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	Work collaboratively with the judiciary to enhance online services and public access to court forms, court lists, etc. 2012-13 Accomplishments: Implemented a pilot project in the Ontario Court of Justice to email court dockets to a number of justice participants which will increase efficiencies, enhance use of technology and support the OPS green strategy Worked with the judiciary to update online and hard copy forms to reflect legislative changes and enhance usability Worked with the judiciary to develop separate English and French forms for the Criminal Proceedings Rules forms	✓				
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 2012-13 Accomplishments: Established a project team and work is underway Updated the jury duty website to reflect the move of the Provincial Jury Centre from London to Toronto	✓				
	In response to a request from the Superior Court of Justice, provide judiciary with enhanced security control and simplified access to their court recordings 2012-13 Accomplishments: Developed an enhanced electronic digital file structure to automatically upload recordings on a daily basis, enabling judiciary to search all of the recordings over which they presided through a desktop icon	✓				
	Use technology to permit more remote appearances 2012-13 Accomplishments: Implemented legislative and regulatory amendments to facilitate remote appearances in municipal courts of <i>Provincial Offences Act</i> matters Deployed videoconferencing technology to support in-court appearances and achieved the following results: - Oshawa and Timmins courthouses were able to connect defence counsel with incarcerated clients at local correctional centres - Reduced need for transport of the accused from the correction centre to the courthouse for first appearances of the accused for Weekend and Statutory Holiday Court (WASH court) at the Ottawa courthouse - Toronto Region used video to allow overseas witnesses to appear in court, and - Supported remote jury selection for a panel of 300 jurors in Milton	✓				

✓ = A checkmark indicates accomplishments were completed during the fiscal year to support the initiative. Shaded areas indicate the number of years remaining in the initiative's 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				
		12/13	13/14	14/15	15/16	16/17
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 Integrated Court Offences Network (ICON) 2012-13 Accomplishments: Supported the expansion of municipal court initiative to upload charge data captured through e-ticketing systems to ICON, with successful implementation in London and Brampton Provided ongoing support and training for users of court systems	✓				
	Ongoing support and training for users of court systems (ICON, FRANK, FMS) 2012-13 Accomplishments: Provided nine ASK ICON and ASK FRANK sessions to court staff to assist in using these case management systems Provided 18 financial management system training sessions to court staff at various sites across the province	✓				
Courtroom technology supports efficient case processing	Enhancements to court case management applications as per legislative and/or policy requirements 2012-13 Accomplishments: Implemented Early Resolution Meeting Notice for <i>Provincial Offences Act (POA)</i> court Enhanced ICON including retiring the first attendance codes and logic, and implemented codes to support new legislation for early resolution meeting processes Completed the following criminal court legislative changes within FRANK, ICON and Estates: - Eight new charges to the <i>Criminal Code of Canada</i> 17 new charges to the <i>Controlled Drugs and Substances Act</i>, and date of birth requirements in Estates	✓				
	Implementation of the new <i>Criminal Rules of the Ontario Court of Justice</i> 2012-13 Accomplishments Supported the implementation of the new Rules, which are much shorter, contain fewer forms, and should serve to streamline and reduce the amount of paperwork associated with applications in criminal matters Supported the development of a guide for accused persons in criminal trials and included a link to the guide in the criminal section of the ministry's website	✓				

✓ = A checkmark indicates accomplishments were completed during the fiscal year to support the initiative. Shaded areas indicate the number of years remaining in the initiative's 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				
		12/13	13/14	14/15	15/16	16/17
Courtroom technology supports efficient case processing (continued)	Recommendations, support and required deployment of technology for in-court electronic evidence display 2012-13 Accomplishments: Ongoing work of the In-Court Technology Working Group, with representatives from the Court Services Division, Criminal Law Division, and the Victims and Vulnerable Persons Division resulted in the following: - A standard fixed-model solution for in-court AV installations to support the play and display of electronic evidence - Completed installations at five court locations (eight courtrooms) in the Toronto Region.	✓				
	Develop online forms and streamlined processes to ensure timely and efficient case processing 2012-13 Accomplishments: Began process of developing online accessible form for private prosecutions Supported the Ontario Court of Justice in piloting new standard, plain-language criminal court orders using on-line forms and streamlined administrative processes.	✓				
	Use technology to permit more remote appearances 2012-13 Accomplishments: Deployed videoconferencing technology to support in-court appearances and achieved the following results: - Oshawa and Timmins courthouses were able to connect defence counsel with incarcerated clients at local correctional centres - Reduced need for transport of the accused from the correction centre to the courthouse for first appearances of the accused for Weekend and Statutory Holiday Court (WASH court) at the Ottawa courthouse - Toronto Region used video to allow overseas witnesses to appear in court, and - Supported remote jury selection for a panel of 300 jurors in Milton	✓				
Electronic case tracking permits continuous monitoring of case volumes, case flow and dispositions	Electronic case tracking information used for analysis and required support for court operations 2012-13 Accomplishments: Implemented ICON programming changes to schedule and track early resolution meetings conducted in person and via electronic means Re-aligned and streamlined ICON codes to support the Justice on Target initiative, including new financial reports implemented for the <i>Provincial Offences Act</i> court	✓				

✓ = A checkmark indicates accomplishments were completed during the fiscal year to support the initiative. Shaded areas indicate the number of years remaining in the initiative's 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				
		12/13	13/14	14/15	15/16	16/17
Electronic case tracking permits continuous monitoring of case volumes, case flow and dispositions (continued)	Undertake ICON, FRANK and Financial Management System (FMS) training and support 2012-13 Accomplishments: Held ASK ICON training on a monthly basis via Microsoft's Live Meeting through the Divisional Support Branch; support provided for the training sessions via the criminal policy and procedures branch Continued to provide ongoing support and training via Live Meeting • Provided nine ASK ICON and ASK FRANK sessions to court staff to assist in using these case management systems • Provided 18 financial management system training sessions to court staff at various sites across the province	✓				
	Commence strategic planning for the Court Information Management System (CIMS) which has now been integrated into the Court Services Division's Modernization work 2012-13 Accomplishments: Continued to consult with the judiciary and justice partners as the division works toward a more modern and accessible court system	✓				
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 2012-13 Accomplishments: Established a pilot project to test a more efficient process for providing Crown Attorneys with certified copies court documents in the Toronto Region (Note: this was not a JOT initiative) Provided ongoing statistical and operational support for Justice on Target	✓				

✓ = A checkmark indicates accomplishments were completed during the fiscal year to support the initiative. Shaded areas indicate the number of years remaining in the initiative's 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				
		12/13	13/14	14/15	15/16	16/17
The division works collaboratively with the judiciary, the bar and justice sector partners to eliminate delays (continued)	Adapt the Justice on Target strategy to apply to family law cases 2012-13 Accomplishments: Developed a fast, efficient and streamlined family strategy and other family pilot projects to reduce the burden of family justice cases Reconvened a multi-ministry and stakeholder oversight committee for family justice with both Offices of the Chief Justices in 2012-13, with an early goal to review child protection statistics and best practices	✓				
	Support municipal e-ticketing initiatives 2012-13 Accomplishments: Removed legislative barriers to e-ticketing Supported the expansion of municipal court initiative to upload charge data captured through e-ticketing systems to ICON, with successful implementation in London and Brampton	✓				
	Support the Ontario Court of Justice in the development and launch of the pilot Integrated Domestic Violence Court (IDVC) in Toronto 2012-13 Accomplishments: Expanded the pilot by making referral mandatory and by adding in the criminal court located at College Park	✓				
	Support an effective and efficient Family Court in Ottawa 2012-13 Accomplishments: Extended the Family Case Manager Pilot Project until June 2014	✓				

✓ = A checkmark indicates accomplishments were completed during the fiscal year to support the initiative. Shaded areas indicate the number of years remaining in the initiative's 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				
		12/13	13/14	14/15	15/16	16/17
The division works collaboratively with the judiciary, the bar and justice sector partners to eliminate delays (continued)	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 2012-13 Accomplishments: Implemented a systemic approach to identifying facilities related projects, building accessibility into the process for project identification ensuring that all projects identified by the regions and local courthouses are captured in the annual planning process Worked with Corporate Services Management Division to identify and prioritize projects that address gaps in accessibility in locations	✓				
	Work collaboratively with the Ontario Court of Justice and the Superior Court of Justice to develop case flow indicators for child protection cases 2012-13 Accomplishments: Reconvened a multi-ministry and stakeholder oversight committee for family justice, with both Offices of the Chief Justices in 2012-13, with an early goal to review child protection statistics and best practices	✓				
	Work to improve and modernize enforcement legislation and regulations 2012-13 Accomplishments: Developed exemption process for debtors under the <i>Execution Act</i>, awaiting opportunity to enact via amendment to regulation	✓				
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 2012-13 Accomplishments: Provided the Mandatory Information Program to service providers in closed captioning Launched the Family Law Information Program for Aboriginal families Worked to prepare a Mandatory Information Program in American Sign Language	✓				

✓ = A checkmark indicates accomplishments were completed during the fiscal year to support the initiative. Shaded areas indicate the number of years remaining in the initiative's 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				
		12/13	13/14	14/15	15/16	16/17
In collaboration with Legal Aid Ontario, the Ontario Court of Justice and the Superior Court of Justice provide family court clients (continued)	In Brampton, Milton and Newmarket, support a dispute resolution officer program established by the Superior Court of Justice 2012-13 Accomplishments: Expanded the Dispute Resolution Officer program to Durham, Barrie and Hamilton	✓				
	Develop a mediation service model that permits appropriate cases to be effectively diverted from court at an early stage 2012-13 Accomplishments: Evaluated the expansion of family justice services including mediation	✓				
	Work to streamline current court processes and explore centralization projects where possible 2012-13 Accomplishments: Completed a pilot project for centralizing Family Responsibility Office (FRO) enforcement functions and expanded it provincially in an ongoing basis Developed centralization pilots for divorce case processing	✓				
	Work to develop standard clauses for family court orders to assist with order preparation and enforcement of family court orders 2012-13 Accomplishments: Developed several in-court order production pilots using the standard clauses and an order preparation tool	✓				

✓ = A checkmark indicates accomplishments were completed during the fiscal year to support the initiative. Shaded areas indicate the number of years remaining in the initiative's timeline.

Legislated Goal #4:

Further the provision of the high quality services to the public

Business Goal: Consistent, High-Quality Services

Goal	Initiative	Implementation				
		12/13	13/14	14/15	15/16	16/17
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 - 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	Prioritize and implement Human Capital Plan deliverables utilizing cost effective or cost neutral strategies 2012-13 Accomplishments: Continued to establish standardized operational training curricula for the division, including the development of e-learning tools to deliver operational training in a consistent and cost-effective way Maintained Career Path Mapping tools for all staff and made informational and training materials available on Court Services Division intranet site and in Employee Manual Maintained Professional and Respectful Workplace training via an e-learning tool for ongoing training of new hires Continued to plan Divisional Management Event, focusing on modernization, change management and leadership skills to support ongoing and day-to-day operations and corporate initiatives	✓				
	Review policies and procedures for oaths and affirmations including consultations with the judiciary 2012-13 Accomplishments: Reviewed policies and procedures (ongoing)	✓				
	Improve court forms and manuals to reflect legislative and operational changes 2012-13 Accomplishments: Updated the division's manuals and forms to reflect legislative, regulatory, rule and case law changes (Bill C-10 <i>Safe Streets and Communities Act</i> , the <i>Criminal Rules of the Ontario Court of Justice</i>) Created and updated Criminal Proceedings Rules forms in conjunction with the Office of the Chief Justice Made fillable versions of forms regulated by <i>Construction Lien Act</i> available for first time Created a new set of forms relating to sheriff's sale of land Updated guides to procedure in Small Claims Court Updated numerous <i>Criminal Code</i> , <i>Provincial Offences Act</i> , <i>Family Law Rules</i> , <i>Rules of Civil Procedure</i> forms Provided accessible versions of forms to persons with disabilities Continued ongoing improvements to court forms and manuals to reflect legislative and operational changes Updated Estates Procedures Manual to reflect amended rules of court and other housekeeping amendments; Small Claims Court and Civil Manuals updated to reflect new legislative procedures for money paid into court and other housekeeping amendments Implemented new rules and forms for money paid into court and family arbitrations	✓				

✓ = A checkmark indicates accomplishments were completed during the fiscal year to support the initiative. Shaded areas indicate the number of years remaining in the initiative's 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				
		12/13	13/14	14/15	15/16	16/17
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)	Work with universities and community colleges to establish and support certificate, degree and graduate degree programs for staff and managers and executive development programs 2012-13 Accomplishments: Continued to support the court support programs at Durham, Algonquin and Centennial Colleges by providing up-to-date curricula advice on courtroom procedures and decorum	✓				
	Provide operational support training to all court support staff across the province, including staff in criminal practice area 2012-13 Accomplishments: Provided Microsoft Live Meeting informational sessions on scanning court documents Provided information package for piloting e-orders Contributed to the Guide to Scanning Court Documents Provided WASH court training with the Court Solutions Branch for the satellite alignment project Presented to the Criminal Technical Table on new Ontario Court of Justice court rules, new federal legislation and new case law Finalized and released the High-Risk Exhibits Management Guide – Phase 2 Developed and released training on the processes and protocols for safe handling and storing of high-risk exhibits as outlined in the guide Posted a final Jury Management Manual on the Court Services Division's intranet site in July 2012 Continued to review and update the Jury Management Manual each jury cycle Held annual training sessions in preparation for the 2012 First Nations jury selection process Updated Courtroom Procedures Manual regularly to reflect changes in policy and procedures Trained estates staff on amendments to the rules of court and on a new application in the estates system for tracking matters Trained civil and small claims court staff on the new procedures for money paid into court Developed and delivered learning modules to enforcement office staff in support of writs system enhancements, providing access to training for new and existing users Continued to develop and provide tactical defensive training to ensure the health and safety of Ministry of the Attorney General enforcement officers and designates	✓				

✓ = A checkmark indicates accomplishments were completed during the fiscal year to support the initiative. Shaded areas indicate the number of years remaining in the initiative's 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				
		12/13	13/14	14/15	15/16	16/17
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)	Provide training to family practice area staff in conjunction with other ministries and agencies that serve families 2012-13 Accomplishments: Supported Family Responsibility Office (FRO) initiative where FRO staff offered training to court staff about their program	✓				
	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 2012-13 Accomplishments: Distributed communications from the Assistant Deputy Attorney General directly to staff on key divisional priorities Produced, in consultation with staff, the Court Services Division quarterly divisional newsletter, which focuses on themes based on divisional priorities and areas for improvement from the 2011 Employee Engagement Survey Maintained the employee engagement web page, including the employee feedback component and information about ministerial and divisional priorities Continued ongoing updates to the Employee Manual to reflect changes in policy, training and staff information Prepared materials for the directors and managers of court operations to deliver 2013 courtside chats, including the production of a video featuring an introduction by the Assistant Deputy Attorney General Launched Phase 1 of the Judicial Secretarial Project which focused on providing management consistent recruitment tools and enhanced communication protocols between the divisional managers and Superior Court of Justice/ Ontario Court of Justice regional managers regarding the recruitment of judicial secretaries	✓				
	Complete annual performance plans for all divisional staff 2012-13 Accomplishments: Continued to implement mandatory annual performance plans for all staff Monitored completion of 2012-13 performance plans by management in conjunction with the Human Resources Strategic Business Unit, receiving high compliance throughout the division	✓				

✓ = A checkmark indicates accomplishments were completed during the fiscal year to support the initiative. Shaded areas indicate the number of years remaining in the initiative's 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				
		12/13	13/14	14/15	15/16	16/17
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 and client support for court workforce in support of services 2012-13 Accomplishments: Continued to provide ongoing support and training via Live Meeting: • Provided nine ASK ICON and ASK FRANK sessions to court staff to assist in using these case management systems • Provided 18 financial management system training sessions to court staff at various sites across the province • Provided direct application support and incident resolution to more than 6000 users of court applications	✓				
	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 2012-13 Accomplishments: Completed service expansion of key family justice services provincewide to all base courts that hear family cases Completed service expansion in 2012-13					
	Establish design standards for Family Law Information Centres (FLICs) 2012-13 Accomplishments: Liaised with the Facilities Management Branch about FLIC design, using the Durham consolidated courthouse plan as a proxy standard	✓				
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	Plan and advocate for an increase in the judicial complement of the Family Court branch of the Superior Court of Justice 2012-13 Accomplishments: Staff and ministerial communication with federal counterparts to establish federal level of interest in Family Court expansion	✓				
	Negotiate agreement for continued federal contribution funding for family justice services and any savings that result from family court expansion 2012-13 Accomplishments: Presented a consolidated three year proposal until the end of the fund in 2014. Reported back on 2011-12 expenditures and special projects	✓				

✓ = A checkmark indicates accomplishments were completed during the fiscal year to support the initiative. Shaded areas indicate the number of years remaining in the initiative's 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				
		12/13	13/14	14/15	15/16	16/17
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 2012-13 Accomplishments: Supported family justice research by Dr. Rachel Birnbaum, Dr. Julie McFarlane and Professor Desmond Ellis	✓				
	Review policies and procedures for the safe-keeping, handling and storage of exhibits, and develop an Exhibits Management Manual 2012-13 Accomplishments: Finalized and released High-Risk Exhibits Management Guide – Phase 2 Developed and released training on the processes and protocols for safe handling and storing of high-risk exhibits as outlined in the guide Continued to review content and develop the Exhibits Management Manual	✓				
Efficient file and record management practices are in place at all court offices	Review policies and procedures for the safe-keeping, handling and storage of court recordings, and develop a Recording Management Manual 2012-13 Accomplishments: Developed the Recording Management Manual to provide staff with approved practices and instructions for the secure storage, filing and handling of digital court recordings and the management of transcript and access to audio orders Updated the Recording Management Manual with policy and legislative changes	✓				

✓ = A checkmark indicates accomplishments were completed during the fiscal year to support the initiative. Shaded areas indicate the number of years remaining in the initiative's 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				
		12/13	13/14	14/15	15/16	16/17
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 2012-13 Accomplishments: Posted a final Jury Management Manual on the Court Services Division's intranet site in July 2012 Continued to review and update the Jury Management Manual each jury cycle Completed and distributed directives concerning the First Nations jury selection process and juror deferrals and excusals to court staff Agreed to hold jury awareness forums with Grand Council Treaty #3 in six major centres located within the Grand Council Treaty #3 territory The agreement was made in 2013 and to date, three of the six forums have been completed; the remaining forums are to be held on a future date to be determined Held nine Jury Awareness Forums in 2012-13 in order to share information and to further engage First Nation individuals living on reserves in the jury process	✓				
	Review current jury policies and procedures to improve consistent approach across the province, including review of practices in other jurisdictions 2012-13 Accomplishments: Completed cross-jurisdictional research to inform current and future jury practices and continued to review jury practices in other jurisdictions in support of ongoing initiatives	✓				
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 2012-13 Accomplishments: Completed expansion of key family justice services province-wide to all base courts that hear family cases	✓				

✓ = A checkmark indicates accomplishments were completed during the fiscal year to support the initiative. Shaded areas indicate the number of years remaining in the initiative's 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				
		12/13	13/14	14/15	15/16	16/17
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 2012-13 Accomplishments: Continued to explore options and develop strategies for responding to the need for American Sign Language (ASL) interpreters	✓				
	Develop enhanced testing and training criteria for interpretation services and establish ongoing professional development opportunities in partnership with interpreter organizations 2012-13 Accomplishments: Continued to actively recruit interpreters, focusing on high demand languages in order to increase the number of accredited interpreters Administered over 230 interpreter tests throughout the province between April 2012 and March 2013	✓				
	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 2012-13 Accomplishments: Completed the implementation of digital recording devices (DRD) in 99 per cent of the courts in Ontario Provided communications and presentations to judiciary, management and staff with respect to digital recording technology Provided DRD support to management, systems coordinators and regional DRD experts Developed and implemented standardized processes for staff providing authorized parties with copies of the digital recordings and implemented a regulated fee for authorized access to the audio Developed a Recording Management Manual for staff responsible for managing and securely storing the digital recording files Developed and began the implementation of a Recording Management System through SharePoint as the standardized tool for managing, tracking and generating reports for all transcript orders Collaborated with the Court Solutions Branch, developing and implementing a digital recording file structure to automatically upload digital files daily to the local server and providing simplified access by judiciary to recordings of their own proceedings	✓				

✓ = A checkmark indicates accomplishments were completed during the fiscal year to support the initiative. Shaded areas indicate the number of years remaining in the initiative's timeline.

Legislated Goal #4:**Further the provision of high-quality services to the public****Business Goal: Effective and Accountable Decision Making**

Goal	Initiative	Implementation				
		12/13	13/14	14/15	15/16	16/17
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 2012-13 Accomplishments: Ensured compliance with the accessibility provisions within the OPS Procurement Directive by broadly communicating the requirements and ensuring they are addressed as part of any compliance review (approvals and as part of the Quality Assurance Program). Requirements will be highlighted as part of the annual Procurement Planning the Division is implementing for 2013-14 Worked with Ministry of Government Services to develop an accessibility legislative review project plan. Responsibility for this item has been transferred to the Policy and Adjudicative Tribunals Division of the Ministry	✓				
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 2012-13 Accomplishments: Continued to review and streamline plan to meet the future needs of the division	✓				
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 2012-13 Accomplishments: Conducted the 2012-13 Court Services Division Client Satisfaction Survey for court counter services in February 2013 through online and in-person surveys Continued to use client satisfaction surveys for all family justice services, targeted to May and November	✓				
The division has data quality assurance standards and practices in place	Improve the consistency and integrity of collection and reporting of court activity data 2012-13 Accomplishments: Began a multi-year development of a new and more comprehensive management tool initiative	✓				
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 2012-13 Accomplishments: Completed operational reviews for all municipal court offices not previously reviewed, including multiple offices in Toronto Annual reports filed by all municipal partners and reviewed by division staff	✓				

✓ = A checkmark indicates accomplishments were completed during the fiscal year to support the initiative. Shaded areas indicate the number of years remaining in the initiative's timeline.

Legislated Goal #4:

Further the provision of high-quality services to the public

Business Goal: Effective and Accountable Decision Making (continued)

Goal	Initiative	Implementation				
		12/13	13/14	14/15	15/16	16/17
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 2012-13 Accomplishments: 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 2012-13 Accomplishments: Established a Municipal Court Managers' Association Working Group, including divisional staff representatives, to develop new standard reports for <i>Provincial Offences Act</i> matters	✓				
	Train staff in the collection of data, the use of databases and reading and interpretation of data reports 2012-13 Accomplishments: Continued ongoing work with staff in training on the collection of data and use of statistical products	✓				
	Work with representatives of the judiciary and court users, and develop research partnerships, to enhance data analysis capacity 2012-13 Accomplishments: Continued to work with Justice on Target team to support team goals	✓				
	Link court activity statistical data and other data to support workload and resource forecasting 2012-13 Accomplishments: Continued development of methodology to assess resource allocation	✓				

✓ = A checkmark indicates accomplishments were completed during the fiscal year to support the initiative. Shaded areas indicate the number of years remaining in the initiative's timeline.

Legislated Goal #5:

Promote the efficient use of public resources

Business Goal: Efficient Resource Management

Goal	Initiative	Implementation				
		12/13	13/14	14/15	15/16	16/17
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	Develop practice area costing model, including method for cost capture by practice area 2012-13 Accomplishments: Established multi-year development of a new and more comprehensive management tool initiative Completed preliminary data gathering and analysis requirement to develop a practice area costing model Aligned practice area costing with the broader modernization initiative to develop information management system from a variety of data sources	✓				
	Develop and implement a plan for the collection of unpaid <i>Criminal Code</i> fines and estreated bail 2012-13 Accomplishments: Launched phase one of the estreated bail collection initiative and commenced active collection of estreated bail writs with a single debtor in May 2012 Commenced strategy for extending active collection to writs with multiple debtors in conjunction with the Ministry of Government Services	✓				
	Work with municipal partners and other ministries to improve <i>Provincial Offences Act</i> fine enforcement 2012-13 Accomplishments: Worked with other ministries and municipal associations to identify multiple interrelated initiatives to improve <i>Provincial Offences Act</i> fine enforcement	✓				
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 2012-13 Accomplishments: Began to receive 2012 upload funding from affected municipalities which provided Ontario's municipalities with over \$17 million in new funding in 2012 to offset their court security and prisoner transportation costs. This initiative is being phased in over a seven year period, to a maximum of \$125 million at maturity in 2018. The allocation and distribution of the upload funding is being led by the Ministry of Community Safety and Correctional Services Received input from a broad range of justice sector partners in response to the court security standards framework consultation paper released in 2011 Prepared final report outlining the stakeholder responses to the consultation paper The Court Security Standards Working Group will reconvene to discuss the results of the court security standards framework consultation paper	✓				

✓ = A checkmark indicates accomplishments were completed during the fiscal year to support the initiative. Shaded areas indicate the number of years remaining in the initiative's timeline.

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

Goal	Initiative	Implementation				
		12/13	13/14	14/15	15/16	16/17
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 2012-13 Accomplishments: Worked with justice participants and the judiciary to identify Court Services Division's priorities for inclusion in the annual Ministry Infrastructure Plans Identified a number of key strategic priorities for high-growth jurisdictions, to support technology in the courtroom and to ensure sustainable investment in key court locations Worked on developing a corporate Assets Management Plan which is being led by Facilities Management Branch to provide critical business intelligence on the physical condition of a facility and support decisions regarding investment at a particular location, including a mechanism for regular maintenance at a location	✓				
The division maintains an effective document and resource management system	Participate in the development of strategies and tools in support of integrated resource management 2012-13 Accomplishments: Ensured controls are in place to effectively manage resources, including: • rigorous fiscal management through monthly reporting, • FTE controls, including internal approvals for staffing action, and • monitoring workforce strength on a monthly basis Engaged the Corporate Planning Table monthly to promote consistency of management and compliance with the OPS Procurement Directive Piloted the Courts Time Reporting System (CTRS), an electronic attendance tracking tool in the East Region intended to streamline the current reporting process and meet local, regional, and corporate requirements for tracking and managing in-court staff hours Completed system modifications to CTRS to provide enhanced functionality for a future incremental provincewide roll-out	✓				
The division effectively manages trust funds	Establish web-based, provincewide Trust Accounting System	✓				

✓ = A checkmark indicates accomplishments were completed during the fiscal year to support the initiative. Shaded areas indicate the number of years remaining in the initiative's timeline.

Appendix B:
Court Statistics

2008-09 to 2012-13

Appendix B: Table of Contents

Glossary	B3
Civil Proceedings	
Civil Overview by Region	B4
Civil Proceedings Received	B6
Civil Events Heard	B8
Criminal Proceedings	
Ontario Court of Justice: Criminal Overview by Region	B10
Ontario Court of Justice: Criminal Cases Received	B12
Ontario Court of Justice: Criminal Cases Disposed	B14
Ontario Court of Justice: Criminal Cases Pending	B16
Ontario Court of Justice: Criminal Events Heard	B18
Superior Court of Justice: Criminal Overview by Region	B20
Superior Court of Justice: Courtroom Operating Hours by Region	B21
Superior Court of Justice: Criminal Indictments and Appeals Received	B22
Superior Court of Justice: Criminal Indictments and Appeals Disposed	B24
Superior Court of Justice: Criminal Indictments and Appeals Pending	B26
Superior Court of Justice: Criminal Events Heard	B28
Family Proceedings	
Superior Court of Justice, Family Court Branch of the Superior Court of Justice, and Ontario Court of Justice: Family Overview by Region	B30
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	B32
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	B34
Superior Court of Justice: Family Overview by Region	B36
Superior Court of Justice: New Family Proceedings	B38
Superior Court of Justice: Family Events Heard	B40
Family Court Branch of the Superior Court of Justice: Family Overview by Region	B42
Family Court Branch of the Superior Court of Justice: New Family Proceedings	B43
Family Court Branch of the Superior Court of Justice: Family Events Heard	B44
Ontario Court of Justice: Family Overview by Region	B45
Ontario Court of Justice: New Family Proceedings	B46
Ontario Court of Justice: Family Events Heard	B48
Small Claims Proceedings	
Small Claims Court: Overview by Region	B50
Small Claims Court: Claims Filed	B52
Small Claims Court: Events Heard	B54
Court of Appeal for Ontario Proceedings	
Court of Appeal for Ontario: Criminal Appeals	B56
Court of Appeal for Ontario: Civil and Family Appeals	B56
Court of Appeal for Ontario: Single Judge Motions Filed	B56
Court of Appeal for Ontario: Single Judge Motions Disposed	B57
Court of Appeal for Ontario: Panel Motions Filed	B57
Court of Appeal for Ontario: Panel Motions Disposed	B57

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.
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	2008-09	9, 919	16,962	5,456
	2009-10	9,350	16,640	5,747
	2010-11	8,373	16,479	6,258
	2011-12	8,883	15, 625	5,962
	2012-13	8,863	15,576	5,958
Central West	2008-09	25,372	30,424	11,403
	2009-10	27,439	31,133	10,310
	2010-11	22,166	28,572	8,555
	2011-12	21,962	27,833	7,863
	2012-13	21,900	28,163	9,112
East	2008-09	8,523	14,565	4,116
	2009-10	8,372	14,621	4,527
	2010-11	6,636	11,799	4,064
	2011-12	5,834	10,668	4,125
	2012-13	5,847	10,772	4,388
Northeast	2008-09	3,192	6,117	1,489
	2009-10	2,960	6,410	1,472
	2010-11	2,562	5, 875	1,718
	2011-12	2,362	5,063	914
	2012-13	2,247	5,039	1,423
Northwest	2008-09	969	2,015	761
	2009-10	959	2,265	677
	2010-11	795	1,948	857
	2011-12	775	1,889	625
	2012-13	755	1,904	988

Civil Overview by Region (continued)

Region	Fiscal Year	Proceedings Received	Events Heard	Courtroom Operating Hours
Toronto	2008-09	32,865	53,589	28,520
	2009-10	34,263	53,052	27,154
	2010-11	31,390	50,849	26,371
	2011-12	33,068	46,313	26,105
	2012-13	32,436	45,553	25,537
West	2008-09	13,467	28,362	7,124
	2009-10	13,923	26,267	5,934
	2010-11	11,320	22,871	5,663
	2011-12	9,816	22,760	5,171
	2012-13	8,518	20,089	5,359
Ontario	2008-09	94,307	152,034	58,869
	2009-10	97,266	150,388	55,821
	2010-11	83,242	138,393	53,486
	2011-12	82,700	130,151	50,764
	2012-13	80,566	127,096	52,764

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. 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	08-09	09-10	10-11	11-12	12-13	Change from 08-09 to 12-13	% Change from 08-09 to 12-13
Central East	Barrie	1,801	1,660	1,425	1,371	1,408	-393	-22%
	Bracebridge	195	207	139	150	147	-48	-25%
	Cobourg	159	144	117	126	140	-19	-12%
	Durham	1,695	1,644	1,355	1,336	1,427	-268	-16%
	Lindsay	188	180	155	138	126	-62	-33%
	Newmarket	5,535	5,161	4,888	5,504	5,309	-226	-4%
	Peterborough	346	354	294	258	306	-40	-12%
Central East Total		9,919	9,350	8,373	8,883	8,863	-1,056	-11%
Central West	Brampton	4,878	5,501	4,656	4,894	5,607	729	15%
	Brantford	870	866	643	694	364	-506	-58%
	Cayuga	82	66	43	55	39	-43	-52%
	Hamilton	8,816	8,997	7,802	7,585	6,817	-1,999	-23%
	Milton	8,126	9,326	7,029	7,002	7,078	-1,048	-13%
	Orangeville	893	1,010	584	369	587	-306	-34%
	Simcoe	152	150	125	115	109	-43	-28%
	St. Catharines	848	896	658	626	635	-213	-25%
	Welland	707	627	626	622	664	-43	-6%
Central West Total		25,372	27,439	22,166	21,962	21,900	-3,472	-14%
East	Belleville	391	361	320	362	398	7	2%
	Brockville	175	176	116	176	188	13	7%
	Cornwall	223	254	195	157	137	-86	-39%
	Kingston	497	495	452	483	502	5	1%
	L'Orignal	72	80	85	82	62	-10	-14%
	Napanee	27	37	27	27	43	16	59%
	Ottawa	6,839	6,671	5,215	4,335	4,256	-2,583	-38%
	Pembroke	173	153	119	128	111	-62	-36%
	Perth	100	117	75	63	104	4	4%
	Pictou	26	28	32	21	46	20	77%
East Total		8,523	8,372	6,636	5,834	5,847	-2,676	-31%
Northeast	Cochrane (inc. Timmins)	419	342	301	308	279	-140	-33%
	Gore Bay	22	29	16	25	21	-1	-5%
	Haileybury	118	85	93	82	74	-44	-37%
	North Bay	337	255	265	255	250	-87	-26%
	Parry Sound	111	94	107	122	98	-13	-12%
	Sault Ste. Marie	411	354	351	339	331	-80	-19%
	Sudbury	1,774	1,801	1,429	1,231	1,194	-580	-33%
Northeast Total		3,192	2,960	2,562	2,362	2,247	-945	-30%

Civil Proceedings Received (continued)

Region	Location	08-09	09-10	10-11	11-12	12-13	Change from 08-09 to 12-13	% Change from 08-09 to 12-13
Northwest	Fort Frances	1,801	1,660	1,425	1,371	1,408	-393	-22%
	Kenora	184	126	99	104	70	-114	-62%
	Thunder Bay	756	814	681	652	663	-93	-12%
Northwest Total		969	959	795	775	755	-214	-22%
Toronto	Toronto Superior Court Of Justice	32,865	34,263	31,390	33,068	32,436	-429	-1%
Toronto Total		32,865	34,263	31,390	33,068	32,436	-429	-1%
West	Chatham	294	270	245	253	224	-70	-24%
	Goderich	95	76	63	60	95	0	0%
	Guelph	546	463	383	439	421	-125	-23%
	Kitchener	2,095	2,152	2,091	2,164	1,386	-709	-34%
	London	7,506	8,347	6,195	4,617	4,238	-3,268	-44%
	Owen Sound	257	270	260	234	235	-22	-9%
	Sarnia	277	266	243	224	202	-75	-27%
	St. Thomas	110	99	111	88	79	-31	-28%
	Stratford	145	112	135	116	86	-59	-41%
	Walkerton	99	82	75	85	57	-42	-42%
	Windsor	1,853	1,606	1,430	1,418	1,390	-463	-25%
	Woodstock	190	180	89	118	105	-85	-45%
West Total		13,467	13,923	11,320	9,816	8,518	-4,949	-37%
Ontario Total		94,307	97,266	83,242	82,700	80,566	-13,741	-15%

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.

SOURCE: FRANK

Civil Events Heard

Region	Location	08-09	09-10	10-11	11-12	12-13	Change from 08-09 to 12-13	% Change from 08-09 to 12-13
Central East	Barrie	1,801	1,660	1,425	1,371	1,408	-393	-22%
	Bracebridge	487	398	403	438	374	-113	-23%
	Cobourg	270	290	235	291	296	26	10%
	Durham	3,516	3,668	3,388	2,979	3,157	-359	-10%
	Lindsay	436	436	396	345	318	-118	-27%
	Newmarket	8,875	8,551	8,521	8,595	8,302	-573	-6%
	Peterborough	704	581	536	656	661	-43	-6%
Central East Total		16,962	16,640	16,479	15,625	15,576	-1,386	-8%
Central West	Brampton	6,620	6,625	6,019	5,697	6,297	-323	-5%
	Brantford	1,088	988	850	867	929	-159	-15%
	Cayuga	183	174	163	130	112	-71	-39%
	Hamilton	13,010	13,501	12,471	12,699	12,274	-736	-6%
	Milton	4,668	4,782	4,358	4,127	4,293	-375	-8%
	Orangeville	679	668	510	570	442	-237	-35%
	Simcoe	487	434	396	338	327	-160	-33%
	St. Catharines	2,367	2,529	2,219	1,969	2,053	-314	-13%
	Welland	1,322	1,432	1,586	1,436	1,436	114	9%
Central West Total		30,424	31,133	28,572	27,833	28,163	-2,261	-7%
East	Belleville	889	820	799	715	770	-119	-13%
	Brockville	407	388	345	284	280	-127	-31%
	Cornwall	223	237	233	227	203	-20	-9%
	Kingston	873	841	759	756	798	-75	-9%
	L'Orignal	117	98	106	103	92	-25	-21%
	Napanee	44	33	29	35	57	13	30%
	Ottawa	11,443	11,660	9,001	8,037	8,181	-3,262	-29%
	Pembroke	394	360	322	349	259	-135	-34%
	Perth	122	129	146	106	88	-34	-28%
	Picton	53	55	59	56	44	-9	-17%
East Total		14,565	14,621	11,799	10,668	10,772	-3,793	-26%
Northeast	Cochrane (inc. Timmins)	1,005	926	760	721	752	-253	-25%
	Gore Bay	29	60	73	50	72	43	148%
	Haileybury	231	250	284	235	174	-57	-25%
	North Bay	787	779	853	758	751	-36	-5%
	Parry Sound	176	201	211	194	182	6	3%
	Sault Ste. Marie	921	1,049	968	974	928	7	1%
	Sudbury	2,968	3,145	2,726	2,131	2,180	-788	-27%
Northeast Total		6,117	6,410	5,875	5,063	5,039	-1,078	-18%

Civil Events Heard (continued)

Region	Location	08-09	09-10	10-11	11-12	12-13	Change from 08-09 to 12-13	% Change from 08-09 to 12-13
Northwest	Fort Frances	44	64	50	63	49	5	11%
	Kenora	399	381	257	220	251	-148	-37%
	Thunder Bay	1,572	1,820	1,641	1,606	1,604	32	2%
Northwest Total		2,015	2,265	1,948	1,889	1,904	-111	-6%
Toronto	Toronto Superior Court Of Justice	53,589	53,052	50,849	46,313	45,553	-8,036	-15%
Toronto Total		53,589	53,052	50,849	46,313	45,553	-8,036	-15%
West	Chatham	951	797	645	550	602	-349	-37%
	Goderich	255	199	171	143	198	-57	-22%
	Guelph	1,280	1,130	1,098	990	1,029	-251	-20%
	Kitchener	3,884	3,777	3,159	3,552	3,304	-580	-15%
	London	13,278	13,052	12,152	12,352	9,803	-3,475	-26%
	Owen Sound	468	472	479	461	444	-24	-5%
	Sarnia	566	559	454	413	368	-198	-35%
	St. Thomas	398	298	287	243	273	-125	-31%
	Stratford	269	269	226	208	218	-51	-19%
	Walkerton	162	130	148	118	131	-31	-19%
	Windsor	6,518	5,240	3,762	3,444	3,486	-3,032	-47%
	Woodstock	333	344	290	286	233	-100	-30%
West Total		28,362	26,267	22,871	22,760	20,089	-8,273	-29%
Ontario Total		152,034	150,388	138,393	130,151	127,096	-24,938	-16%

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.

SOURCE: FRANK

Ontario Court of Justice: Criminal Overview by Region

Region	Fiscal Year	Cases Received	Cases Disposed	Cases Pending	Events Heard	Courtroom Operating Hours
Central East	2008-2009	46,233	46,215	19,081	358,488	53,360
	2009-2010	46,707	48,761	17,330	341,249	56,132
	2010-2011	45,882	48,581	15,080	308,328	54,550
	2011-2012	43,271	44,429	13,886	276,396	52,823
	2012-2013	39,042	39,525	12,912	241,159	53,183
Central West	2008-2009	48,580	46,994	24,405	393,447	55,782
	2009-2010	48,588	49,168	23,265	386,859	56,220
	2010-2011	49,132	51,211	21,400	367,857	55,071
	2011-2012	48,034	47,431	21,305	354,105	54,899
	2012-2013	46,547	45,423	22,067	348,709	52,942
East	2008-2009	36,719	36,093	14,320	285,498	33,521
	2009-2010	34,815	35,635	13,143	266,296	33,844
	2010-2011	32,121	34,640	11,618	233,810	34,116
	2011-2012	31,126	31,465	10,728	218,048	33,533
	2012-2013	30,494	30,240	11,723	200,568	33,355
Northeast	2008-2009	19,846	19,751	6,963	131,259	16,069
	2009-2010	19,488	19,712	6,618	123,888	16,141
	2010-2011	19,346	20,496	5,993	117,651	15,909
	2011-2012	18,573	18,568	5,422	110,146	15,557
	2012-2013	18,205	17,721	5,207	104,251	14,991
Northwest	2008-2009	12,894	12,957	3,718	77,845	7,762
	2009-2010	13,610	13,244	4,037	77,916	7,785
	2010-2011	13,168	13,686	4,054	78,338	8,089
	2011-2012	13,530	13,001	4,175	77,927	8,341
	2012-2013	11,613	12,429	3,297	72,207	7,905
Toronto	2008-2009	57,407	57,075	28,301	544,029	76,152
	2009-2010	56,845	55,427	27,388	508,838	75,321
	2010-2011	53,917	53,656	25,300	474,475	74,129
	2011-2012	54,700	53,732	24,561	450,299	72,644
	2012-2013	51,618	51,220	23,382	420,791	69,369

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

Region	Fiscal Year	Cases Received	Cases Disposed	Cases Pending	Events Heard	Courtroom Operating Hours
West	2008-2009	50,847	50,759	18,185	368,472	45,741
	2009-2010	49,172	49,844	17,639	347,610	46,955
	2010-2011	47,372	50,282	15,732	329,195	46,309
	2011-2012	45,752	46,255	14,655	315,070	43,564
	2012-2013	43,599	44,263	13,678	311,273	45,391
Ontario	2008-2009	272,526	269,844	114,973	2,159,038	288,386
	2009-2010	269,225	271,791	109,420	2,052,656	292,398
	2010-2011	260,938	272,552	99,177	1,909,654	288,173
	2011-2012	254,986	254,881	94,732	1,801,991	281,362
	2012-2013	241,118	240,821	92,266	1,698,958	277,136

1. A case refers to all charges on an Information for each single accused. An Information is a document that sets out all of the charges against an accused person.
2. Cases Received is a count of all cases received by a court location, adjusted for transfers to or from another court location.
3. Cases Disposed is a count of cases completed in the Ontario Court of Justice including those committed for trial in the Superior Court of Justice.
4. Cases Pending are cases that have a future court date.
5. Events heard include trials, pre trials, motion hearings, bail hearings, preliminary hearings, and other hearings.
6. 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 Cases Received

Region	Location	08-09	09-10	10-11	11-12	12-13	Change from 08-09 to 12-13	% Change from 08-09 to 12-13
Central East	Barrie	9,125	9,274	8,727	8,510	8,350	-775	-8%
	Bracebridge	1,549	1,519	1,624	1,301	1,248	-301	-19%
	Cobourg	1,517	1,499	1,521	1,332	1,286	-231	-15%
	Durham	12,099	12,262	12,718	11,766	9,863	-2,236	-18%
	Lindsay	2,579	2,416	2,047	1,842	1,887	-692	-27%
	Newmarket	14,187	14,460	14,051	13,415	11,598	-2,589	-18%
	Orillia	1,869	2,116	2,200	1,953	1,688	-181	-10%
	Peterborough	3,308	3,161	2,994	3,152	3,122	-186	-6%
Central East Total		46,233	46,707	45,882	43,271	39,042	-7,191	-16%
Central West	Brampton	18,905	19,169	19,811	20,024	19,556	651	3%
	Brantford	3,901	4,145	3,982	3,560	3,375	-526	-13%
	Cayuga	901	857	721	830	640	-261	-29%
	Hamilton	8,978	9,192	9,520	9,175	8,747	-231	-3%
	Milton	4,968	4,821	4,844	4,879	4,452	-516	-10%
	Orangeville	2,217	1,865	1,895	1,825	1,862	-355	-16%
	Simcoe	1,475	1,335	1,280	1,235	1,189	-286	-19%
	St. Catharines	6,181	6,107	6,023	5,476	5,640	-541	-9%
	Welland	1,054	1,097	1,056	1,030	1,086	32	3%
Central West Total		48,580	48,588	49,132	48,034	46,547	-2,033	-4%
East	Belleville	3,078	2,890	2,585	2,484	2,341	-737	-24%
	Brockville	2,895	2,791	2,564	2,344	2,127	-768	-27%
	Cornwall	4,616	4,377	4,284	4,079	3,928	-688	-15%
	Kingston	3,311	3,291	3,230	3,411	3,191	-120	-4%
	L'Orignal	1,620	1,674	1,558	1,665	1,902	282	17%
	Napanee	1,290	1,205	1,035	998	884	-406	-31%
	Ottawa	15,812	14,611	13,024	12,267	12,635	-3,177	-20%
	Pembroke	2,064	2,041	1,907	2,054	1,839	-225	-11%
	Perth	1,656	1,556	1,537	1,487	1,339	-317	-19%
	Picton	377	379	397	337	308	-69	-18%
East Total		36,719	34,815	32,121	31,126	30,494	-6,225	-17%
Northeast	Cochrane	1,665	1,435	1,398	1,342	1,470	-195	-12%
	Elliot Lake	393	442	466	397	389	-4	-1%
	Espanola	337	323	378	368	363	26	8%
	Gore Bay	694	803	735	786	575	-119	-17%
	Haileybury	1,177	1,201	1,216	1,071	1,151	-26	-2%
	Kirkland Lake	275	250	183	196	156	-119	-43%
	North Bay	3,158	2,936	2,906	2,951	2,670	-488	-15%
	Parry Sound	1,242	1,370	1,206	1,059	1,009	-233	-19%
	Sault Ste. Marie	3,133	2,955	2,877	2,566	2,554	-579	-18%
	Sudbury	5,308	5,121	5,266	5,191	5,123	-185	-3%
	Timmins	2,464	2,652	2,715	2,646	2,745	281	11%
Northeast Total		19,846	19,488	19,346	18,573	18,205	-1,641	-8%

Ontario Court of Justice: Criminal Cases Received (continued)

Region	Location	08-09	09-10	10-11	11-Dec	12-13	Change from 08-09 to 12-13	% Change from 08-09 to 12-13
Northwest	Dryden	2,781	2,711	2,536	2,542	2,259	-522	-19%
	Fort Frances	761	725	694	770	687	-74	-10%
	Kenora	3,011	3,376	3,335	3,576	3,113	102	3%
	Thunder Bay	6,341	6,798	6,603	6,642	5,554	-787	-12%
Northwest Total		12,894	13,610	13,168	13,530	11,613	-1,281	-10%
Toronto	1000 Finch Avenue West	9,125	9,388	8,953	8,714	7,755	-1,370	-15%
	1911 Eglinton Avenue	9,679	9,662	8,979	9,440	8,961	-718	-7%
	2201 Finch Avenue West	8,599	9,190	8,956	8,649	7,920	-679	-8%
	311 Jarvis Street	2,649	2,432	2,211	2,154	1,875	-774	-29%
	College Park	9,093	9,145	7,979	8,194	7,694	-1,399	-15%
	Old City Hall	18,262	17,028	16,839	17,549	17,413	-849	-5%
Toronto Total		57,407	56,845	53,917	54,700	51,618	-5,789	-10%
West	Chatham	2,992	3,056	2,675	2,534	2,364	-628	-21%
	Goderich	1,186	1,155	1,025	985	1,177	-9	-1%
	Guelph	3,548	3,560	3,608	3,049	3,030	-518	-15%
	Kitchener	10,232	9,992	9,449	9,598	9,044	-1,188	-12%
	London	13,574	12,443	12,504	11,883	11,468	-2,106	-16%
	Owen Sound	1,696	1,850	1,586	1,448	1,277	-419	-25%
	Sarnia	3,410	3,456	3,322	3,397	3,000	-410	-12%
	St. Thomas	1,836	1,707	1,534	1,495	1,454	-382	-21%
	Stratford	1,232	1,109	1,112	1,077	1,091	-141	-11%
	Walkerton	1,348	1,261	1,391	1,362	1,321	-27	-2%
	Windsor	7,777	7,718	7,396	7,109	6,570	-1,207	-16%
	Woodstock	2,016	1,865	1,770	1,815	1,803	-213	-11%
West Total		50,847	49,172	47,372	45,752	43,599	-7,248	-14%
Ontario Total		272,526	269,225	260,938	254,986	241,118	-31,408	-12%

1. A case refers to all charges on an Information for each single accused. An Information is a document that sets out all of the charges against an accused person.
2. Cases Received is a count of all cases received by a court location, adjusted for transfers to or from another court location.

SOURCE: ICON

Ontario Court of Justice: Criminal Cases Disposed

Region	Location	08-09	09-10	10-11	11-12	12-13	Change from 08-09 to 12-13	% Change from 08- 09 to 12-13
Central East	Barrie	9,183	9,182	9,462	8,519	8,232	-951	-10%
	Bracebridge	1,567	1,653	1,509	1,471	1,304	-263	-17%
	Cobourg	1,698	1,593	1,716	1,286	1,328	-370	-22%
	Durham	12,158	12,944	13,124	12,328	10,343	-1,815	-15%
	Lindsay	2,583	2,775	2,500	1,934	1,804	-779	-30%
	Newmarket	13,685	15,018	14,161	13,778	11,662	-2,023	-15%
	Orillia	1,954	1,894	2,494	1,945	1,784	-170	-9%
	Peterborough	3,387	3,702	3,615	3,168	3,068	-319	-9%
Central East Total		46,215	48,761	48,581	44,429	39,525	-6,690	-14%
Central West	Brampton	18,298	19,187	20,556	19,208	18,566	268	1%
	Brantford	3,663	4,095	4,490	3,946	3,562	-101	-3%
	Cayuga	1,005	811	789	809	713	-292	-29%
	Hamilton	8,530	9,315	9,604	9,045	8,679	149	2%
	Milton	4,853	4,840	5,262	4,779	4,450	-403	-8%
	Orangeville	2,188	2,087	1,975	1,782	1,956	-232	-11%
	Simcoe	1,415	1,467	1,540	1,217	1,192	-223	-16%
	St. Catharines	6,061	6,245	5,939	5,639	5,395	-666	-11%
	Welland	981	1,121	1,056	1,006	910	-71	-7%
Central West Total		46,994	49,168	51,211	47,431	45,423	-1,571	-3%
East	Belleville	2,940	2,949	2,840	2,498	2,296	-644	-22%
	Brockville	2,852	2,715	2,657	2,556	1,998	-854	-30%
	Cornwall	4,455	4,569	4,366	4,174	3,938	-517	-12%
	Kingston	3,158	3,167	3,425	3,384	3,248	90	3%
	L'Orignal	1,721	1,645	1,760	1,554	1,702	-19	-1%
	Napanee	1,317	1,178	1,173	1,018	943	-374	-28%
	Ottawa	15,461	15,340	14,495	12,488	12,618	-2,843	-18%
	Pembroke	2,129	2,152	1,908	2,041	1,778	-351	-16%
	Perth	1,711	1,538	1,591	1,404	1,400	-311	-18%
	Picton	349	382	425	348	319	-30	-9%
East Total		36,093	35,635	34,640	31,465	30,240	-5,853	-16%
Northeast	Cochrane	1,666	1,631	1,519	1,397	1,174	-492	-30%
	Elliot Lake	394	410	545	411	375	-19	-5%
	Espanola	334	301	342	368	340	6	2%
	Gore Bay	699	737	796	742	611	-88	-13%
	Haileybury	1,180	1,267	1,211	1,105	1,283	103	9%
	Kirkland Lake	248	259	249	173	180	-68	-27%

Ontario Court of Justice: Criminal Cases Disposed (continued)

Region	Location	08-09	09-10	10-11	11-12	12-13	Change from 08-09 to 12-13	% Change from 08-09 to 12-13
	North Bay	2,920	2,958	2,939	2,893	2,704	-216	-7%
	Parry Sound	1,243	1,311	1,363	1,136	997	-246	-20%
	Sault Ste. Marie	3,206	3,027	3,289	2,559	2,478	-728	-23%
	Sudbury	5,399	5,293	5,417	5,174	4,890	-509	-9%
	Timmins	2,462	2,518	2,826	2,610	2,689	227	9%
Northeast Total		19,751	19,712	20,496	18,568	17,721	-2,030	-10%
Northwest	Dryden	2,592	2,667	2,411	2,497	2,364	-228	-9%
	Fort Frances	818	702	709	714	694	-124	-15%
	Kenora	3,071	3,357	3,380	3,392	3,142	71	2%
	Thunder Bay	6,476	6,518	7,186	6,398	6,229	-247	-4%
Northwest Total		12,957	13,244	13,686	13,001	12,429	-528	-4%
Toronto	1000 Finch Avenue West	9,254	9,567	8,875	8,772	7,770	-1,484	-16%
	1911 Eglinton Avenue	9,840	9,638	9,163	9,389	8,665	-1,175	-12%
	2201 Finch Avenue West	9,322	8,813	8,879	8,795	8,345	-977	-10%
	311 Jarvis Street	2,488	2,421	2,378	2,043	2,132	-356	-14%
	College Park	8,459	8,805	8,483	8,009	7,969	-490	-6%
	Old City Hall	17,712	16,183	15,878	16,724	16,339	-1,373	-8%
Toronto Total		57,075	55,427	53,656	53,732	51,220	-5,855	-10%
West	Chatham	2,642	2,862	3,152	3,041	2,447	-195	-7%
	Goderich	1,164	1,172	1,121	1,058	1,163	-1	0%
	Guelph	3,382	3,712	3,640	3,227	3,088	-294	-9%
	Kitchener	10,019	10,000	10,716	9,282	8,945	-1,074	-11%
	London	13,509	13,164	12,388	11,647	11,263	-2,246	-17%
	Owen Sound	1,768	1,746	1,787	1,578	1,291	-477	-27%
	Sarnia	3,319	3,318	3,275	3,486	3,057	-262	-8%
	St. Thomas	1,983	1,880	1,593	1,402	1,466	-517	-26%
	Stratford	1,245	1,087	1,173	1,048	1,110	-135	-11%
	Walkerton	1,453	1,331	1,470	1,320	1,341	-112	-8%
	Windsor	8,167	7,721	8,052	7,320	7,260	-907	-11%
	Woodstock	2,108	1,851	1,915	1,846	1,832	-276	-13%
West Total		50,759	49,844	50,282	46,255	44,263	-6,496	-13%
Ontario Total		269,844	271,791	272,552	254,881	240,821	-29,023	-11%

1. A case refers to all charges on an Information for each single accused. An Information is a document that sets out the name(s) of the accused and all the charges against the accused.
2. Cases Disposed is a count of cases completed in the Ontario Court of Justice including those committed for trial in the Superior Court of Justice.

Ontario Court of Justice: Criminal Cases Pending

Region	Location	08-09	09-10	10-11	11-12	12-13	Change from 08-09 to 12-13	% Change from 08-09 to 12-13
Central East	Barrie	3,284	3,403	2,928	2,822	2,756	-528	-16%
	Bracebridge	617	460	355	290	316	-301	-49%
	Cobourg	576	471	373	390	336	-240	-42%
	Durham	4,878	4,542	4,115	3,662	3,117	-1,761	-36%
	Lindsay	1,162	902	665	573	667	-495	-43%
	Newmarket	6,238	5,417	5,032	4,578	4,195	-2,043	-33%
	Orillia	596	775	623	602	514	-82	-14%
	Peterborough	1,730	1,360	989	969	1,011	-719	-42%
Central East Total		19,081	17,330	15,080	13,886	12,912	-6,169	-32%
Central West	Brampton	10,209	9,728	9,164	9,580	10,102	-107	-1%
	Brantford	2,128	2,161	1,756	1,357	1,336	-792	-37%
	Cayuga	376	395	343	338	271	-105	-28%
	Hamilton	3,844	3,786	3,660	3,683	3,790	-54	-1%
	Milton	2,666	2,619	2,204	2,248	2,200	-466	-17%
	Orangeville	1,065	822	729	735	653	-412	-39%
	Simcoe	665	539	324	365	394	-271	-41%
	St. Catharines	2,901	2,685	2,708	2,505	2,727	-174	-6%
	Welland	551	530	512	494	594	43	8%
Central West Total		24,405	23,265	21,400	21,305	22,067	-2,338	-10%
East	Belleville	1,009	963	854	821	818	-191	-19%
	Brockville	1,141	1,146	1,085	808	880	-261	-23%
	Cornwall	2,374	2,187	2,012	1,844	1,785	-589	-25%
	Kingston	1,323	1,319	1,139	1,035	840	-483	-37%
	L'Orignal	523	437	345	367	458	-65	-12%
	Napanee	307	320	213	201	139	-168	-55%
	Ottawa	6,226	5,509	4,760	4,468	5,687	-539	-9%
	Pembroke	775	634	648	599	621	-154	-20%
	Perth	508	505	445	492	410	-98	-19%
	Picton	134	123	117	93	85	-49	-37%
East Total		14,320	13,143	11,618	10,728	11,723	-2,597	-18%
Northeast	Cochrane	746	437	402	401	497	-249	-33%
	Elliot Lake	230	243	199	126	137	-93	-40%
	Espanola	153	172	187	165	179	26	17%
	Gore Bay	279	324	297	322	257	-22	-8%
	Haileybury	531	475	474	406	303	-228	-43%
	Kirkland Lake	124	81	44	69	39	-85	-69%

Ontario Court of Justice: Criminal Cases Pending (continued)

Region	Location	08-09	09-10	10-11	11-12	12-13	Change from 08-09 to 12-13	% Change from 08-09 to 12-13
	North Bay	1,134	1,124	1,049	966	841	-293	-26%
	Parry Sound	371	393	319	230	245	-126	-34%
	Sault Ste. Marie	1,089	1,016	876	747	716	-373	-34%
	Sudbury	1,484	1,480	1,391	1,247	1,275	-209	-14%
	Timmins	822	873	755	743	718	-104	-13%
Northeast Total		6,963	6,618	5,993	5,422	5,207	-1,756	-25%
Northwest	Dryden	585	562	635	570	418	-167	-29%
	Fort Frances	154	187	183	201	192	38	25%
	Kenora	943	1,033	1,083	1,188	1,053	110	12%
	Thunder Bay	2,036	2,255	2,153	2,216	1,634	-402	-20%
Northwest Total		3,718	4,037	4,054	4,175	3,297	-421	-11%
Toronto	1000 Finch Avenue West	3,892	3,544	3,609	3,624	3,464	-428	-11%
	1911 Eglinton Avenue	5,055	4,915	4,389	4,286	4,371	-684	-14%
	2201 Finch Avenue West	4,626	4,699	4,504	4,071	3,536	-1,090	-24%
	311 Jarvis Street	1,230	1,171	979	1,052	807	-423	-34%
	College Park	4,107	4,235	3,554	3,593	3,366	-741	-18%
	Old City Hall	9,391	8,824	8,265	7,935	7,838	-1,553	-17%
Toronto Total		28,301	27,388	25,300	24,561	23,382	-4,919	-17%
West	Chatham	1,299	1,505	1,182	750	629	-670	-52%
	Goderich	431	407	369	320	336	-95	-22%
	Guelph	1,569	1,406	1,381	1,190	1,022	-547	-35%
	Kitchener	2,993	3,035	2,590	2,748	2,612	-381	-13%
	London	4,761	3,997	3,896	3,885	3,944	-817	-17%
	Owen Sound	525	630	531	421	362	-163	-31%
	Sarnia	1,424	1,476	1,502	1,274	1,162	-262	-18%
	St. Thomas	578	466	389	472	446	-132	-23%
	Stratford	238	239	179	189	171	-67	-28%
	Walkerton	409	346	366	341	308	-101	-25%
	Windsor	3,296	3,443	2,779	2,529	2,158	-1,138	-35%
	Woodstock	662	689	568	536	528	-134	-20%
West Total		18,185	17,639	15,732	14,655	13,678	-4,507	-25%
Ontario Total		114,973	109,420	99,177	94,732	92,266	-22,707	-20%

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2. Cases Pending are cases that have a future court date.

Ontario Court of Justice: Criminal Events Heard

Region	Location	08-09	09-10	10-11	11-12	12-13	Change from 08-09 to 12-13	% Change from 08-09 to 12-13
Central East	Barrie	66,389	64,852	59,427	54,113	52,346	-14,043	-21%
	Bracebridge	7,362	7,852	7,566	6,208	5,420	-1,942	-26%
	Cobourg	12,401	10,621	10,156	7,588	7,064	-5,337	-43%
	Durham	102,758	100,564	95,168	80,622	60,380	-42,378	-41%
	Lindsay	23,650	18,800	14,184	12,645	12,034	-11,616	-49%
	Newmarket	98,525	93,398	85,580	82,533	72,515	-26,010	-26%
	Orillia	9,461	10,233	10,958	9,190	8,418	-1,043	-11%
	Peterborough	37,942	34,929	25,289	23,497	22,982	-14,960	-39%
Central East Total		358,488	341,249	308,328	276,396	241,159	-117,329	-33%
Central West	Brampton	159,537	155,485	140,596	138,492	140,460	-19,077	-12%
	Brantford	30,441	32,088	30,808	26,240	23,883	-6,558	-22%
	Cayuga	6,080	5,552	5,259	5,209	4,853	-1,227	-20%
	Hamilton	70,043	73,669	76,538	76,031	70,690	647	1%
	Milton	36,476	34,755	34,177	32,809	31,557	-4,919	-13%
	Orangeville	17,565	13,932	12,005	11,378	11,954	-5,611	-32%
	Simcoe	10,605	9,140	7,560	6,955	7,045	-3,560	-34%
	St. Catharines	52,473	52,726	52,717	48,403	47,860	-4,613	-9%
	Welland	10,227	9,512	8,197	8,588	10,407	180	2%
Central West Total		393,447	386,859	367,857	354,105	348,709	-44,738	-11%
East	Belleville	20,064	19,280	17,242	16,982	15,635	-4,429	-22%
	Brockville	19,498	18,546	16,952	15,742	13,165	-6,333	-32%
	Cornwall	35,298	34,552	31,070	30,900	27,149	-8,149	-23%
	Kingston	27,888	27,901	25,787	22,499	19,493	-8,395	-30%
	L'Orignal	7,360	8,003	7,565	7,203	6,777	-583	-8%
	Napanee	5,771	5,563	4,362	3,370	3,085	-2,686	-47%
	Ottawa	138,416	124,436	106,058	96,830	92,754	-45,662	-33%
	Pembroke	14,944	13,634	11,695	12,059	10,715	-4,229	-28%
	Perth	14,486	12,435	11,372	10,950	10,492	-3,994	-28%
	Picton	1,773	1,946	1,707	1,513	1,303	-470	-27%
East Total		285,498	266,296	233,810	218,048	200,568	-84,930	-30%
Northeast	Cochrane	10,230	8,778	7,193	7,322	7,465	-2,765	-27%
	Elliot Lake	1,791	1,884	2,073	1,705	1,719	-72	-4%
	Espanola	1,770	1,889	1,944	2,316	1,923	153	9%
	Gore Bay	4,747	5,018	5,201	5,465	4,113	-634	-13%
	Haileybury	7,600	6,888	6,539	6,368	6,264	-1,336	-18%

Ontario Court of Justice: Criminal Events Heard (continued)

Region	Location	08-09	09-10	10-11	11-12	12-13	Change from 08-09 to 12-13	% Change from 08-09 to 12-13
	Kirkland Lake	1,859	1,254	937	917	624	-1,235	-66%
	North Bay	21,888	21,144	18,953	18,353	16,328	-5,560	-25%
	Parry Sound	6,258	6,961	6,879	5,233	4,319	-1,939	-31%
	Sault Ste. Marie	23,450	20,860	19,227	15,754	16,817	-6,633	-28%
	Sudbury	35,854	33,646	33,887	33,166	31,240	-4,614	-13%
	Timmins	15,812	15,566	14,818	13,547	13,439	-2,373	-15%
Northeast Total		131,259	123,888	117,651	110,146	104,251	-27,008	-21%
Northwest	Dryden	12,682	11,972	12,097	11,419	10,329	-2,353	-19%
	Fort Frances	3,820	3,254	3,111	3,489	3,723	-97	-3%
	Kenora	18,228	19,353	19,294	21,678	19,713	1,485	8%
	Thunder Bay	43,115	43,337	43,836	41,341	38,442	-4,673	-11%
Northwest Total		77,845	77,916	78,338	77,927	72,207	-5,638	-7%
Toronto	1000 Finch Avenue West	63,513	56,746	53,815	54,252	49,819	-13,694	-22%
	1911 Eglinton Avenue	88,828	83,907	73,824	71,645	70,649	-18,179	-20%
	2201 Finch Avenue West	79,854	76,064	70,580	63,739	57,037	-22,817	-29%
	311 Jarvis Street	21,577	21,944	19,036	17,704	16,082	-5,495	-25%
	College Park	80,451	80,452	73,954	68,394	63,011	-17,440	-22%
	Old City Hall	209,806	189,725	183,266	174,565	164,193	-45,613	-22%
Toronto Total		544,029	508,838	474,475	450,299	420,791	-123,238	-23%
West	Chatham	20,255	21,529	19,257	17,048	15,793	-4,462	-22%
	Goderich	7,059	6,929	6,005	6,135	6,610	-449	-6%
	Guelph	24,426	24,766	24,134	20,196	18,667	-5,759	-24%
	Kitchener	65,363	63,336	61,009	63,782	61,480	-3,883	-6%
	London	113,264	99,428	93,290	90,889	94,826	-18,438	-16%
	Owen Sound	9,050	9,985	8,646	8,489	6,862	-2,188	-24%
	Sarnia	26,588	27,635	26,627	24,957	23,985	-2,603	-10%
	St. Thomas	13,306	10,959	9,775	9,360	10,606	-2,700	-20%
	Stratford	5,857	4,872	5,128	4,615	4,826	-1,031	-18%
	Walkerton	8,328	7,887	8,543	7,326	6,444	-1,884	-23%
	Windsor	60,641	56,603	55,282	51,687	49,876	-10,765	-18%
	Woodstock	14,335	13,681	11,499	10,586	11,298	-3,037	-21%
West Total		368,472	347,610	329,195	315,070	311,273	-57,199	-16%
Ontario Total		2,159,038	2,052,656	1,909,654	1,801,991	1,698,958	-460,080	-21%

1. A case refers to all charges on an Information for each single accused. An Information is a document that sets out the name(s) of the accused and all the charges against the accused.
2. 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

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
	2011-2012	388	297	213	4,894
	2012-2013	384	287	311	4,723
Central West	2009-2010	824	608	666	10,388
	2010-2011	836	524	714	10,523
	2011-2012	843	595	563	10,357
	2012-2013	892	633	849	11,231
East	2009-2010	562	376	480	5,612
	2010-2011	503	334	454	5,491
	2011-2012	511	394	318	5,176
	2012-2013	477	378	459	5,429
Northeast	2009-2010	261	143	176	2,324
	2010-2011	279	161	194	2,394
	2011-2012	267	169	123	2,292
	2012-2013	294	135	215	2,517
Northwest	2009-2010	109	90	61	1,093
	2010-2011	70	52	48	957
	2011-2012	119	59	42	1,047
	2012-2013	84	58	80	1,009
Toronto	2009-2010	1,241	876	1,038	16,766
	2010-2011	1,107	821	1,097	16,037
	2011-2012	1,112	1,134	706	16,137
	2012-2013	1,113	937	982	14,532
	2012-2013	84	58	80	1,009
West	2009-2010	674	492	553	6,638
	2010-2011	717	459	570	6,900
	2011-2012	681	521	384	6,745
	2012-2013	724	493	636	7,233
Ontario	2009-2010	4,107	2,937	3,264	48,440
	2010-2011	3,938	2,616	3,378	47,342
	2011-2012	3,921	3,169	2,349	46,648
	2012-2013	3,968	2,921	3,532	46,674

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: Criminal Courtroom Operating Hours by Region

Region	2008-09	2009-10	2010-11	2011-12	2012-13
Central East	8,162	8,803	8,196	8,022	7,671
Central West	11,098	11,768	11,475	12,335	12,800
East	7,067	6,261	7,204	7,289	7,513
Northeast	2,249	2,067	1,815	1,276	1,868
Northwest	839	566	510	612	868
Toronto	18,408	17,409	16,524	15,727	13,087
West	5,854	6,692	6,776	7,311	6,593
Ontario	53,678	53,565	52,501	52,572	50,401

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

Region	Location	09-10	10-11	11-12	12-13
Central East	Barrie	141	149	138	111
	Bracebridge	6	9	6	15
	Cobourg	16	12	10	19
	Durham	128	119	94	100
	Lindsay	36	26	18	15
	Newmarket	87	86	79	87
	Peterborough	22	25	43	37
Central East Total		436	426	388	384
Central West	Brampton	444	446	441	458
	Brantford	16	18	18	19
	Cayuga	12	6	9	6
	Hamilton	183	174	177	216
	Milton	78	85	83	86
	Orangeville	25	38	26	23
	Simcoe	13	12	9	20
	St. Catharines	24	25	40	28
	Welland	29	32	40	36
Central West Total		824	836	843	892
East	Belleville	52	30	33	48
	Brockville	37	37	47	33
	Cornwall	94	79	77	76
	Kingston	74	52	60	58
	L'Orignal	44	26	35	13
	Napanee	12	20	12	11
	Ottawa	195	197	188	174
	Pembroke	28	31	32	23
	Perth	21	23	23	32
	Picton	5	8	4	9
East Total		562	503	511	477
Northeast	Cochrane (inc. Timmins)	34	34	49	58
	Gore Bay	16	17	21	19
	Haileybury	26	29	34	23
	North Bay	52	52	50	37
	Parry Sound	22	27	21	28
	Sault Ste. Marie	35	33	30	24
	Sudbury	76	87	62	105
Northeast Total		261	279	267	294

Superior Court of Justice: Criminal Indictments and Appeals Received (continued)

Region	Location	09-10	10-11	11-12	12-13
Northwest	Fort Frances	5	8	4	4
	Kenora	42	22	32	23
	Thunder Bay	62	40	83	57
Northwest Total		109	70	119	84
Toronto	Toronto Superior Court Of Justice	1,241	1,107	1,112	1,113
Toronto Total		1,241	1,107	1,112	1,113
West	Chatham	20	34	31	26
	Goderich	26	27	15	17
	Guelph	41	41	42	51
	Kitchener	57	58	53	45
	London	183	187	203	216
	Owen Sound	14	23	18	14
	Sarnia	54	46	36	72
	St. Thomas	34	37	28	33
	Stratford	55	46	67	52
	Walkerton	27	23	15	15
	Windsor	141	170	153	158
	Woodstock	22	25	20	25
West Total		674	717	681	724
Ontario Total		4,107	3,938	3,921	3,968

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.

SOURCE: FRANK

Superior Court of Justice: Criminal Indictments and Appeals Disposed

Region	Location	09-10	10-11	11-12	12-13
Central East	Barrie	120	89	120	114
	Bracebridge	9	6	8	5
	Cobourg	18	12	2	11
	Durham	116	70	83	86
	Lindsay	27	17	18	19
	Newmarket	48	56	38	36
	Peterborough	14	15	28	16
Central East Total		352	265	297	287
Central West	Brampton	293	242	278	306
	Brantford	9	12	15	11
	Cayuga	9	4	3	4
	Hamilton	171	152	141	184
	Milton	65	51	76	55
	Orangeville	14	19	16	8
	Simcoe	6	9	4	8
	St. Catharines	18	16	33	25
	Welland	23	19	29	32
Central West Total		608	524	595	633
East	Belleville	37	28	25	32
	Brockville	9	18	29	17
	Cornwall	50	48	68	63
	Kingston	59	39	33	50
	L'Orignal	37	10	31	8
	Napanee	2	2	7	6
	Ottawa	128	138	153	159
	Pembroke	31	25	26	25
	Perth	19	21	19	15
	Picton	4	5	3	3
East Total		376	334	394	378
Northeast	Cochrane (inc. Timmins)	20	23	19	41
	Gore Bay	6	2	5	5
	Haileybury	19	24	28	19
	North Bay	28	39	35	32
	Parry Sound	14	10	21	21
	Sault Ste. Marie	16	20	31	14
	Sudbury	40	43	30	3
Northeast Total		143	161	169	135

Superior Court of Justice: Criminal Indictments and Appeals Disposed (continued)

Region	Location	09-10	10-11	11-12	12-13
Northwest	Fort Frances	2	3	4	2
	Kenora	38	17	12	11
	Thunder Bay	50	32	43	45
Northwest Total		90	52	59	58
Toronto	Toronto Superior Court Of Justice	876	821	1,134	937
Toronto Total		876	821	1,134	937
West	Chatham	15	16	25	29
	Goderich	19	17	7	13
	Guelph	48	41	37	20
	Kitchener	37	45	30	28
	London	84	103	131	120
	Owen Sound	7	5	15	7
	Sarnia	43	39	38	40
	St. Thomas	26	28	29	31
	Stratford	39	36	40	37
	Walkerton	17	12	7	6
	Windsor	139	101	141	147
	Woodstock	18	16	21	15
West Total		492	459	521	493
Ontario Total		2,937	2,616	3,169	2,921

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. 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.

SOURCE: FRANK

Superior Court of Justice: Criminal Indictments and Appeals Pending

Region	Location	09-10	10-11	11-12	12-13
Central East	Barrie	87	121	70	84
	Bracebridge	7	5	1	11
	Cobourg	12	7	6	16
	Durham	79	79	67	83
	Lindsay	25	20	13	13
	Newmarket	66	56	36	63
	Peterborough	14	13	20	41
Central East Total		290	301	213	311
Central West	Brampton	382	418	357	515
	Brantford	16	17	10	18
	Cayuga	6	6	5	3
	Hamilton	139	125	82	148
	Milton	59	68	53	80
	Orangeville	14	14	5	7
	Simcoe	9	8	7	7
	St. Catharines	20	25	20	29
	Welland	21	33	24	42
Central West Total		666	714	563	849
East	Belleville	38	22	25	40
	Brockville	17	30	24	32
	Cornwall	100	86	54	86
	Kingston	60	41	37	57
	L'Orignal	24	28	10	10
	Napanee	6	13	10	10
	Ottawa	191	195	124	185
	Pembroke	17	17	16	12
	Perth	22	17	16	21
	Picton	5	5	2	6
East Total		480	454	318	459
Northeast	Cochrane (inc. Timmins)	25	24	29	37
	Gore Bay	9	10	10	17
	Haileybury	22	22	13	13
	North Bay	38	37	23	29
	Parry Sound	11	19	9	18
	Sault Ste. Marie	20	21	10	21
	Sudbury	51	61	29	80
Northeast Total		176	194	123	215

Superior Court of Justice: Criminal Indictments and Appeals Pending (continued)

Region	Location	09-10	10-11	11-12	12-13
Northwest	Fort Frances	3	4	0	2
	Kenora	19	13	10	18
	Thunder Bay	39	31	32	60
Northwest Total		61	48	42	80
Toronto	Toronto Superior Court Of Justice	1,038	1,097	706	982
Toronto Total		1,038	1,097	706	982
West	Chatham	16	27	26	23
	Goderich	18	18	18	19
	Guelph	23	16	7	34
	Kitchener	56	47	17	41
	London	143	153	104	228
	Owen Sound	11	16	11	8
	Sarnia	41	39	30	57
	St. Thomas	26	33	17	24
	Stratford	31	25	24	25
	Walkerton	10	12	3	8
	Windsor	163	165	113	145
	Woodstock	15	19	14	24
West Total		553	570	384	636
Ontario Total		3,264	3,378	2,349	3,532

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. 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: Criminal Events Heard

Region	Location	09-10	10-11	11-12	12-13
Central East	Barrie	1,566	1,332	1,510	1,372
	Bracebridge	94	88	77	119
	Cobourg	234	108	98	109
	Durham	1,815	1,754	1,697	1,488
	Lindsay	425	276	243	240
	Newmarket	1,190	1,180	958	940
	Peterborough	295	302	311	455
Central East Total		5,619	5,040	4,894	4,723
Central West	Brampton	5,728	6,033	5,786	6,143
	Brantford	319	356	342	435
	Cayuga	109	78	84	82
	Hamilton	2,164	1,804	1,849	2,084
	Milton	855	830	910	875
	Orangeville	243	303	174	92
	Simcoe	121	128	125	107
	St. Catharines	394	439	516	539
	Welland	455	552	571	874
Central West Total		10,388	10,523	10,357	11,231
East	Belleville	482	328	331	301
	Brockville	259	286	402	382
	Cornwall	1,022	997	969	866
	Kingston	661	623	549	717
	L'Orignal	194	170	175	117
	Napanee	39	104	128	105
	Ottawa	2,390	2,569	2,194	2,490
	Pembroke	266	173	179	147
	Perth	224	195	172	221
	Picton	75	46	77	83
East Total		5,612	5,491	5,176	5,429
North East	Cochrane (inc. Timmins)	453	338	342	446
	Gore Bay	205	149	133	257
	Haileybury	184	194	169	170
	North Bay	394	404	438	408
	Parry Sound	157	206	202	209
	Sault Ste. Marie	460	452	381	352
	Sudbury	471	651	627	675
North East Total		2,324	2,394	2,292	2,517

Superior Court of Justice: Criminal Events Heard (continued)

Region	Location	09-10	10-11	11-12	12-13
North West	Fort Frances	34	42	38	26
	Kenora	379	364	271	238
	Thunder Bay	680	551	738	745
North West Total		1,093	957	1,047	1,009
Toronto	Toronto Superior Court Of Justice	16,766	16,037	16,137	14,532
Toronto Total		16,766	16,037	16,137	14,532
West	Chatham	158	163	202	169
	Goderich	224	209	180	156
	Guelph	448	437	401	371
	Kitchener	647	780	684	679
	London	1,583	1,905	1,908	2,418
	Owen Sound	167	251	181	178
	Sarnia	442	430	367	470
	St. Thomas	213	225	205	221
	Stratford	246	231	242	271
	Walkerton	125	181	176	108
	Windsor	2,183	1,898	1,999	1,900
	Woodstock	202	190	200	292
West Total		6,638	6,900	6,745	7,233
Ontario Total		48,440	47,342	46,648	46,674

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.

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	2008-09	14,268	52,965	16,882
	2009-10	14,225	52,872	18,254
	2010-11	13,450	52,043	19,464
	2011-12	13,506	49, 152	20,154
	2012-13	13,282	48,676	20,805
Central West	2008-09	18,535	60,863	20,226
	2009-10	18,718	62,497	21,485
	2010-11	17,767	60,600	22,320
	2011-12	17,719	58,812	21,824
	2012-13	16,892	57,014	20,013
East	2008-09	11,780	38,057	11,403
	2009-10	11,562	37,049	10,748
	2010-11	10,934	36,280	11,258
	2011-12	11,091	35, 207	12,187
	2012-13	10,315	34,537	11,582
Northeast	2008-09	5,318	26,073	6,082
	2009-10	5,230	26,118	6,783
	2010-11	5,188	24,984	5,833
	2011-12	4,996	23,808	6,198
	2012-13	5,154	25,545	5,761
Northwest	2008-09	1,905	9,325	2,246
	2009-10	1,783	9,836	2,161
	2010-11	1,689	8,576	2,188
	2011-12	1,660	8,149	2,329
	2012-13	1,599	7,899	2,091

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	2008-09	18,003	53, 503	16,398
	2009-10	18,019	51,969	15,967
	2010-11	17,127	48,846	15,795
	2011-12	16,863	46,535	16,035
	2012-13	15,293	45,493	16,635
West	2008-09	16,429	71,566	16,770
	2009-10	16,616	72,053	17,871
	2010-11	15,681	70,091	17,861
	2011-12	15,574	69,797	17,799
	2012-13	15,032	68,803	17,731
Ontario	2008-09	86,238	312,352	90,007
	2009-10	86,153	312,394	93,268
	2010-11	81,836	301,420	94,719
	2011-12	81,409	291,460	96,526
	2012-13	77,567	286,967	94,618

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. Attendance at the Mandatory Information Program (MIP) sessions were excluded from the events heard, although they are recorded in FRANK, because these group education sessions do not provide an opportunity for consideration of, or progress, in an individual case.
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, Durham 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	08-09	09-10	10-11	11-12	12-13	Change from 08-09 to 12-13	% Change from 08-09 to 12-13
Central East	Barrie (inc. Orillia)	3,290	3,440	3,080	3,114	3,254	-36	-1%
	Bracebridge	486	479	509	461	404	-82	-17%
	Cobourg	697	597	583	607	587	-110	-16%
	Durham	4,554	4,334	4,060	4,115	3,984	-570	-13%
	Lindsay	703	674	639	620	607	-96	-14%
	Newmarket	3,536	3,682	3,640	3,660	3,476	-60	-2%
	Peterborough	1,002	1,019	939	929	970	-32	-3%
Central East Total		14,268	14,225	13,450	13,506	13,282	-986	-7%
Central West	Brampton	6,722	6,944	6,605	6,571	6,259	-463	-7%
	Brantford	1,438	1,440	1,318	1,322	1,233	-205	-14%
	Cayuga	305	320	320	314	286	-19	-6%
	Hamilton	3,798	3,642	3,451	3,509	3,368	-430	-11%
	Milton	2,181	2,183	2,067	2,088	1,935	-246	-11%
	Orangeville	484	451	530	423	415	-69	-14%
	Simcoe	462	493	504	456	459	-3	-1%
	St. Catharines	1,319	1,445	1,326	1,349	1,308	-11	-1%
	Welland (inc. Niagara Falls)	1,826	1,800	1,646	1,687	1,629	-197	-11%
Central West Total		18,535	18,718	17,767	17,719	16,892	-1,643	-9%
East	Belleville	1,630	1,553	1,316	1,379	1,262	-368	-23%
	Brockville	652	681	649	586	634	-18	-3%
	Cornwall	1,264	1,273	1,302	1,257	1,047	-217	-17%
	Kingston	1,021	1,090	1,024	1,080	980	-41	-4%
	L'Orignal	550	527	482	522	513	-37	-7%
	Napanee	321	278	253	293	254	-67	-21%
	Ottawa	4,840	4,751	4,572	4,655	4,290	-550	-11%
	Pembroke	831	772	733	724	767	-64	-8%
	Perth	492	472	426	443	431	-61	-12%
	Picton	179	165	177	152	137	-42	-23%
East Total		11,780	11,562	10,934	11,091	10,315	-1,465	-12%
Northeast	Cochrane (inc. Timmins)	897	827	831	692	811	-86	-10%
	Gore Bay	164	132	145	142	156	-8	-5%
	Haileybury (inc. Kirkland Lake)	245	231	250	236	252	7	3%
	North Bay	1,084	1,035	1,012	1,030	993	-91	-8%
	Parry Sound	301	299	338	246	292	-9	-3%
	Sault Ste. Marie (inc. Elliot Lake)	949	941	914	893	873	-76	-8%
	Sudbury (inc. Espanola)	1,678	1,765	1,698	1,757	1,777	99	6%
Northeast Total		5,318	5,230	5,188	4,996	5,154	-164	-3%

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	08-09	09-10	10-11	11-12	12-13	Change from 08-09 to 12-13	% Change from 08-09 to 12-13
Northwest	Fort Frances	141	125	120	105	84	-57	-40%
	Kenora (inc. Dryden and Red Lake)	421	391	357	431	389	-32	-8%
	Thunder Bay	1,343	1,267	1,212	1,124	1,126	-217	-16%
Northwest Total		1,905	1,783	1,689	1,660	1,599	-306	-16%
	311 Jarvis Street	2,235	2,017	1,806	1,816	1,689	-546	-24%
	393 University Avenue	10,404	10,928	10,618	10,573	9,481	-923	-9%
	47 Sheppard Avenue East	5,364	5,074	4,703	4,474	4,123	-1,241	-23%
Toronto Total		18,003	18,019	17,127	16,863	15,293	-2,710	-15%
West	Chatham	921	977	860	800	820	-101	-11%
	Goderich	364	296	307	312	292	-72	-20%
	Guelph	1,267	1,154	1,104	1,171	1,081	-186	-15%
	Kitchener (inc. Cambridge)	3,852	3,701	3,504	3,510	3,310	-542	-14%
	London	3,233	3,445	3,317	3,261	3,119	-114	-4%
	Owen Sound	665	702	662	599	604	-61	-9%
	Sarnia	1,057	1,028	1,028	999	921	-136	-13%
	St. Thomas	791	836	689	708	697	-94	-12%
	Stratford	483	529	538	509	559	76	16%
	Walkerton	367	368	321	311	342	-25	-7%
	Windsor	2,462	2,569	2,399	2,470	2,384	-78	-3%
	Woodstock	967	1,011	952	924	903	-64	-7%
West Total		16,429	16,616	15,681	15,574	15,032	-1,397	-9%
Ontario Total		86,238	86,153	81,836	81,409	77,567	-8,671	-10%

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, Durham 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	08-09	09-10	10-11	11-12	12-13	Change from 07-08 to 12-13	% Change from 07-08 to 12-13
Central East	Barrie (inc. Orillia)	11,707	11,527	11,309	10,905	11,176	-531	-5%
	Bracebridge	1,433	1,516	1,604	1,586	1,408	-25	-2%
	Cobourg	2,493	2,482	2,076	2,115	2,219	-274	-11%
	Durham	17,096	16,863	16,945	16,002	15,714	-1,382	-8%
	Lindsay	3,092	3,299	2,964	2,702	2,651	-441	-14%
	Newmarket	13,049	12,645	13,062	12,034	12,019	-1,030	-8%
	Peterborough	4,095	4,540	4,083	3,808	3,489	-606	-15%
Central East Total		52,965	52,872	52,043	49,152	48,676	-4,289	-8%
Central West	Brampton	20,136	20,827	19,834	18,430	18,287	-1,849	-9%
	Brantford	5,377	5,347	5,087	4,891	4,547	-830	-15%
	Cayuga	974	970	1,042	1,323	1,076	102	10%
	Hamilton	12,694	13,541	12,323	11,854	11,560	-1,134	-9%
	Milton	6,489	6,393	6,641	6,981	6,580	91	4%
	Orangeville	1,802	1,740	1,856	1,822	1,550	-252	-14%
	Simcoe	1,694	1,948	2,153	1,978	1,888	194	11%
	St. Catharines	5,358	5,783	5,656	5,647	5,406	48	1%
	Welland (inc. Niagara Falls)	6,339	5,948	6,008	5,886	6,120	-219	-3%
Central West Total		60,863	62,497	60,600	58,812	57,014	-3,849	-6%
East	Belleville	7,475	6,990	6,429	5,762	5,303	-2,172	-29%
	Brockville	2,560	2,804	2,615	2,494	2,466	-94	-4%
	Cornwall	2,794	2,798	2,794	2,813	2,567	-227	-8%
	Kingston	3,320	3,458	3,514	3,493	3,602	282	8%
	L'Orignal	1,631	1,722	1,670	1,673	1,637	6	0%
	Napanee	1,028	1,086	993	1,020	862	-166	-16%
	Ottawa	12,437	12,066	12,834	12,162	12,345	-92	-1%
	Pembroke	4,498	3,980	3,348	3,629	3,589	-909	-20%
	Perth	1,483	1,536	1,445	1,544	1,535	52	4%
	Picton	831	609	638	617	631	-200	-24%
East Total		38,057	37,049	36,280	35,207	34,537	-3,520	-9%
Northeast	Cochrane (inc. Timmins)	4,297	4,283	4,403	4,377	4,638	341	8%
	Gore Bay	549	507	481	446	493	-56	-10%
	Haileybury (inc. Kirkland Lake)	842	864	906	989	1,071	229	27%
	North Bay	5,020	4,752	4,597	4,886	5,493	473	9%

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	08-09	09-10	10-11	11-12	12-13	Change from 07-08 to 12-13	% Change from 07-08 to 12-13
	Parry Sound	1,281	1,554	1,379	1,039	1,176	-105	-8%
	Sault Ste. Marie (inc. Elliot Lake)	6,159	6,315	6,126	6,493	6,122	-37	-1%
	Sudbury (inc. Espanola)	7,925	7,843	7,092	5,578	5,552	-2,373	-30%
Northeast Total		26,073	26,118	24,984	23,808	24,545	-1,528	-6%
Northwest	Fort Frances	642	612	442	389	383	-259	-40%
	Kenora (inc. Dryden and Red Lake)	1,613	1,563	1,323	1,358	1,435	-178	-11%
	Thunder Bay	7,070	7,661	6,811	6,402	6,081	-989	-14%
Northwest Total		9,325	9,836	8,576	8,149	7,899	-1,426	-15%
	311 Jarvis St.	11,702	10,947	9,499	9,611	9,097	-2,605	-22%
	393 University Avenue	16,499	15,969	15,966	15,419	14,992	-1,507	-9%
	47 Sheppard Avenue East	25,302	25,053	23,381	21,505	21,404	-3,898	-15%
Toronto Total		53,503	51,969	48,846	46,535	45,493	-8,010	-15%
West	Chatham	5,586	6,077	5,721	5,222	5,807	221	4%
	Goderich	2,363	2,181	1,962	2,119	1,677	-686	-29%
	Guelph	4,280	4,341	3,656	3,866	3,664	-616	-14%
	Kitchener (inc. Cambridge)	13,561	13,975	13,454	13,706	12,867	-694	-5%
	London	10,719	11,247	11,119	11,416	11,858	1,139	11%
	Owen Sound	3,197	3,100	2,997	3,256	3,149	-48	-2%
	Sarnia	7,120	7,057	7,273	6,664	6,484	-636	-9%
	St. Thomas	3,420	3,222	2,883	2,919	2,968	-452	-13%
	Stratford	2,144	2,071	2,125	2,097	1,986	-158	-7%
	Walkerton	1,630	1,828	1,764	1,595	1,579	-51	-3%
	Windsor	11,198	10,692	11,359	11,326	11,551	353	3%
	Woodstock	6,348	6,262	5,778	5,611	5,213	-1,135	-18%
West Total		71,566	72,053	70,091	69,797	68,803	-2,763	-4%
Ontario Total		312,352	312,394	301,420	291,460	286,967	-25,385	-8%

- Events heard include all scheduled events dealt with by a judicial official (including adjournments) and events heard in enforcement proceedings. Attendance at the Mandatory Information Program (MIP) sessions were excluded from the events heard, although they are recorded in FRANK, because these group education sessions do not provide an opportunity for consideration of, or progress, in an individual case.
- 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, Durham 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	2008-09	7,176	16,118	5,364
	2009-10	7,264	16,138	5,411
	2010-11	6,937	15,844	5,823
	2011-12	6,892	15,544	5,292
	2012-13	6,624	15,027	4,766
East	2008-09	961	2,229	539
	2009-10	874	2,214	707
	2010-11	820	1,824	616
	2011-12	861	1,770	546
	2012-13	826	1,793	542
Northeast	2008-09	1,945	4,672	1,622
	2009-10	1,900	4,795	1,843
	2010-11	1,768	4,584	1,433
	2011-12	1,773	4,345	1,261
	2012-13	1,790	4,215	1,428
Northwest	2008-09	701	2,246	661
	2009-10	690	2,235	729
	2010-11	652	1,848	593
	2011-12	682	1,762	635
	2012-13	654	1,851	679
Toronto	2008-09	10,404	16,499	7,098
	2009-10	10,928	15,969	6,906
	2010-11	10,618	15,966	6,937
	2011-12	10,573	15,419	7,061
	2012-13	9,481	14,992	8,162

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

Region	Fiscal Year	New Proceedings	Events Heard	Courtroom Operating Hours
West	2008-09	6,245	17,923	4,345
	2009-10	6,060	17,165	4,657
	2010-11	5,892	17,267	4,980
	2011-12	5,779	15,939	4,603
	2012-13	5,628	15,225	3,982
Ontario	2008-09	27,432	59,687	19,629
	2009-10	27,716	58,516	20,252
	2010-11	26,687	57,333	20,386
	2011-12	26,560	54,779	19,399
	2012-13	25,003	53,103	19,563

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. Attendance at the Mandatory Information Program (MIP) sessions were excluded from the events heard, although they are recorded in FRANK, because these group education sessions do not provide an opportunity for consideration of, or progress, in an individual case.
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	08-09	09-10	10-11	11-12	12-13	Change from 08-09 to 12-13	% Change from 08-09 to 12-13
Central West	Brampton	3,799	3,923	3,740	3,792	3,593	-207	-5%
	Brantford	489	504	470	449	456	-33	-7%
	Cayuga	153	162	156	147	138	-15	-10%
	Milton	1,476	1,415	1,395	1,412	1,324	-152	-10%
	Orangeville	229	211	258	178	192	-37	-16%
	Simcoe	212	205	206	200	214	2	1%
	Welland (inc. Niagara Falls)	818	844	712	714	708	-110	-13%
Central West Total		7,176	7,264	6,937	6,892	6,624	-552	-8%
East	Belleville	561	496	475	501	456	-105	-19%
	Pembroke	351	329	279	310	318	-33	-9%
	Picton	49	49	66	50	52	3	6%
East Total		961	874	820	861	826	-135	-14%
Northeast	Cochrane (inc. Timmins)	303	289	292	258	279	-24	-8%
	Gore Bay	28	26	26	28	44	16	57%
	Haileybury	90	91	95	87	97	7	8%
	North Bay	324	276	241	306	290	-34	-10%
	Parry Sound	91	94	102	86	97	6	7%
	Sault Ste. Marie	420	436	384	379	368	-52	-12%
	Sudbury	689	688	628	629	615	-74	-11%
Northeast Total		1,945	1,900	1,768	1,773	1,790	-155	-8%
Northwest	Fort Frances	62	62	53	52	40	-22	-35%
	Kenora	148	163	132	167	138	-10	-7%
	Thunder Bay	491	465	467	463	476	-15	-3%
Northwest Total		701	690	652	682	654	-47	-7%
Toronto	393 University Ave.	10,404	10,928	10,618	10,573	9,481	-923	-9%
Toronto Total		10,404	10,928	10,618	10,573	9,481	-923	-9%

Superior Court of Justice: New Family Proceedings (continued)

Region	Location	08-09	09-10	10-11	11-12	12-13	Change from 08-09 to 12-13	% Change from 08-09 to 12-13
West	Chatham	316	345	333	316	311	-5	-2%
	Goderich	151	139	137	137	137	-14	-9%
	Guelph	614	554	552	574	512	-102	-17%
	Kitchener (inc. Cambridge)	1,565	1,527	1,505	1,507	1,410	-155	-10%
	Owen Sound	323	280	316	297	307	-16	-5%
	Sarnia	478	428	404	385	413	-65	-14%
	St. Thomas	364	341	320	321	297	-67	-18%
	Stratford	200	213	211	206	223	23	12%
	Walkerton	178	175	155	159	155	-23	-13%
	Windsor	1,634	1,640	1,540	1,468	1,450	-184	-11%
	Woodstock	422	418	419	409	413	-9	-2%
West Total		6,245	6,060	5,892	5,779	5,628	-617	-10%
Ontario Total		27,432	27,716	26,687	26,560	25,003	-2,429	-9%

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	08-09	09-10	10-11	11-12	12-13	Change from 08-09 to 12-13	% Change from 08-09 to 12-13
Central West	Brampton	7,461	7,564	7,244	6,920	6,876	-585	-8%
	Brantford	1,174	1,140	1,167	1,040	984	-190	-16%
	Cayuga	348	360	444	468	421	73	21%
	Milton	3,654	3,559	3,676	3,995	3,636	-18	0%
	Orangeville	609	558	624	645	482	-127	-21%
	Simcoe	419	495	441	438	464	45	11%
	Welland (inc. Niagara Falls)	2,453	2,462	2,248	2,038	2,164	-289	-12%
Central West Total		16,118	16,138	15,844	15,544	15,027	-1,091	-7%
East	Belleville	1,110	1,159	942	951	941	-169	-15%
	Pembroke	987	957	746	712	724	-263	-27%
	Picton	132	98	136	107	128	-4	-3%
East Total		2,229	2,214	1,824	1,770	1,793	-436	-20%
Northeast	Cochrane (inc. Timmins)	647	719	732	721	631	-16	-2%
	Gore Bay	55	62	55	45	59	4	7%
	Haileybury	206	192	192	173	187	-19	-9%
	North Bay	657	634	538	551	617	-40	-6%
	Parry Sound	203	171	203	177	228	25	12%
	Sault Ste. Marie	1,288	1,421	1,404	1,353	1,299	-11	1%
	Sudbury	1,616	1,596	1,460	1,325	1,194	-422	-26%
Northeast Total		4,672	4,795	4,584	4,345	4,215	-457	-10%
Northwest	Fort Frances	233	257	222	182	209	-24	-10%
	Kenora	396	492	352	366	367	-29	-7%
	Thunder Bay	1,617	1,486	1,274	1,214	1,275	-342	-21%
Northwest Total		2,246	2,235	1,848	1,762	1,851	-395	-18%
Toronto	393 University Ave.	16,499	15,969	15,966	15,419	14,992	-1,507	-9%
Toronto Total		16,499	15,969	15,966	15,419	14,992	-1,507	-9%

Superior Court of Justice: Family Events Heard (continued)

Region	Location	08-09	09-10	10-11	11-12	12-13	Change from 08-09 to 12-13	% Change from 08-09 to 12-13
West	Chatham	1,035	993	1,082	936	983	-52	-5%
	Goderich	640	567	512	564	502	-138	-22%
	Guelph	1,421	1,393	1,361	1,437	1,242	-179	-13%
	Kitchener (inc. Cambridge)	3,209	3,172	3,236	3,200	3,082	-127	-4%
	Owen Sound	717	680	663	727	751	34	5%
	Sarnia	2,171	2,329	2,237	1,773	1,668	-503	-23%
	St. Thomas	1,294	1,102	1,159	1,045	1,078	-216	-17%
	Stratford	507	606	536	427	489	-18	-4%
	Walkerton	389	482	490	406	345	-44	-11%
	Windsor	5,191	4,513	4,536	4,190	3,871	-1,320	-25%
	Woodstock	1,349	1,328	1,455	1,234	1,214	-135	-10%
West Total		17,923	17,165	17,267	15,939	15,225	-2,698	-15%
Ontario Total		59,687	58,516	57,333	54,779	53,103	-6,584	-11%

1. Events heard include all scheduled events dealt with by a judicial official (including adjournments) and events heard in enforcement proceedings. Attendance at the Mandatory Information Program (MIP) sessions were excluded from the events heard, although they are recorded in FRANK, because these group education sessions do not provide an opportunity for consideration of, or progress, in an individual case.
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	2008-09	14,268	52,965	16,882
	2009-10	14,225	52,872	18,254
	2010-11	13,450	52,043	19,459
	2011-12	13,506	49,152	20,154
	2012-13	13,282	48,676	20,800
Central West	2008-09	5,117	18,052	6,438
	2009-10	5,087	19,324	7,292
	2010-11	4,777	17,979	7,597
	2011-12	4,858	17,501	7,573
	2012-13	4,676	16,966	7,152
East	2008-09	9,140	25,253	8,930
	2009-10	9,072	25,470	8,207
	2010-11	8,708	25,865	8,937
	2011-12	8,836	25,199	9,929
	2012-13	8,149	25,014	9,395
West	2008-09	3,233	10,719	2,999
	2009-10	3,445	11,247	3,240
	2010-11	3,317	11,119	3,276
	2011-12	3,261	11,416	3,391
	2012-13	3,119	11,858	3,857
Ontario	2008-09	31,758	106,989	35,249
	2009-10	31,829	108,913	36,992
	2010-11	30,252	107,006	39,269
	2011-12	30,461	103,268	41,047
	2012-13	29,226	102,514	41,205

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. Attendance at the Mandatory Information Program (MIP) sessions were excluded from the events heard, although they are recorded in FRANK, because these group education sessions do not provide an opportunity for consideration of, or progress, in an individual case.
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	08-09	09-10	10-11	11-12	12-13	Change from 08-09 to 12-13	% Change from 08-09 to 12-13
Central East	Barrie (inc. Orillia)	3,290	3,440	3,080	3,114	3,254	-36	-1%
	Bracebridge	486	479	509	461	404	-82	-17%
	Cobourg	697	597	583	607	587	-110	-16%
	Durham	4,554	4,334	4,060	4,115	3,984	-570	-13%
	Lindsay	703	674	639	620	607	-96	-14%
	Newmarket	3,536	3,682	3,640	3,660	3,476	-60	-2%
	Peterborough	1,002	1,019	939	929	970	-32	-3%
Central East Total		14,268	14,225	13,450	13,506	13,282	-986	-7%
Central West	Hamilton	3,798	3,642	3,451	3,509	3,368	-430	-11%
	St. Catharines	1,319	1,445	1,326	1,349	1,308	-11	-1%
Central West Total		5,117	5,087	4,777	4,858	4,676	-441	-9%
East	Brockville	652	681	649	586	634	-18	-3%
	Cornwall	1,264	1,273	1,302	1,257	1,047	-217	-17%
	Kingston	1,021	1,090	1,024	1,080	980	-41	-4%
	L'Orignal	550	527	482	522	513	-37	-7%
	Napanee	321	278	253	293	254	-67	-21%
	Ottawa	4,840	4,751	4,572	4,655	4,290	-550	-11%
	Perth	492	472	426	443	431	-61	-12%
East Total		9,140	9,072	8,708	8,836	8,149	-991	-11%
West	London	3,233	3,445	3,317	3,261	3,119	-114	-4%
West Total		3,233	3,445	3,317	3,261	3,119	-114	-4%
Ontario Total		31,758	31,829	30,252	30,461	29,226	-2,532	-8%

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	08-09	09-10	10-11	11-12	12-13	Change from 08-09 to 12-13	% Change from 08-09 to 12-13
Central East	Barrie (inc. Orillia)	11,707	11,527	11,309	10,905	11,176	-531	-5%
	Bracebridge	1,433	1,516	1,604	1,586	1,408	-25	-2%
	Cobourg	2,493	2,482	2,076	2,115	2,219	-274	-11%
	Durham	17,096	16,863	16,945	16,002	15,714	-1,382	-8%
	Lindsay	3,092	3,299	2,964	2,702	2,651	-441	-14%
	Newmarket	13,049	12,645	13,062	12,034	12,019	-1,030	-8%
	Peterborough	4,095	4,540	4,083	3,808	3,489	-606	-15%
Central East Total		52,965	52,872	52,043	49,152	48,676	-4,289	-8%
Central West	Hamilton	12,694	13,541	12,323	11,854	11,560	-1,134	-9%
	St. Catharines	5,358	5,783	5,656	5,647	5,406	48	1%
Central West Total		18,052	19,324	17,979	17,501	16,966	-1,086	-6%
East	Brockville	2,560	2,804	2,615	2,494	2,466	-94	-4%
	Cornwall	2,794	2,798	2,794	2,813	2,567	-227	-8%
	Kingston	3,320	3,458	3,514	3,493	3,602	282	8%
	L'Orignal	1,631	1,722	1,670	1,673	1,637	6	0%
	Napanee	1,028	1,086	993	1,020	862	-166	-16%
	Ottawa	12,437	12,066	12,834	12,162	12,345	-92	-1%
	Perth	1,483	1,536	1,445	1,544	1,535	52	4%
East Total		25,253	25,470	25,865	25,199	25,014	-239	-1%
West	London	10,719	11,247	11,119	11,416	11,858	1,139	11%
West Total		10,719	11,247	11,119	11,416	11,858	1,139	11%
Ontario Total		106,989	108,913	107,006	103,268	102,514	-4,475	-4%

1. Events heard include all scheduled events dealt with by a judicial official (including adjournments) and events heard in enforcement proceedings. Attendance at the Mandatory Information Program (MIP) sessions were excluded from the events heard, although they are recorded in FRANK, because these group education sessions do not provide an opportunity for consideration of, or progress, in an individual case.
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	2008-09	6,242	26,693	8,423
	2009-10	6,367	27,035	8,782
	2010-11	6,053	26,777	8,900
	2011-12	5,969	25,767	8,959
	2012-13	5,592	25,021	8,095
East	2008-09	1,679	10,575	1,934
	2009-10	1,616	9,365	1,835
	2010-11	1,406	8,591	1,705
	2011-12	1,394	8,238	1,711
	2012-13	1,340	7,730	1,645
Northeast	2008-09	3,373	21,401	4,460
	2009-10	3,330	21,323	4,940
	2010-11	3,420	20,400	4,400
	2011-12	3,223	19,463	4,937
	2012-13	3,364	20,330	4,332
Northwest	2008-09	1,204	7,079	1,585
	2009-10	1,093	7,601	1,432
	2010-11	1,037	6,728	1,596
	2011-12	978	6,387	1,694
	2012-13	945	6,048	1,412
Toronto	2008-09	7,599	37,004	9,300
	2009-10	7,091	36,000	9,060
	2010-11	6,509	32,880	8,858
	2011-12	6,290	31,116	8,975
	2012-13	5,812	30,501	8,473
West	2008-09	6,951	42,924	9,426
	2009-10	7,111	43,641	9,974
	2010-11	6,472	41,705	9,606
	2011-12	6,534	42,442	9,804
	2012-13	6,285	41,720	9,892
Ontario	2008-09	27,048	145,676	35,129
	2009-10	26,608	144,965	36,024
	2010-11	24,897	137,081	35,064
	2011-12	24,388	133,413	36,080
	2012-13	23,338	131,350	33,850

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. Attendance at the Mandatory Information Program (MIP) sessions were excluded from the events heard, although they are recorded in FRANK, because these group education sessions do not provide an opportunity for consideration of, or progress, in an individual case.
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	08-09	09-10	10-11	11-12	12-13	Change from 08-09 to 12-13	% Change from 08-09 to 12-13
Central West	Brampton	2,923	3,021	2,865	2,779	2,667	-256	-9%
	Brantford	949	936	848	873	777	-172	-18%
	Cayuga	152	158	164	167	148	-4	-3%
	Milton	705	768	672	676	611	-94	-13%
	Orangeville	255	240	272	245	223	-32	-13%
	Simcoe	250	288	298	256	245	-5	-2%
	Welland (inc. Niagara Falls)	1,008	956	934	973	921	-87	-9%
Central West Total		6,242	6,367	6,053	5,969	5,592	-650	-2%
East	Belleville	1,069	1,057	841	878	806	-263	-25%
	Pembroke	480	443	454	414	449	-31	-6%
	Picton	130	116	111	102	85	-45	-35%
East Total		1,679	1,616	1,406	1,394	1,340	-339	-20%
Northeast	Cochrane (inc. Timmins)	594	538	539	434	532	-62	-10%
	Gore Bay	136	106	119	114	112	-24	-18%
	Haileybury (inc. Kirkland Lake)	155	140	155	149	155	0	0%
	North Bay	760	759	771	724	703	-57	-8%
	Parry Sound	210	205	236	160	195	-15	-7%
	Sault Ste. Marie (inc. Elliot Lake)	529	505	530	514	505	-24	-5%
	Sudbury (inc. Espanola)	989	1,077	1,070	1,128	1,162	173	17%
Northeast Total		3,373	3,330	3,420	3,223	3,364	-9	0%
Northwest	Fort Frances	79	63	67	53	44	-35	-44%
	Kenora (inc. Dryden and Red Lake)	273	228	225	264	251	-22	-8%
	Thunder Bay	852	802	745	661	650	-202	-24%
Northwest Total		1,204	1,093	1,037	978	945	-259	-22%
Toronto	311 Jarvis Street	2,235	2,017	1,806	1,816	1,689	-546	-24%
	47 Sheppard Avenue East	5,364	5,074	4,703	4,474	4,123	-1,241	-23%
Toronto Total		7,599	7,091	6,509	6,290	5,812	-1,787	-24%

Ontario Court of Justice: New Family Proceedings (continued)

Region	Location	08-09	09-10	10-11	11-12	12-13	Change from 08-09 to 12-13	% Change from 08-09 to 12-13
West	Chatham	605	632	527	484	509	-96	-16%
	Goderich	213	157	170	175	155	-58	-27%
	Guelph	653	600	552	597	569	-84	-13%
	Kitchener (inc. Cambridge)	2,287	2,174	1,999	2,003	1,900	-387	-17%
	Owen Sound	342	422	346	302	297	-45	-13%
	Sarnia	579	600	624	614	508	-71	-12%
	St. Thomas	427	495	369	387	400	-27	-6%
	Stratford	283	316	327	303	336	53	19%
	Walkerton	189	193	166	152	187	-2	-1%
	Windsor	828	929	859	1,002	934	106	13%
	Woodstock	545	593	533	515	490	-55	-10%
West Total		6,951	7,111	6,472	6,534	6,285	-666	-10%
Ontario Total		27,048	26,608	24,897	24,388	23,338	-3,710	-14%

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	08-09	09-10	10-11	11-12	11-12	Change from 08-09 to 12-13	% Change from 08-09 to 12-13
Central West	Brampton	12,675	13,263	12,590	11,510	11,411	-1,264	-10%
	Brantford	4,203	4,207	3,920	3,851	3,563	-640	-15%
	Cayuga	626	610	598	855	655	29	5%
	Milton	2,835	2,834	2,965	2,986	2,944	109	4%
	Orangeville	1,193	1,182	1,232	1,177	1,068	-125	-10%
	Simcoe	1,275	1,453	1,712	1,540	1,424	149	12%
	Welland (inc. Niagara Falls)	3,886	3,486	3,760	3,848	3,956	70	2%
Central West Total		26,693	27,035	26,777	25,767	25,021	-1,672	-6%
East	Belleville	6,365	5,831	5,487	4,811	4,362	-2,003	-31%
	Pembroke	3,511	3,023	2,602	2,917	2,865	-646	-18%
	Picton	699	511	502	510	503	-196	-28%
East Total		10,575	9,365	8,591	8,238	7,730	-2,845	-27%
Northeast	Cochrane (inc. Timmins)	3,650	3,564	3,671	3,656	4,007	357	10%
	Gore Bay	494	445	426	401	434	-60	-12%
	Haileybury (inc. Kirkland Lake)	636	672	714	816	884	248	39%
	North Bay	4,363	4,118	4,059	4,335	4,876	513	12%
	Parry Sound	1,078	1,383	1,176	862	948	-130	-12%
	Sault Ste. Marie (inc. Elliot Lake)	4,871	4,894	4,722	5,140	4,823	-48	-1%
	Sudbury (inc. Espanola)	6,309	6,247	5,632	4,253	4,358	-1,951	-31%
Northeast Total		21,401	21,323	20,400	19,463	20,330	-1,071	-5%
Northwest	Fort Frances	409	355	220	207	174	-235	-57%
	Kenora (inc. Dryden and Red Lake)	1,217	1,071	971	992	1,068	-149	-12%
	Thunder Bay	5,453	6,175	5,537	5,188	4,806	-647	-12%
Northwest Total		7,079	7,601	6,728	6,387	6,048	-1,031	-15%
Toronto	311 Jarvis Street	11,702	10,947	9,499	9,611	9,097	-2,605	-22%
	47 Sheppard Avenue East	25,302	25,053	23,381	21,505	21,404	-3,898	-15%
Toronto Total		37,004	36,000	32,880	31,116	30,501	-6,503	-18%

Ontario Court of Justice: Family Events Heard (continued)

Region	Location	07-08	08-09	09-10	10-11	11-12	Change from 07-08 to 11-12	% Change from 08-09 to 12-13
West	Chatham	4,551	5,084	4,639	4,286	4,824	273	6%
	Goderich	1,723	1,614	1,450	1,555	1,175	-548	-32%
	Guelph	2,859	2,948	2,295	2,429	2,422	-437	-15%
	Kitchener (inc. Cambridge)	10,352	10,803	10,218	10,506	9,785	-567	-5%
	Owen Sound	2,480	2,420	2,334	2,529	2,398	-82	-3%
	Sarnia	4,949	4,728	5,036	4,891	4,816	-133	-3%
	St. Thomas	2,126	2,120	1,724	1,874	1,890	-236	-11%
	Stratford	1,637	1,465	1,589	1,670	1,497	-140	-9%
	Walkerton	1,241	1,346	1,274	1,189	1,234	-7	-1%
	Windsor	6,007	6,179	6,823	7,136	7,680	1,673	28%
	Woodstock	4,999	4,934	4,323	4,377	3,999	-1,000	-20%
West Total		42,924	43,641	41,705	42,442	41,720	-1,204	-3%
Ontario Total		145,676	144,965	137,081	133,413	131,350	-14,326	-10%

- Events heard include all scheduled events dealt with by a judicial official (including adjournments) and events heard in enforcement proceedings. Attendance at the Mandatory Information Program (MIP) sessions were excluded from the events heard, although they are recorded in FRANK, because these group education sessions do not provide an opportunity for consideration of, or progress, in an individual case.
- 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	2008-2009	11,592	14,588	5,714
	2009-2010	12,269	14,558	6,157
	2010-2011	13,485	14,956	6,612
	2011-2012	12,615	15,823	7,228
	2012-2013	12,643	16,352	7,128
Central West	2008-2009	15,436	17,888	7,224
	2009-2010	15,198	18,486	7,538
	2010-2011	16,433	19,144	8,172
	2011-2012	16,126	21,098	8,796
	2012-2013	17,024	21,367	7,888
East	2008-2009	6,519	8,456	3,111
	2009-2010	6,332	7,441	2,833
	2010-2011	7,141	7,020	3,117
	2011-2012	7,071	7,472	3,595
	2012-2013	7,230	8,141	4,008
Northeast	2008-2009	2,765	2,649	1,378
	2009-2010	2,908	2,684	1,315
	2010-2011	3,062	2,827	1,176
	2011-2012	2,943	3,057	1,385
	2012-2013	2,838	2,991	1,461
Northwest	2008-2009	1,401	832	403
	2009-2010	1,557	754	420
	2010-2011	1,404	813	423
	2011-2012	1,268	671	290
	2012-2013	1,445	797	348

Small Claims Court: Overview by Region (continued)

Region	Fiscal Year	Claims Filed	Events Heard	Courtroom Operating Hours
Toronto	2008-2009	15,512	25,369	10,919
	2009-2010	15,697	25,494	10,786
	2010-2011	15,866	26,702	10,979
	2011-2012	16,089	20,928	10,793
	2012-2013	15,000	21,806	8, 864
West	2008-2009	10,528	10,434	4,097
	2009-2010	10,293	9,765	4,053
	2010-2011	10,521	10,520	4,375
	2011-2012	10,282	11,045	4,574
	2012-2013	9,879	10,755	4,072
Ontario	2008-2009	63,753	80,216	32,846
	2009-2010	64,254	79,182	33,101
	2010-2011	67,912	81,982	34,855
	2011-2012	66,394	80,094	36,660
	2012-2013	66,059	82,209	33,769

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	08-09	09-10	10-11	11-12	12-13	Change from 08-09 to 12-13	% Change from 08-09 to 12-13
Central East	Barrie	1,901	2,030	2,180	1,992	2,089	188	10%
	Bracebridge	409	390	460	385	420	11	3%
	Cobourg	306	345	375	368	376	70	23%
	Durham	2,736	2,969	3,105	2,824	3,092	356	13%
	Lindsay (inc. Minden)	359	374	422	385	444	85	24%
	Newmarket	913	995	1,180	1,053	1,169	256	28%
	Orillia	380	376	350	330	326	-54	-14%
	Peterborough	595	554	554	601	592	-3	-1%
	Richmond Hill	3,993	4,236	4,859	4,677	4,135	142	4%
Central East Total		11,592	12,269	13,485	12,615	12,643	1,051	9%
Central West	Brampton	7,453	7,097	7,904	7,963	8,898	1,445	19%
	Brantford	690	679	733	790	732	42	6%
	Burlington	702	852	1,308	1,248	1,447	745	106%
	Cayuga	163	203	164	205	160	-3	-2%
	Hamilton	2,625	2,741	2,824	2,595	2,545	-80	-3%
	Milton	491	585	579	542	512	21	4%
	Oakville	625	398	10	3	0	-625	-100%
	Orangeville	304	261	340	275	261	-43	-14%
	Simcoe	245	243	295	283	266	21	9%
	St. Catharines	985	971	1,093	1,006	1,008	23	2%
	Welland	1,153	1,168	1,183	1,216	1,195	42	4%
Central West Total		15,436	15,198	16,433	16,126	17,024	1,588	10%
East	Alexandria	101	75	84	87	92	-9	-9%
	Belleville	646	594	717	714	707	61	9%
	Brockville	404	426	428	473	483	79	20%
	Cornwall (inc. Iroquois)	393	349	365	340	353	-40	-10%
	Kingston (ins. Sharbot Lake)	519	489	553	583	581	62	12%
	L'Orignal	429	389	348	350	380	-49	-11%
	Morrisburg	54	60	58	45	64	10	19%
	Napanee (ins. Kalader)	143	148	181	162	169	26	18%
	Ottawa	3,064	3,126	3,602	3,463	3,513	449	15%
	Pembroke	233	213	283	263	286	53	23%
	Perth	299	243	286	324	336	37	12%
	Picton	107	86	116	106	115	8	7%
	Renfrew	127	134	120	161	151	24	19%
East Total		6,519	6,332	7,141	7,071	7,230	711	11%
Northeast	Cochrane	60	66	97	76	68	8	13%
	Elliot Lake	57	68	77	82	67	10	18%
	Gore Bay	29	27	38	33	60	31	107%

Small Claims Court: Claims Filed (continued)

Region	Location	08-09	09-10	10-11	11-12	12-13	Change from 08-09 to 12-13	% Change from 08-09 to 12-13
	Haileybury	91	80	96	92	70	-21	-23%
	Kapuskasing	159	160	149	105	100	-59	-37%
	Kirkland Lake	84	93	80	58	96	12	14%
	North Bay	450	485	459	513	459	9	2%
	Parry Sound	158	210	241	211	257	99	63%
	Sault Ste. Marie	515	477	549	485	503	-12	-2%
	Sudbury	750	833	842	901	777	27	4%
	Timmins	412	409	434	387	381	-31	-8%
Northeast Total		2,765	2,908	3,062	2,943	2,838	73	3%
Northwest	Dryden	159	154	117	108	146	-13	-8%
	Fort Frances	101	63	67	69	88	-13	-13%
	Geraldton	33	16	22	21	14	-19	-58%
	Kenora	91	112	127	122	160	69	76%
	Nipigon	38	31	28	22	24	-14	-37%
	Red Lake	28	28	28	18	16	-12	-43%
	Thunder Bay	951	1,153	1,015	908	997	46	5%
Northwest Total		1,401	1,557	1,404	1,268	1,445	44	3%
Toronto	47 Sheppard Avenue East	15,512	15,697	15,866	16,089	15,000	-512	-3%
Toronto Total		15,512	15,697	15,866	16,089	15,000	-512	-3%
West	Cambridge	778	688	758	760	544	-234	-30%
	Chatham	494	465	506	443	481	-13	-3%
	Goderich	208	175	216	175	234	26	13%
	Guelph	673	779	799	803	716	43	6%
	Kitchener	1,695	1,710	1,526	1,615	1,577	-118	-7%
	London	1,989	1,864	1,953	2,158	2,098	109	5%
	Owen Sound	475	476	506	453	449	-26	-5%
	Sarnia	595	629	633	585	515	-80	-13%
	St. Thomas	520	328	366	335	330	-190	-37%
	Stratford	296	288	325	273	314	18	6%
	Walkerton	270	295	295	292	304	34	13%
	Windsor	2,057	2,091	2,128	1,865	1,850	-207	-10%
	Woodstock	478	505	510	525	467	-11	-2%
West Total		10,528	10,293	10,521	10,282	9,879	-649	-6%
Ontario Total		63,753	64,254	67,912	66,394	66,059	2,306	4%

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

SOURCE: FRANK

Small Claims Court: Events Heard

Region	Location	08-09	09-10	10-11	11-12	12-13	Change from 08-09 to 12-13	% Change from 08-09 to 12-13
Central East	Barrie	2,127	1,836	2,115	2,080	1,916	-211	-10%
	Bracebridge	542	476	502	520	621	79	15%
	Cobourg	409	381	443	493	469	60	15%
	Durham	3,306	3,288	3,161	3,505	3,407	101	3%
	Lindsay (inc. Minden)	460	504	572	559	602	142	31%
	Newmarket	1,105	1,076	1,328	1,233	1,433	328	30%
	Orillia	377	321	293	342	548	171	45%
	Peterborough	623	632	689	681	799	176	28%
	Richmond Hill	5,639	6,044	5,853	6,410	6,557	918	16%
Central East Total		14,588	14,558	14,956	15,823	16,352	1,764	12%
Central West	Brampton	8,845	8,923	9,267	10,931	11,436	2,591	29%
	Brantford	697	729	724	864	946	249	36%
	Burlington	818	1,056	1,533	1,643	1,752	934	114%
	Cayuga	225	231	221	229	229	4	2%
	Hamilton	3,247	3,314	3,375	3,568	3,173	-74	-2%
	Milton	617	748	829	764	659	42	7%
	Oakville	829	892	331	83	43	-786	-95%
	Orangeville	342	359	398	404	381	39	11%
	Simcoe	292	227	256	268	299	7	2%
	St. Catharines	1,032	1,001	1,134	1,160	1,157	125	12%
	Welland	944	1,006	1,076	1,184	1,292	348	37%
Central West Total		17,888	18,486	19,144	21,098	21,367	3,479	19%
East	Alexandria	99	83	74	81	123	24	24%
	Belleville	741	659	619	713	852	111	15%
	Brockville	595	671	567	620	633	38	6%
	Cornwall (inc. Iroquois)	322	328	312	325	322	0	0%
	Kingston (ins. Sharbot Lake)	523	493	407	415	492	-31	-6%
	L'Orignal	457	403	343	386	431	-26	-6%
	Morrisburg	37	52	60	55	67	30	81%
	Napanee (ins. Kalader)	147	123	126	150	138	-9	-6%
	Ottawa	4,833	3,934	3,796	3,893	4,273	-560	-12%
	Pembroke	231	228	244	314	242	11	5%
	Perth	252	258	295	301	265	13	5%
	Picton	113	106	96	102	125	12	11%
	Renfrew	106	103	81	117	178	72	68%
East Total		8,456	7,441	7,020	7,472	8,141	-315	-4%

Small Claims Court: Events Heard (continued)

Region	Location	08-09	09-10	10-11	11-12	12-13	Change from 08-09 to 12-13	% Change from 08-09 to 12-13
North East	Cochrane	90	47	53	37	74	-16	-18%
	Elliot Lake	44	43	55	64	89	45	102%
	Gore Bay	20	36	31	21	27	7	35%
	Haileybury	80	83	70	59	54	-26	-33%
	Kapuskasing	109	73	63	94	82	-27	-25%
	Kirkland Lake	71	38	84	40	45	-26	-37%
	North Bay	329	404	410	475	454	125	38%
	Parry Sound	166	194	254	231	245	79	48%
	Sault Ste. Marie	331	311	331	320	280	-51	-15%
	Sudbury	1,164	1,183	1,184	1,308	1,326	162	14%
	Timmins	245	272	292	408	315	70	29%
North East Total		2,649	2,684	2,827	3,057	2,991	342	13%
North West	Dryden	96	60	54	35	72	-24	-25%
	Fort Frances	26	17	38	43	44	18	69%
	Geraldton	14	22	11	14	14	0	0%
	Kenora	50	55	73	42	38	-12	-24%
	Nipigon	23	16	21	17	15	-8	-35%
	Red Lake	17	17	10	11	6	-11	-65%
	Thunder Bay	606	567	606	509	608	2	0%
North West Total		832	754	813	671	797	-35	-4%
Toronto	47 Sheppard Avenue East	25,369	25,494	26,702	20,928	21,806	-3,563	-14%
Toronto Total		25,369	25,494	26,702	20,928	21,806	-3,563	-14%
West	Cambridge	716	633	706	809	820	104	15%
	Chatham	459	456	528	462	452	-7	-2%
	Goderich	217	162	181	156	180	-37	-17%
	Guelph	802	836	912	953	964	162	20%
	Kitchener	1,781	1,754	1,967	1,897	1,930	149	8%
	London	2,298	1,899	1,895	2,004	2,223	-75	-3%
	Owen Sound	430	383	493	489	323	-107	-25%
	Sarnia	494	477	461	533	502	8	2%
	St. Thomas	523	383	287	277	261	-262	-50%
	Stratford	230	215	231	286	237	7	3%
	Walkerton	209	181	281	247	273	64	31%
	Windsor	1,933	2,081	2,171	2,496	2,196	263	14%
	Woodstock	342	305	407	436	394	52	15%
West Total		10,434	9,765	10,520	11,045	10,755	321	3%
Ontario Total		80,216	79,182	81,982	80,094	82,209	1,993	2%

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

	08-09	09-10	10-11	11-12	12-13
Appeals Pending as of Apr. 1	1,177	1,134	1,190	1,187	1,156
Appeals Added	756	872	905	913	869
Appeals Disposed	799	816	956	824	807
Appeals Pending as of Mar. 31	1,134	1,190	1,087	1,156	1,211

Source: Court of Appeal for Ontario

Court of Appeal for Ontario: Civil and Family Appeals

	08-09	09-10	10-11	11-12	12-13
Appeals Pending as of Apr. 1	680	638	526	512	625
Appeals Added	726	743	703	844	674
Appeals Disposed	768	849	731	716	765
Appeals Pending as of Mar. 31	638	526	512	625	539

Source: Court of Appeal for Ontario

Court of Appeal for Ontario: Single Judge Motions Filed

	08-09	09-10	10-11	11-12	12-13
Civil and Family Motions Filed	409	392	473	478	418
Criminal Solicitor and In Person Motions Filed	368	378	369	388	384
Criminal Inmate Self-represented Motions Filed	109	85	107	114	82
Total Single Judge Motions Filed	886	855	949	980	884

Source: Court of Appeal for Ontario

Court of Appeal for Ontario: Single Judge Motions Disposed

	08-09	09-10	10-11	11-12	12-13
Civil and Family Motions Disposed	419	388	450	427	377
Criminal Solicitor and In Person Motions Disposed	368	402	328	370	346
Criminal Inmate Self-represented Motions Disposed	100	87	91	102	88
Total Single Judge Motions Disposed	887	877	869	899	811

Source: Court of Appeal for Ontario

Court of Appeal for Ontario: Panel Motions Filed

	08-09	09-10	10-11	11-12	12-13
Civil and Family Motions Filed	190	235	239	246	190
Criminal Solicitor and In Person Motions Filed	14	19	20	20	11
Criminal Inmate Self-represented Motions Filed	13	12	6	9	8
Total Panel Motions Filed	217	266	265	275	209

Source: Court of Appeal for Ontario

Court of Appeal for Ontario: Panel Motions Disposed

	08-09	09-10	10-11	11-12	12-13
Civil and Family Motions Disposed	217	221	214	240	192
Criminal Solicitor and In Person Motions Disposed	16	14	21	18	12
Criminal Inmate Self-represented Motions Disposed	15	12	10	9	12
Total Panel Motions Disposed	248	247	245	267	216

Source: Court of Appeal for Ontario