



LICENCE APPEAL TRIBUNAL

ANNUAL REPORT

2008-2009

Office of
the Chair

Bureau du
président

Licence
Appeal
Tribunal

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June 29, 2009

The Honourable Harinder Takhar
Minister
Ministry of Government Services
Suite 4320 Whitney Block
99 Wellesley Street West
Toronto, ON M7A 1W3

Dear Minister:

RE: Licence Appeal Tribunal Annual Report

I am pleased to present to you the Licence Appeal Tribunal's Annual Report for fiscal year 2008-2009.

Yours truly,

A handwritten signature in cursive script, appearing to read "Lynda Tanaka".

Lynda C. E. Tanaka, B.A., LL.B., FCI Arb., C. Arb., ICD.D
Chair

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MESSAGE FROM THE CHAIR

I have the privilege of reporting on the changes and progress that have been achieved this year. I was appointed as Acting Chair in January 2007 and in January 2008 as Chair of the Tribunal.

The Tribunal recognizes that the cases before it relate directly to the balance between the ability of businesses to operate with the need to provide consumer protection and enforcement of regulatory processes. In the end, the structure is designed to protect consumers, fulfill the intent of the Legislature as set out in the statutes and regulations, and support those businesses that operate with integrity and honesty and in accordance with the law. Therefore the Tribunal must provide timely adjudication of the appeals, and it must do so with existing resources in face of sustained demand for its services.

I wish to express my thanks to the Members of the Tribunal who have given so generously of their time in the public service and who have supported my efforts over the past year. The Members embraced the changes to the procedures at the Tribunal and engaged enthusiastically in improving their skills and knowledge. The Tribunal is fortunate to have so many highly qualified and professional Members.

I am pleased to welcome new Members Geneviève Blais, David Caryll, Dr. Garry Fisher, and Ken Selby, and Vice-Chairs Christina Budweth Mingay and Terrance Sweeney. These new Members bring significant skills and knowledge and I am grateful to them for agreeing to serve on the Tribunal. I note the untimely passing of Vice-Chair Shane Watson of Burlington. Mr. Watson was an accomplished lawyer who made significant contributions to his community and served on the Tribunal with skill.

This report outlines briefly, and in summary form only, what has been achieved by the Tribunal in the Accomplishments section. I wish to draw to your attention some of the more important issues and the relationship of those accomplishments to the expectations of the parties.

In 2008-09, the Tribunal put in place Rule 2.14 to provide a straightforward process in the event the presiding panel is not able to continue with the proceedings under prescribed circumstances. In addition, Rule 2.11 was designed to address the issue of representation of parties.

Early in calendar 2007, a system was put in place to provide pre-hearings for all appeals, except expedited hearings. The design of the pre-hearings included both significant settlement opportunities as well as a structure to provide enforceable case management through a Tribunal order. Parties have taken advantage of the settlement opportunities and have used the pre-hearing process to ensure that they are well prepared for the hearing and are in compliance with the Tribunal's Rules. There are many instances where the parties request a second pre-hearing to build on the settlement process to a successful conclusion without the need for a full hearing. Despite the introduction of

these pre-hearings, the average turnaround time has not increased but remained stable at or under four months.

We have also reduced the number of matters that are outstanding for longer than 120 days over the course of the year, by carefully monitoring the status of appeals and by ensuring that a process is in place to expedite the cases.

I noted in last year's annual report, that the public has increasingly high expectations as to the quality of service that should be provided by a tribunal, as to the experience of the parties in the hearing room, as to the quality of adjudication, and as to the written decisions. With a view to addressing the needs of the parties, the Tribunal has undertaken an extensive Plain Language Project which has resulted in the total revamping of various Tribunal notices and existing public literature, as well as the release of new Information Sheets.

The *Public Service of Ontario Act, 2006* imposes on members appointed by the Lieutenant Governor in Council, obligations with respect to conflict of interest and political activity comparable to the obligations imposed on the public sector employees. In addition, the Office of the Conflict of Interest Commissioner has been created with a specific mandate to provide direction to appointees. O. Reg. 381/07 under this act creates rules of conflict of interest and the Tribunal has the opportunity to obtain the Commissioner's approval for specific rules for the Tribunal in place of the regulation. After careful consideration of alternatives and discussions with staff of the Commissioner's office, the Tribunal chose to continue to be bound by the regulation, rather than creating our own rules.

In 2008-09, the Tribunal undertook planning activities including a rigorous training plan, in preparation for an expansion in its mandate. As of April 1, 2009, the Tribunal's jurisdiction is expanded to include appeals under the *Payday Loans Act, 2008* and as of January 1, 2010 will include appeals under the *Motor Vehicle Dealers Act, 2002*.

The staff and Members recognize the importance of the Tribunal fulfilling the requirements of its mandate in a professional manner and in accordance with the statutes and the principles of administrative law. The Tribunal adjudicates the cases before it with efficiency and timeliness on a cost effective basis. The Tribunal will continue to modernize its processes to reflect best practices in the tribunal sector.

Lynda C.E. Tanaka, B.A., LL.B., FCI Arb., C.Arb., ICD.D
Chair

THE LICENCE APPEAL TRIBUNAL:

Fair... Impartial... and Efficient

Mandate

The Tribunal's mandate is to provide a fair, impartial and efficient means to appeal decisions concerning compensation claims and licensing activities regulated by several ministries of the provincial government.

These include the Ministry of Children and Youth Services, the Ministry of Community Safety and Correctional Services, the Ministry of Small Business and Consumer Services, the Ministry of Municipal Affairs and Housing, the Ministry of Training, Colleges and Universities, and the Ministry of Transportation. As an independent adjudicative agency of the Ministry of Government Services, the Tribunal receives appeals, conducts hearings, resolves disputes and renders decisions on compensation claims and licensing activities regulated by these ministries.

History

The *Licence Appeal Tribunal Act, 1999* created the Tribunal to assume the mandate of its four predecessors: the Commercial Registration Appeal Tribunal, the Licence Suspension Appeal Board, the Private Vocational Schools Review Board and the Child and Family Services Review Board licensing jurisdiction.

Since the merger, the concept of one tribunal under one Chair has proven to be a successful adjudicative model. The Tribunal has continually met the expectations of the public, as to the quality of the service and the decisions issued and the value for the public funds invested.

Jurisdiction

The Tribunal is subject to the rules of natural justice and the requirements of the *Statutory Powers Procedure Act*. In an effort to protect the public, the specialists appointed to the Tribunal work to conduct fair, efficient and impartial hearings during which they consider all evidence presented and make a decision with written reasons. Most Tribunal decisions are subject to appeal to the Superior Court of Justice (Divisional Court). All Tribunal proceedings are subject to judicial review under the *Judicial Review Procedure Act*.

Appeals to the Tribunal can be made under 21 different statutes. The acronym of each statute and/or type of appeal is provided for easy reference throughout this report.

Statute	Acronym
<i>Bailiffs Act</i>	BA
<i>Building Code Act, 1992, O.Reg. 350/06 (Division C, Sections 3.2, 3.3 and 3.4 only)</i>	BCA
<i>Cemeteries Act (Revised)</i>	CA
<i>Child and Family Services Act</i>	CFSA
<i>Collection Agencies Act</i>	CAA
<i>Consumer Protection Act, 2002</i>	CPA
<i>Consumer Reporting Act</i>	CRA
<i>Day Nurseries Act</i>	DNA
<i>Discriminatory Business Practices Act</i>	DBPA
<i>Film Classification Act, 2005</i>	FCA
<i>Funeral Directors and Establishments Act</i>	FDEA
<i>Highway Traffic Act</i>	HTA
• Section 32(5)(b)(i) – Medical • Section 47(1) – Medical and Commercial Vehicle Operator’s Registration-Carrier • Section 17(2),(3) – Commercial Vehicle Operator’s Registration • Section 48.3(2) – Administrative Driver’s Licence Suspension • Section 55.1(3) – Motor Vehicle Impoundment • Section 82.1 – Commercial Vehicle Impoundment and Suspension • Section 95(1) – Motor Vehicle Inspection Licence – Garage	MED MCVOR CVOR ADLS MVIA CVIS GAR
<i>Intercountry Adoption Act</i>	IAA
<i>Motor Vehicle Dealers Act</i>	MVDA
<i>Ontario New Home Warranties Plan Act</i>	ONHWPA
<i>Paperback and Periodical Distributors Act</i>	PPDA
<i>Post-Secondary Education Choice and Excellence Act, 2000</i>	PSECEA
<i>Private Career Colleges Act, 2005</i>	PCCA
<i>Private Security and Investigative Services Act, 2005</i>	PSISA
<i>Real Estate and Business Brokers Act, 2002</i>	REBBA
<i>Travel Industry Act, 2002</i>	TIA

Organization

The Lieutenant Governor in Council appoints all Tribunal Members and designates one as Chair and some as Vice-Chairs. The Chair is full-time, while the Vice-Chairs and Members are part-time. The Chair provides guidance and leadership to the Vice-Chairs and Members, and is accountable to the Minister of Government Services for the performance of the Tribunal in fulfilling its mandate. This includes carrying out the roles and responsibilities assigned to the Chair by Management Board Directives, the *Licence Appeal Tribunal Act, 1999*, and a Memorandum of Understanding between the Minister of Government Services and the Chair.

Profile of Members

Tribunal Members reside in various parts of the province, are active in community organizations and come from different cultural communities. They are fair, accomplished adjudicators who bring a wealth of experience to the Tribunal. Some Tribunal Members have experience as adjudicators in other federal or provincial tribunals or as Deputy Judges; others have specific training and experience in alternative dispute resolution. The Tribunal also has a number of Members who are legally qualified medical practitioners as required by the legislation to preside on hearings dealing with *Highway Traffic Act* licence issues that relate to medical conditions. All Members designated as Vice-Chairs are lawyers.

In order to serve the public interest in an open and independent manner, it is important to note that Tribunal Members are not employees of the provincial government.

Staff

Tribunal staff are appointed under the *Public Service of Ontario Act, 2006*. The staff complement includes a Chief Operating Officer and Registrar, a Deputy Registrar, an Operations Coordinator, five Hearings Coordinators, an Administrative Assistant and a Receptionist.

The Chief Operating Officer and Registrar manages the day-to-day operations of the Tribunal and provides support to the Chair. Tribunal staff are responsible for supporting various phases of the appeal process, including receiving appeals, scheduling hearings, preparing case-related materials, arranging hearing rooms, maintaining records and overseeing the release of decisions.

CHAIRS, VICE-CHAIRS AND MEMBERS OF THE LICENCE APPEAL TRIBUNAL – 2008-09

Chair

Lynda C.E. Tanaka, B.A., LL.B., FCI Arb., C. Arb. ICD.D

Vice- Chair October 5, 2006 to January 23, 2008

Acting Chair, January 24, 2007 to January 23, 2008

Chair, January 24, 2008 to January 23, 2010

<i>Vice-Chairs</i>	<i>Term</i>	
Bennett-Martin, Elizabeth	March 19, 2003	- March 24, 2014
Budweth Mingay, Christina	February 4, 2009	- February 3, 2011
Cassidy, Patricia	October 5, 2006	- October 4, 2011
Cheng, Shu-Tai	November 15, 2006	- November 14, 2011
D'Amours, Marc	November 15, 2006	- November 14, 2011
Diamond, Andrew	June 1, 2005	- December 15, 2013
Flude, David Gregory	June 22, 2005	- June 21, 2013
Gahir, Harinder	November 15, 2006	- November 14, 2011
Garbe, E. Alan	April 1, 2000	- March 31, 2014
Israel, Derek	April 1, 2000	- May 4, 2008
Koprowski, Kenneth W.	April 1, 2000	- March 31, 2014
Macklin, Richard	October 5, 2006	- October 4, 2011
Pannu, Raj	March 9, 2006	- March 8, 2009
Proulx, Chantal	November 15, 2006	- November 14, 2011
Sanford, Laurie	June 22, 2005	- June 21, 2013
Sproule, Elizabeth	April 1, 2000	- March 31, 2014
Sweeney, Terrance	August 12, 2008	- August 11, 2010
Wallace, Douglas R.	January 13, 2005	- January 12, 2013
Watson, Shane	October 5, 2006	- October 4, 2008
Weary, Jane	June 23, 2004	- June 22, 2009
<i>Members</i>	<i>Term</i>	
Abu-Zahra, Hakam T.	August 21, 2003	- August 20, 2009
Aouad, Antoine A.	April 1, 2000	- March 31, 2014
Benninger, Donald	June 12, 2002	- June 12, 2014
Blais, Geneviève	May 7, 2008	- May 6, 2010
Caryll, David B.	April 16, 2008	- April 15, 2010
Clark, Kerr W.	August 21, 2003	- August 20, 2009
Coffey, Patrick G.	February 3, 2003	- February 2, 2011
Dann, Simon	April 1, 2000	- June 16, 2009
Fisher, Garry	November 5, 2008	- September 2, 2010
Flynn, Kevin	May 28, 2003	- May 27, 2009
Hurst, David	August 1, 2003	- July 31, 2009
Kennelly, Jim	June 17, 2004	- June 16, 2012
Melvin, Roy	April 19, 2000	- March 25, 2012
Montano, Nives	April 1, 2000	- March 25, 2014
Penner, Keith	September 17, 2004	- September 16, 2009
Quintyn, Esrick	May 18, 2005	- May 17, 2008
Selby, Ken	April 2, 2008	- April 1, 2010
Spencer, Mary Ann	May 30, 2006	- May 29, 2009
Turnbull, David Ian	August 21, 2003	- August 20, 2009

GOALS AND PERFORMANCE

The critical success goals of the Tribunal are timeliness, optimum cost efficiency, quality and consistency. Key business activities that affect these goals are monitored, the results are measured, and improvements are made as required. Performance is tracked monthly and statistical charts/graphs are distributed to the minister and deputy minister of those ministries that administer the statutes under the Tribunal's jurisdiction.

There are four phases of the appeal process:

- Intake of appeals
- Scheduling of hearings
- Holding of hearings
- Rendering of decisions.

Each phase has specific timelines which vary according to the type of appeal.

1. Intake of Appeals

Applicants are assured of a timely response. Tribunal staff have one to three weeks to:

- Review the notices of appeal and verify that the required fee and supporting documents have been filed within the prescribed timeframes;
- Forward copies of the appeal to the regulators or respondents, as required;
- Consult the parties with respect to the number of hearing days and any witnesses required as indicated on the notices of appeal;
- Forward the completed appeal for scheduling of hearings.

2. Scheduling of Hearings

Tribunal staff set the hearing and pre-hearing dates within five days following the conclusion of the intake process. There are specific legal or administrative timelines to guide the timing of hearings as follows:

- | | |
|---|------------|
| • Administrative Driver's License Suspension | 15-20 days |
| • Orders under the <i>Child and Family Services Act</i> | 60 days |
| • Commercial Vehicle Operator's Registration | 60-90 days |
| • Commercial Vehicle Impoundment and Suspension | 30 days |
| • Orders under the <i>Day Nurseries Act</i> | 60 days |
| • Orders under the <i>Intercountry Adoption Act</i> | 60 days |
| • Medical Suspension (Driver's Licences) | 30 days |
| • Motor Vehicle Impoundment Orders | 18-20 days |
| • Motor Vehicle Inspection Licence (Garage) | 30-60 days |

- Proposals / Decisions under various statutes administered by the Ministry of Small Business and Consumer Services, self-managed industries, and Tarion Warranty Corporation Within 120 days

3. Holding of the Hearing

The length of the hearing depends on how much time the parties may require to present evidence and make their arguments. Hearings can range from half a day to 15 days or more. In the case of appeals that have complex legal issues or many documents or witnesses, the hearing days may be spread out in order to accommodate the schedules of the parties and their counsel or agents and the part-time Members and/or Vice-Chairs.

The Chair has established specific timeframes for the completion of hearings under a number of statutes, as authorized under section 16.2 of the *Statutory Powers Procedure Act*. These timeframes serve as performance measures to ensure that there are no delays in the appeal process, and that the average turnaround time does not exceed six months.

There are cases where more than six months in fact elapse between the perfecting of the appeal and the issuance of the decision, due to various considerations:

- Unrepresented parties may require time to familiarize themselves with procedures and processes;
- There could be voluminous documents disclosed;
- There could be multiple parties involved in the proceedings;
- There could be significant legal issues in the appeal; and/or
- The parties or their representatives and witnesses or Tribunal members with the appropriate expertise may be unavailable for scheduling within the timeframes.

These cases are carefully monitored to ensure that the decision is issued as promptly as possible.

4. Rendering of Decisions

The Tribunal's goal is to release its decisions to the parties within 30 days after the hearing. There are shorter deadlines for specific types of appeals:

- | | |
|---|------------|
| • Administrative Driver's Licence Suspension | 1 day |
| • Commercial Vehicle Impoundment and Suspension | 14-28 days |
| • Medical Suspension (Driver's Licences) | 7 days |
| • Motor Vehicle Impoundments | 1-3 days |
| • Motor Vehicle Inspection Licence (Garage) | 14-28 days |

ACCOMPLISHMENTS 2008-09

Effective Dispute Resolution

The Tribunal's statistical summary (see page 12) points to an improvement in the Tribunal's overall performance, and to the effectiveness of the pre-hearing process.

The number of appeals processed by the Tribunal has remained fairly stable over the past two years (669 appeals in 2008-09 and 668 in 2007-08). Fiscal year 2008-09 sees a continuation of the upward trend in respect of the number of pre-hearings scheduled, pre-hearings held and hearing days scheduled (471, 340 and 1,545, respectively). There has been a significant increase in the number of decisions/orders released (730 in 2008-09, compared to 547 in 2007-08). The average length of hearing has been reduced to 0.66 day (from 1.01 days in 2007-08), and the average length of time to release decisions has also been reduced to 16.42 days (from 23.5 days in 2007-08).

To support effective dispute resolution, the Tribunal has implemented rigorous training plans for its Members and its staff, and introduced changes to the Tribunal's Rules aimed at streamlining the appeal process.

Training sessions for groups of Members were held on three occasions this year to maintain the Tribunal's high level of expertise and knowledge. One session was provided for all Members covering a broad range of topics relevant to the Tribunal's work. Two other sessions were held for more focused training. For new Members, specific training by the Chair and Registrar was provided. In addition, Members took advantage of training provided by the Society of Ontario Adjudicators and Regulators and the Council of Canadian Administrative Tribunals.

Two changes to the Tribunal's Rules of Practice were introduced in 2008-09. Rule 2.14 provides a straightforward process in the event the presiding panel is not able to continue with the proceedings under prescribed circumstances. Rule 2.11 implements the legislative intent of the *Access to Justice Act, 2006* vis-à-vis the regulation of paralegals, and puts in place a process with respect to the representation of parties before the Tribunal.

Efficient Use of Resources

The Tribunal has leveraged a number of I&IT solutions to ensure more efficient use of its resources, and to support the government's Green Agenda.

The Tribunal's public website has been upgraded and updated to improve navigation and to ensure timely posting of documents such as public literature and new Rules and policies. The implementation of the second phase of the Tribunal's case management system in 2008-09 will yield a number of desirable outcomes in future years – it is expected that the system enhancements will help automate the preparation of notices and correspondences, increase operational efficiencies by moving away from a paper-based

operating environment, enhance reporting capabilities, and support longer range planning of the Tribunal's activities.

The new digital recording system, first operational in 2008-09, has brought significant enhancements in the quality and reliability of the recording of Tribunal proceedings. The Tribunal's I&IT operating environment is now at par with general standards following the scheduled equipment refresh in December 2008.

Over the course of 2008-09, the Tribunal continued its efforts in assessing options for its physical premises in advance of the expiration of its current lease in November 2012.

Communicating Good Information to the Parties and the Public

The Tribunal has completed an extensive Plain Language Project which has resulted in the release of nine booklets to assist parties in preparing for a hearing. The Tribunal has also published a series of Information Sheets that explain various aspects of the appeal process. A number of existing forms have been revised (e.g., notices of appeal), and new forms developed (e.g., request to withdraw an appeal, request for adjournments, representation of parties). All these documents are written in plain language, and are posted on the Tribunal's website and available in print form.

Implementation of Corporate Initiatives

The Tribunal has been working towards full compliance with the *Accessibility for Ontarians with Disabilities Act, 2005* by January 1, 2010. Tribunal staff have attended training courses on the requirements under this act, and the Tribunal has sought and received necessary approvals to modify its front counter to ensure that it will be accessible to people with disabilities.

The Tribunal has been supporting the government's Open for Business strategy, by identifying opportunities to reduce regulatory burden through the modernization of existing provisions in statutes and/or regulations. The Tribunal has also developed plans to be implemented in 2009-10, to heighten staff and Members' awareness of the government's Diversity Strategy and Green Agenda.

Liaison and Outreach

The Tribunal continued to liaise with other regulatory and adjudicative agencies to identify and assess horizontal issues (e.g., Open for Business), and to develop and implement a rigorous training plan to prepare Tribunal Members and staff for an expansion in its jurisdiction in 2009-10 to include appeals made under the *Payday Loans Act, 2008* and the *Motor Vehicle Dealers Act, 2002*.

The Chair participated in the planning committee for the 2008 Conference of Ontario Boards and Agencies (COBA) in November 2008 and moderated one of the panels. She continues to be involved in this work for COBA 2009, the preparations for which are

already underway. She coached at the Society of Ontario Adjudicators and Regulators (SOAR) Adjudicator Training in September 2008 and also attended the annual conference of the Council of Canadian Administrative Tribunals and a meeting of the Canadian Institute for the Administration of Justice, learning about reform in tribunal practices and procedures in other jurisdictions.

The Chair was elected a member of the Board of Directors of SOAR. In addition, she made a presentation on the Tribunal jurisdiction and processes to the Administrative Law class of Carleton University again this year.

Modernization of Management Practices and Business Processes

Changes were introduced in 2008-09 to modernize the Tribunal's management practices and streamline its existing business processes. For example, a new staff position was created to manage the Tribunal's priority projects, the process for handling incoming mail has been redesigned to reduce redundancy, the interactive voice mail system has been modernized to increase its "user-friendliness", and new forms have been created to assist parties with the appeal process.

In 2008-09, two of the Tribunal's staff were appointed as Commissioners for Taking Affidavits. Tribunal staff now prepare an affidavit of service for notices of proceedings in respect of hearings held outside of Toronto. It is expected that this new practice will apply to notices of proceedings for Toronto hearings in 2009-10, and will help expedite the proceedings before the Tribunal.

Governance

The *Public Service of Ontario Act, 2006* imposes on the members appointed by the Lieutenant Governor in Council obligations with respect to conflict of interest and political activity comparable to the obligations imposed on the public sector employees. After careful consideration of alternatives and discussions with staff of the Office of the Conflict of Interest Commissioner, the Tribunal chose to continue to be bound by the regulation made under this act, rather than creating our own rules.

The Tribunal's 2008-09 business plan was approved by the Minister of Government Services in early 2008-09, and the 2009-10 plan was submitted for approval in March 2009. These plans, which set out strategic directions for the Tribunal over a three-year period, will serve as the foundation for the Tribunal's priorities within the planning horizon.

With the appointment of the Chair in 2008, negotiations have commenced in respect of changes that may be necessary to the Memorandum of Understanding between the Chair and the Minister.

STATISTICAL SUMMARY

Key statistical data for the past three fiscal years are as follows:

	2008-09	2007-08	2006-07
Number of appeals processed	669	668	682
Number of pre-hearings scheduled	471	370	248
Number of pre-hearings held	340	279	198
Number of hearing days scheduled	1,545	1,351	1,211
Number of hearing days heard	506	499	541
Number of decisions/orders released	730	547	589
Average length of hearing (in days)	0.66	1.01	1.03
Average length of time to release decisions (in days)	16.42	23.5	14.5

The number of appeals processed by statute is as follows:

	2008-09	2007-08	2006-07
<i>Bailiffs Act</i>	2	2	1
<i>Cemeteries Act (Revised)</i>	1	1	0
<i>Collection Agencies Act</i>	1	0	0
<i>Child and Family Services Act</i>	0	2	1
<i>Day Nurseries Act</i>	2	4	3
<i>Funeral Directors and Establishments Act</i>			
• <i>Claim</i>	4	3	5
• <i>Registration</i>	1	0	1
<i>Highway Traffic Act</i>			
• <i>ADLS</i>	33	21	13
• <i>CVIS</i>	0	2	0
• <i>CVOR</i>	31	17	18
• <i>GAR</i>	25	11	12
• <i>MED</i>	137	123	108
• <i>MVIA</i>	77	85	104
<i>Motor Vehicle Dealers Act</i>			
• <i>Claim</i>	1	3	3
• <i>Registration</i>	64	120	112
<i>Ontario New Home Warranties Plan Act</i>			
• <i>Claim</i>	159	147	217
• <i>Registration</i>	56	61	33
<i>Private Career Colleges Act, 2005</i>	4	4	3
<i>Private Security and Investigative Services Act, 2005</i>	1	-	-
<i>Real Estate and Business Brokers Act, 2002</i>	21	19	13
<i>Travel Industry Act, 2002</i>			
• <i>Claim</i>	7	1	5
• <i>Registration</i>	42	42	30

Chart One: Total Number of Appeals Processed, by Statute (2008-09)

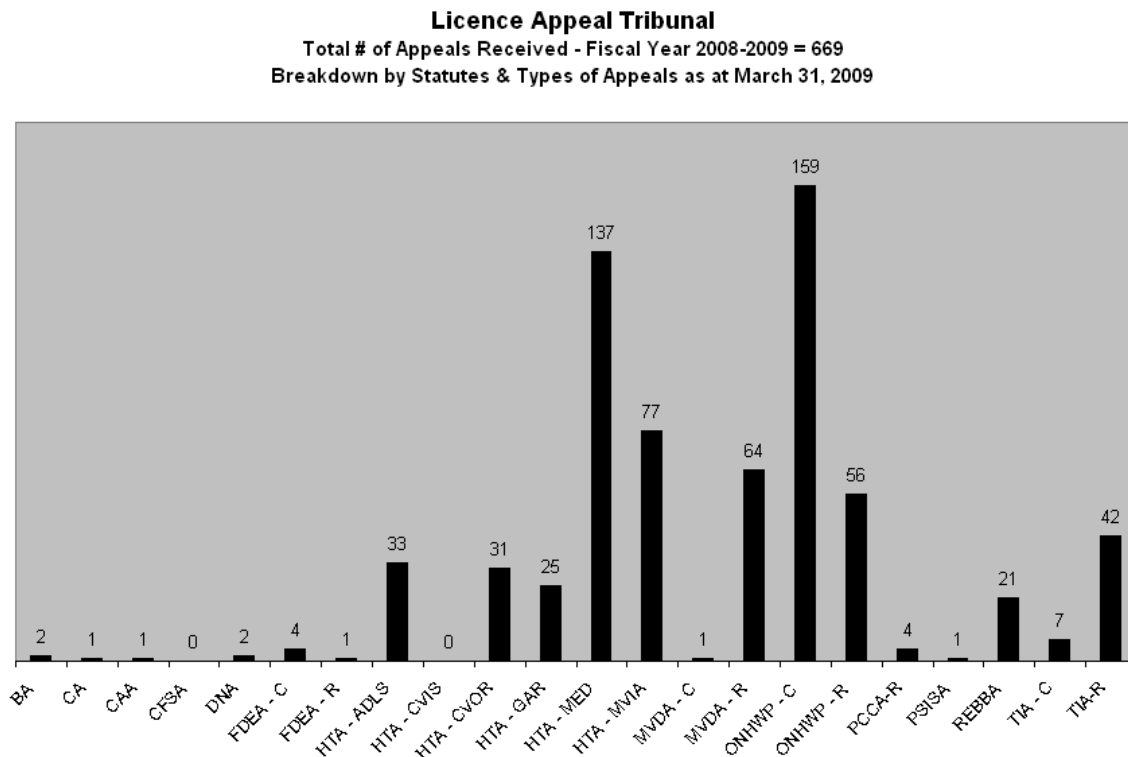
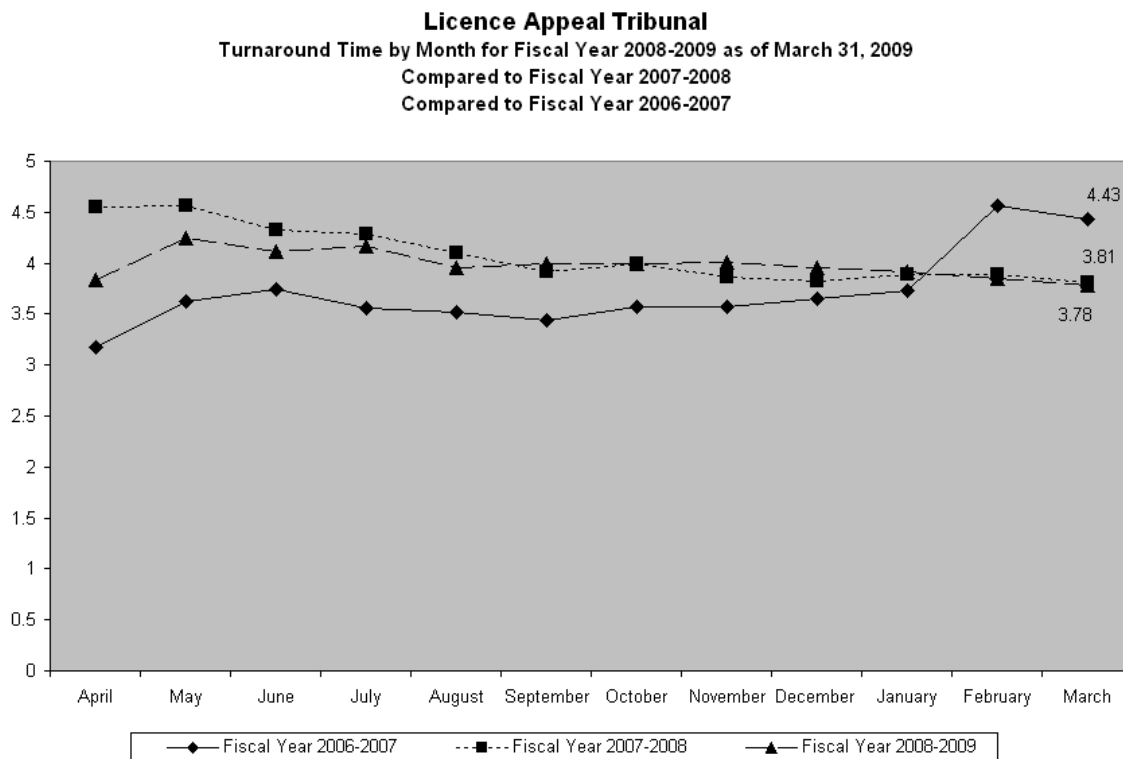


Chart Two: Average Turnaround Time, by Month (2008-09)



Financial Information 2007-2008

Standard Account	2007-2008 Appropriations	Actual Expenditures
Salaries and wages	493,500	653,896
Employee benefits	97,700	141,400
Transportation and communication	94,200	86,456
Services	1,535,200	1,201,184
Supplies and equipment	35,900	59,286
Subtotal:	2,256,500	2,142,222
Less: Recoveries *	-437,300	-341,955
Add: Treasury Board Approvals **	430,900	
TOTAL	2,250,100	1,800,267

Revenue under Licence Appeal Tribunal Act 63,603

* The Tribunal hears appeals under various Ontario statutes and recovers \$765 per completed hearing per day from the respondent Ministries and self-managed industries under their Delegated Administrative Authorities to offset operating costs for the hearings.

** Additional funding was secured based on expenditures forecast to March 31, 2008. By prudent management, the additional funding was not entirely spent.

Financial Information 2008-2009

Standard Account	2008-2009 Appropriations	Actual Expenditures
Salaries and wages	493,500	834,877
Employee benefits	97,700	113,082
Transportation and communication	94,200	107,318
Services	1,576,200	945,038
Supplies and equipment	35,900	45,652
Subtotal:	2,297,500	2,045,968
Less: Recoveries*	-437,300	-385,942
Add: Treasury Board Approvals **	-75,000	
TOTAL	1,785,200	1,660,026

Revenue under Licence Appeal Tribunal Act 65,535

* The Tribunal hears appeals under various Ontario statutes and recovers \$765 per completed hearing per day from the respondent Ministries and self-managed industries under their Delegated Administrative Authorities to offset operating costs for the hearings.

** Reflects in-year approvals by Treasury Board.

How to Contact Us:

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