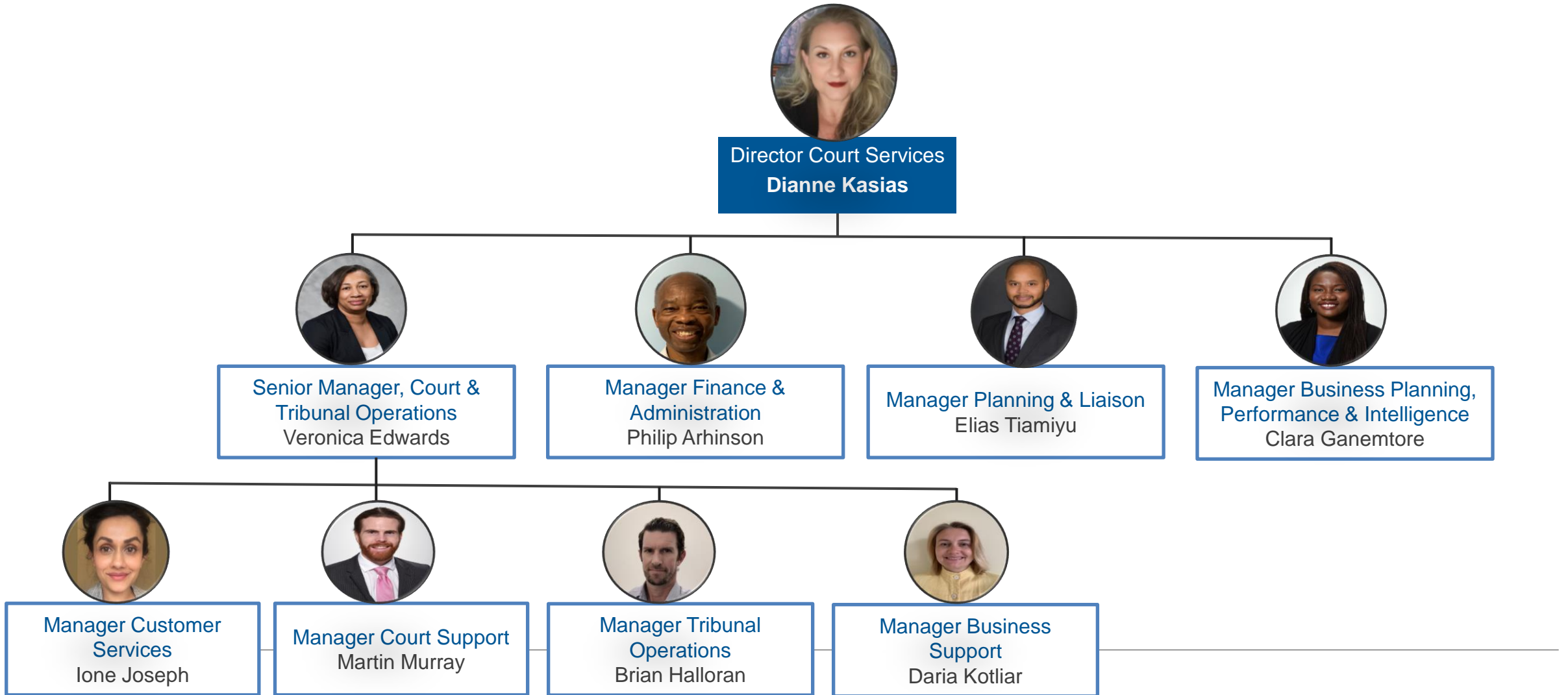


Court Services Division Overview

General Government Committee
Dianne Kasias, Director, Court Services
March 26, 2024

Leadership Team



Court Services – Mandate

Toronto Court Services administers justice services to the public through the operation of three Provincial Offences Courts in Toronto and four of the City's tribunals, which are quasi-judicial bodies for appeals: Administrative Penalty Tribunal (APT), Toronto Local Appeal Body (TLAB), Toronto Licensing Tribunal (TLT), and the new Multi-Tenant House Licensing Tribunal (MTHLT).

- Ensuring the public has access to a fair, open, and reliable justice system for Provincial Offences in Toronto.

- Enforcing fines and penalties in a reliable and consistent manner to protect the public interest.

- Ensuring the public has equitable access to timely, open and transparent appeals through the four City Tribunals.

Court Services – Responsibilities

The division administers the charges, convictions and enforcement for 100+ statutes including the Highway Traffic Act, City by-laws and provincial legislation such as the Environmental Protection Act, Occupational Health and Safety Act, Dog Owners' Liability Act, the Trespass to Property Act, etc.

POA Court Administration

- Offences under \$1000 where tickets can be issued, e.g. speeding, careless driving.
- More serious offences or bylaw offences over \$1000 where one or more defendants, or more than one charge, can be issued on a single charging document and have to go before a Justice of the Peace.
- Go Transit Parking Infractions issued under Metrolinx-bylaw. *(Note: parking violations issued under COT bylaws were transitioned to the Administrative Penalty System in 2017.)*

Tribunal Administrative Support

- Municipal licensing.
- Multi-tenant house licences.
- Administrative penalties.
- Local planning matters.

Court Services – Functions

Court Services provides services to over 1.8 million customers annually and is expected to generate approximately \$100M in revenue in 2024. The division performs the following functions:

Provincial Offences
Administration



The total number of charges received was 796,647 in 2023. This represents the largest volume of Provincial Offences in Ontario.

Tribunal
Administrative
Support



Conducted 18,629 tribunal appeal hearings in 2023.

Defaulted Fine
Collection
Management



Collected approximately \$25M in defaulted fines in 2023.

Court Case
Management



Provided administrative and customer service to over 559,000 customers for court appearances, interpretation, trials, appeals, etc.

Our Locations

30 Adelaide Street E., 7th Floor



Old City Hall, 60 Queen St. W.



Markham Road, 1530 Markham Rd.



York Civic Centre



40 Orchard View Blvd



East York Civic Centre



St. Lawrence Market North



Collaboration and Partnerships

City Partners

Legal Services	Revenue Services
Transportation Services	Technology Services
Municipal Licensing and Standards	City Clerk's Office
Office of the Controller	Financial Planning
Strategic Public & Employee Comms.	Purchasing & Materials Management
Fire Services	City Planning
Toronto Transit Commission	Toronto Police Service
City Manager's Office	

Municipal Partners



Municipal Court Managers Association of Ontario



Ontario Municipal Tax and Revenue Association



Municipal Finance Officers Association

Provincial Partners









Ontario Court of Justice



And many more.

Recent Accomplishments

-  Provided access to justice for the public by effectively supporting simultaneous court and tribunal appearances both virtually and in-person at our various locations.
-  Led the development and implementation of the new Multi-Tenant House Licensing Tribunal, as part of the City's implementation of its new Multi-Tenant House (MTH) Framework.
-  Led the implementation plan to advance the expansion of the Administrative Penalty System (APS), which will include Red Light Camera (RLC) and Automated Speed Enforcement (ASE) violations.
-  Continued to modernize and streamline Provincial Offence Act (POA) court processes to support legislative changes in Bill 177 Stronger, Fairer, Ontario Act and Schedule 8 of Bill 46 Less Red Tape, Stronger Ontario Act.
-  Expanded the use of online platforms to enhance access to justice and the customer experience at all Provincial Offences and tribunal locations.
-  Improved collection processes and rates by implementing recommendations received from the Auditor General for the collection of defaulted POA fines.

2024 Key Priorities

Advancing City Priorities

- Continue to support the new MTH Framework with the implementation of the new Multi-Tenant House Licensing Tribunal effective March 31, 2024.
- Continue to support Vision Zero Road Safety and manage the growth in charge volume by transitioning the administration of ASE and RLC tickets from the court system to another adjudicative mechanism such as APS effective November 1, 2024.
- Align with City strategic priorities including embedding equity within our divisional processes and procedures.

Streamlining data, strategic planning and access to Court Services

- Update the divisional performance measurement framework and develop a 5-year strategic plan.
- Relocation of Court Services downtown locations to St. Lawrence Market North in 2024.



Modernizing the justice system and services

- Develop a Courts Digital Transformation Strategy, which will include a new and improved case management system to better track and report on cases before the courts and assist with collections efforts.
- Advance the development of innovative technology solutions for Courts and Tribunals modernization by upgrading courtroom audio visual hardware to support the expansion of hybrid court hearings.

Enhancing collection strategies

- Continue to collaborate with the Auditor General's Office to implement new processes and procedures to support the collection of defaulted POA fines.

Thank you!