

2019 MCMA CONFERENCE

Ministry of the Attorney General

Court Services Division

Modernization Division

May 27, 2019

Agenda

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Services

Meet the Team

Provincial Offences Act Team

Director, Program Management Branch

Jill Hughes

Manager, Services Support Unit

Emily Cohen-Henry

Senior Policy & Business Analysts

Teresa Maslach

Julia Pileggi

Isabelle Chow



Launch of the Communications Protocol

Communications Protocol launched May 23, 2019

Purpose

- Establish clear and effective avenues of communication between the Ministry and its Municipal Partners

Content

- Streamlined committees
- Communication process flows



ICON CHANGE REQUESTS

Court Service Division (CSD) Change Request Process Flow (ICON / FRANK / ESTATES)

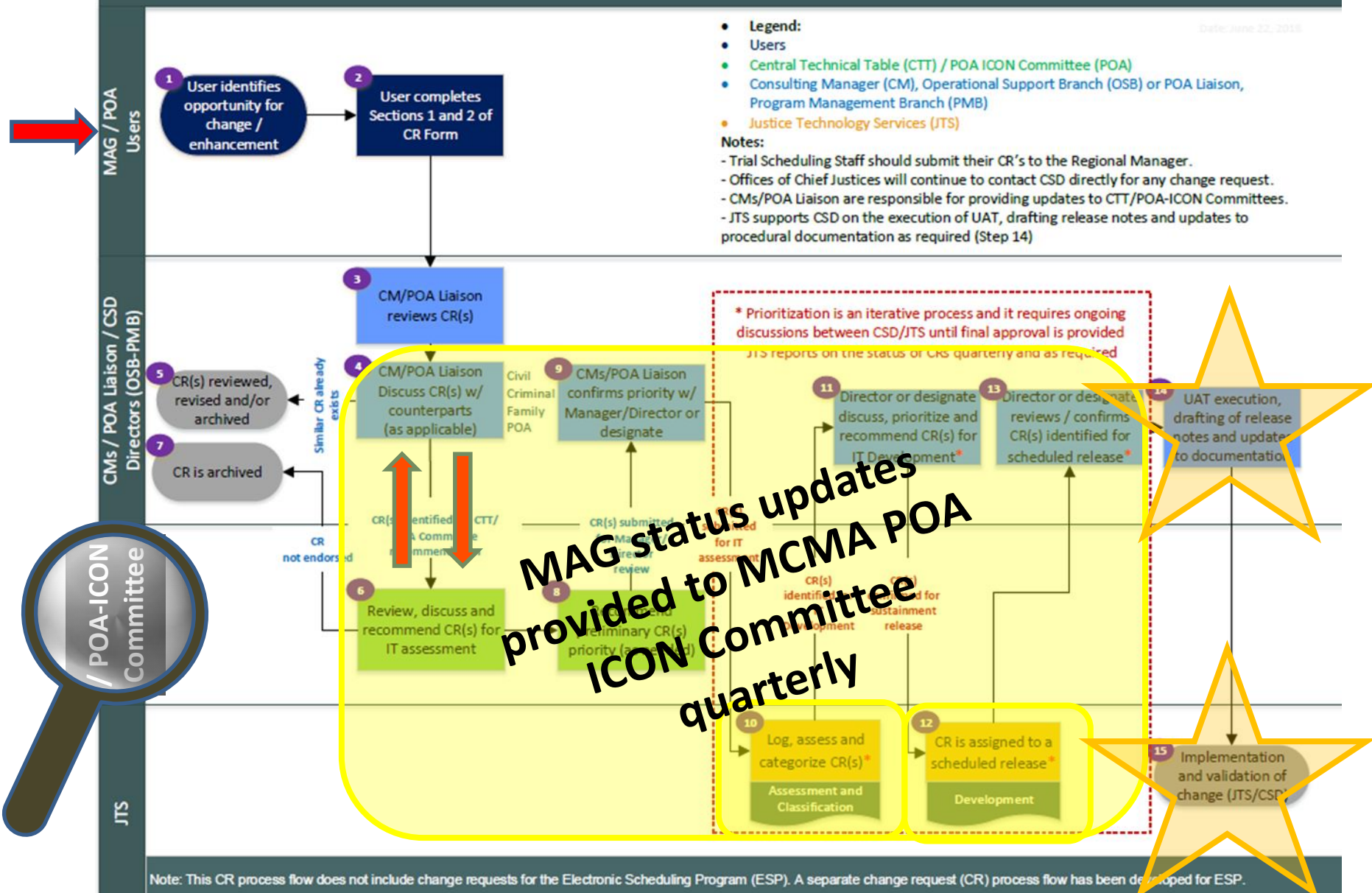
Date: June 22, 2018

Legend:

- Users
- Central Technical Table (CTT) / POA ICON Committee (POA)
- Consulting Manager (CM), Operational Support Branch (OSB) or POA Liaison, Program Management Branch (PMB)
- Justice Technology Services (JTS)

Notes:

- Trial Scheduling Staff should submit their CR's to the Regional Manager.
- Offices of Chief Justices will continue to contact CSD directly for any change request.
- CMs/POA Liaison are responsible for providing updates to CTT/POA-ICON Committees.
- JTS supports CSD on the execution of UAT, drafting release notes and updates to procedural documentation as required (Step 14)



Note: This CR process flow does not include change requests for the Electronic Scheduling Program (ESP). A separate change request (CR) process flow has been developed for ESP.

AD HOC INFORMATION REQUESTS

Municipal staff
operati

Examples of opera



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- [POAIB-289](#)
Youth Cannabis Diversion Program - February 14, 2019
by [olpadwalak](#) — last modified Feb 19, 2019 04:01 PM — Relevance: 91%
- [Appendix A - Program Referral Guide - Youth Cannabis Diversion Program](#)

If staff cannot locate an information
bulletin, or if an item remains unclear,
staff can contact MAG at
JUS.G.MAG.POASupport@ontario.ca

MAG will respond to POA inquiries through
the JUS.G.MAG.POASupport@ontario.ca
general mailbox. MAG will respond within 2
business days

current section

Log

JUS.G.MAG.POASupport@Ontario.ca

Report Back from 2018

Key commitments delivered upon from the 2018 MCMA Conference:



Communications Protocol Launched



Bi-Annual MAG-MCMA Board Meetings Underway



Terms of Reference Finalized



Information Bulletins Regularly Shared



ICON Change Request Process Established

Bill 177 Update

Municipal feedback gathered and reviewed to inform next steps.



New **ICON codes**, where possible, to track Early Resolution meeting requests and outcomes; and clerk versus justice of the peace approval of applications to extend the time to pay a fine or reopen a conviction



New **processes** to help ensure that all scheduled Early Resolution discussions result in a recorded outcome



Need for a **communications protocol** with the Ministry of Transportation for convictions with demerit points following Early Resolution meetings and related cooling off periods.



Excellent **forms advice** to support the clerk review of fail to respond/fail to appear matters and screening of applications to extend the time to pay a fine and reopen a conviction

All Things Money



Fiscal Landscape

- Provincial budget



Reviewing analysis provided in the Costs and Fees Reports

- Regulation 945
- Continued conversations with MCMA and OMTRA to better understand how costs were captured within both reports

Notice of Fine and Due Date Project Update

Next Steps:

- Explore options and considerations to update POA Form
- Timelines and communications will be shared with the POA Forms Committee and Municipal Partners

Ontario Court of Justice
Provincial Offences Office The Regional Municipality of
York, Court House
Region of York
465 Davis Drive, Suite 200
Newmarket ON L3Y 7T9
Phone No. / N° de téléphone (905) 896-0425

Cour de justice de l'Ontario
Bureau des infractions provinciales, Municipalité
Régionale de York, Palais de Justice
Région de York
465 Davis Drive, Suite 200
Newmarket ON L3Y 7T9

To / À

0000374 - VALUABLE

NOTICE OF FINE AND DUE DATE
AVIS D'AMENDE ET D'ÉCHÉANCE

You have been convicted of an offence, and you owe the amount noted below.
Vous avez été déclaré(e) coupable d'une infraction et vous devez payer l'amende indiquée ci-dessous.

Place of Offence Lieu de l'infraction	Offence Date (DDMMYY) Date de l'infraction (JJMM/AA)	Offence Infraction
Due Date (DDMMYY) Échéance (JJMM/AA)	File No. N° de dossier	Plate No. No de plaque d'immatriculation
Conviction Date (DDMMYY) Date de condamnation (JJMM/AA)	Amount Due / Montant exigible Includes costs and Victim Fine Surcharges / Coûts et la pénalité de la victime	

An additional administration fee will be charged if the fine is not paid within fifteen days of the due date.
If you have already paid the amount due, please disregard this notice.

Des frais administratifs supplémentaires s'ajouteront si l'amende n'est pas payée dans les 15 jours de la date d'échéance.
Si vous avez déjà payé le montant exigible, veuillez ne pas tenir compte du présent avis.

FAILURE TO PAY THIS FINE BY THE DUE DATE MAY RESULT IN:

- Suspension of your driver's licence and the imposition of a licence reinstatement fee.
- Additional collection costs.
- Informing the Credit Bureau of the debt, which may affect your credit rating.
- Referral to a Private Collection Agency for formal collection proceedings.

LE DÉFAUT DE PAIEMENT DE L'AMENDE AU PLUS TARD À LA DATE D'ÉCHÉANCE PEUT ENTRAÎNER LES ÉVENTUALITÉS SUIVANTES:

- Suspension de votre permis de conduire et imposition de frais administratifs pour le rétablissement du permis.
- Frais de recouvrement supplémentaires.
- Communication à l'Agence d'évaluation du crédit des renseignements relatifs à votre dette, ce qui peut nuire à votre cote de solvabilité.
- Renvoi du dossier à une agence de recouvrement privée qui prendra les mesures officielles de recouvrement.

See reverse side of this form for additional legal measures which may be taken if payment is not received by the due date.
Voir le verso de la formule pour connaître les autres mesures légales pouvant être prises si le montant n'est pas reçu au plus tard à la date d'échéance.

COMPLETE AND DETACH THIS PORTION AND SEND WITH PAYMENT. SEE BACK FOR MAILING AND PAYMENT INSTRUCTIONS.
REMPLISSEZ CETTE PARTIE, DÉTACHEZ-LA ET ENVOYEZ-LA AVEC VOTRE PAIEMENT. LES DIRECTIVES D'ENVOI PAR LA POSTE ET LES MODÈS DE PAIEMENT SONT INDICUÉS AU VERSO.

NAME AND ADDRESS:
NOM ET ADRESSE:

TELEPHONE:
TÉLÉPHONE:

☐ cheque/money order enclosed
chèque/mandat joint

☐ VISA ☐ MASTERCARD

Conviction Date
Date de condamnation
22/08/17

Authorized Amount
Montant autorisé

CARD NUMBER / NUMÉRO DE LA CARTE

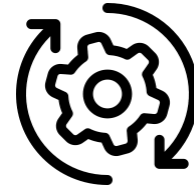
CARD EXPIRY DATE:
DATE D'EXPIRATION: MONTH MOIS YEAR ANNÉE

CARDHOLDER'S SIGNATURE
SIGNATURE DU DÉTENTEUR DE LA CARTE

4960 5436-1170822-CAN_BRE 7219(07/21)-374 (9/09/1659)

POA Online Services

POA Case Status Lookup



**BETWEEN AUG
2018 – MAY 2019:**

100,000+ users

190,000+
sessions

2,200 +
early resolution
meeting requests

**POSITIVE
FEEDBACK:**

¾ of users would
use service again

Easily accessed
information **24/7**

“Easy, Efficient,
Awesome”

**CONTINUOUS
IMPROVEMENT:**

Site wasn't
mentioned on
ticket

Can't find link to
pay online



Questions & Answers



Contact Information

If you have any questions or would like to provide feedback, please contact the POA Team at:

JUS.G.MAG.POASupport@Ontario.ca

