



MCMA



Minutes of the Municipal Court Managers' Association

Annual Conference 2019

Hosted by: Central West Region

The Municipal Court Managers' Association 2019 Annual conference was held at Blue Mountain Resort, Collingwood from Sunday, May 26 to Wednesday, May 29, 2019.

The following MCMA members registered for the conference: Amanda Healy, Amy Rocha, Andre Couture, Ashley Wilton, Barb Ryner, Chris Hepple, Christine Desjardins, Christine Jackson, Cindy Vermeiren, Claudia Conti, Danette LeCompte, Darlene Noakes, Denis Desrosiers, Diane Chase, Elias Tiarniyu, Franki Evans, George Bazios, Heather Lajeunesse, Jane Iacobucci, Janice Hoskins, Jennifer Shaw, Joanne Lenze, Jocelyne Pronovost, Jody Kontzie, Julia Bridges, Karen Dunn, Lavonne Maize, Leena Lehtola, Leesa Shanley, Linda Becker, Linda Bisson, Lindsay Paquette, Lisa Brooks, Lorraine Ophoven, Martin Murray, Melanie Gratton, Melissa Ryan, Monica Ciriello, Monique Lefebvre, Myrka Khorrami, Nicole Grisdale, Nicole Shearman, Patrick Emard, Patti McCauley, Rachelle Marquhardt, Randy Horne, Raphael Leong, Renee Allen, Rodger Bates, Roger Dayboll, Susan Garossino, Susan Paolucci, Suzanne Schmid, Tina Benoit, Veronica Edwards, Wanda Renton-Calvert, Wendy Mason, Winette Simpson.

The following Alumni registered to attend the social events: Brad Coutts; Barry Randell; Joanne Spriet; Linda Bisson.

Marg Graham attended to record the conference minutes.

Sunday May 26 – Registration took place from 4 pm to 6 pm.

An alumni meeting was held from 5 pm to 6 pm.

A welcome “Camp MCMA Campfire” reception was held from 7 pm until 11 pm with “The Strange Potatoes” providing music and entertainment.

Monday, May 26th

Final Registration and breakfast took place from 8 am to 9 am and the Board met during that timeframe.

Greetings and Welcome - *Host Committee*

On behalf of Central West Region Raphael Leong welcomed everyone to the Conference and introduced the following host committee members:

Jane Iacobucci, Monica Ciriello, Franki Evans, Jennifer Shaw, Darlene Noakes, Danette LeCompte, Wendy Mason, Roger Dayboll, Raphael Leong, Jason Carriere

Raphael thanked the Campfire Hosts – Leesa Shanley, Suzanne Schmid and Barb Ryner.

Raphael introduced Rodger Bates, Acting MCMA President.

MCMA President's Report - *Rodger Bates*

Rodger welcomed everyone to the conference and advised that 2019 is the 20th anniversary of the commencement of the transfer of operations from the province to municipalities. The attendee gift this year is a special token to commemorate the 20th year. It is also the 15th year that MCMA has been incorporated as not for profit.

It has been challenging, rewarding, and frustrating at times over last 20 years.

Rodger highlighted the changes and implementations that have happened over the past 20 years and thanked all of the current and past association members for their dedication and time sacrifices to bring the association to where it is today.

Rodger also mentioned the highlights of the board over the past year which included a legal review of board operations. Insurance policies are now in place to protect the board and association. The website has been updated. Membership and conference registration can now be done through the website.

Membership Vote for Proposed Amendments to MCMA Constitution

Rodger advised that he is currently the “Acting” President and thanked Patrick Emard for his past and current work on the Board.

Rodger advised the membership that two changes are required to the MCMA Constitution – one to allow the board to elect new executive members at any time (rather than once a year) and two – to clearly record when board membership runs to.

Each municipality has one vote by full voting members.

Rodger then read the following motion:

Motion # 3

A Motion to amend By-Law No. 1, being a by-law to create a constitution for The Municipal Court Managers' Association, which is an association operating in the Province of Ontario for the benefit of municipalities carrying out the Provincial Offences Act (POA) Administration of the Ontario Court of Justice.

Recitals:

1. On April 23, 2002, the Municipal Court Managers' Association (MCMA) enacted and passed By-Law No. 1, creating a constitution for the Association for the benefit of municipalities carrying out Provincial Offences Act administration;
2. It is deemed necessary and expedient to amend and replace the wording in By-Law No. 1, of Section 7 – Officers of the Association in the Constitution for MCMA;
3. Accordingly, the Board of Directors and its membership enacts as

follows: That Section 7 of By-Law No. 1 is replaced with the following:

Section 7 – OFFICERS OF THE ASSOCIATION

The officers of the Association shall be the President, Vice President, Secretary and Treasurer. Officers shall be elected by the Board from among their number at the first Board meeting following the Annual General Meeting or at any subsequent meeting when a permanent vacancy exists.

- a) **PRESIDENT:** shall be the chief executive officer and shall preside over all meetings of the Association including the Board. The President shall be recognized in determining a quorum. The President shall generally supervise and co-ordinate the affairs and operation of the Association in accordance with established policies.
 - b) **VICE PRESIDENT:** shall contribute his or her knowledge and experience for the benefit of the Association and shall be afforded all the authority and privilege of a Director. The Vice President shall, in the absence of the President, assume the duties of the President.
 - c) **SECRETARY:** shall co-ordinate the administrative matters of the Association and ensure minutes are taken of the Board meetings and the Annual General Meeting. The Secretary shall also be in charge of all minute books and documents of the Association. All correspondence of the Association shall be passed through and retained by the Secretary.
 - d) **TREASURER:** shall have the care and custody of all funds and securities of the Association, and shall deposit all funds in the name of the Association in such bank as may be established by resolution of the Board from time to time.
 - e) **IMMEDIATE PAST PRESIDENT:** shall contribute his or her knowledge and experience for the benefit of the Association, but shall not be entitled to a vote on the Board.
4. AND THAT this motion amends By-law #1 and takes effect on the date it is passed by the majority vote of the membership at its Annual General Meeting.

Acting President, Rodger Bates then asked for a show of hands in favour of amendment number 3.

Seeing a majority, the motion Carried

Motion # 4

A Motion to amend By-Law No. 1, being a by-law to create a constitution for The Municipal Court Managers' Association, which is an association operating in the Province of Ontario for the benefit of municipalities carrying out the Provincial Offences Act (POA) Administration of the Ontario Court of Justice.

Recitals:

1. On April 23, 2002, the Municipal Court Managers' Association (MCMA) enacted and passed By-Law No. 1, creating a constitution for the Association for the benefit of municipalities carrying out Provincial Offences Act administration;
2. It is deemed necessary and expedient to amend and replace the wording in By-Law No. 1, of Section 5 – Membership in the Constitution for MCMA;
3. Accordingly, the Board of Directors and its membership enacts as

follows: That Section 5 of By-Law No. 1 is replaced with the following:

Section 5 – MEMBERSHIP

- a) The classes of membership in the Association shall consist of the following:
 - i) Full Membership: shall be available to any person(s) actively employed in a supervisory or managerial capacity in POA Administration, who has complied with this by-law and has paid the membership fee. A Full Member shall be entitled to attend meetings, speak on issues and be elected to the Board. Full Memberships shall be limited to one (1) for any given Municipal Partner as set out on Schedule "A" of this By-Law; and
 - ii) Associate Membership: shall be available to court service areas having Full Memberships in the Association and such Association Membership shall be available to any person who is directly employed by the Municipal Partner in a capacity related to POA Administration. Associate Members shall have all the same privileges as Full Members with the exception of being elected to the Board and having voting rights, except in the case where the Associate Member is exercising the Full Membership vote on behalf of the Municipal Partner.
- b) **Membership Fees:**
 - i) The annual dues and fees paid to the Association in respect of all categories of Membership shall be established by the Board by resolution from time to time.
 - ii) Upon receiving the required membership fee, the Member's name shall be added to the current membership list.

- iii) All membership fees are due on the date as established by the Board by resolution from time to time. Annual membership runs from April 1st of the current year to March 31st of the following year.
- iv) Membership in the Association shall be granted to any person who applies in accordance with the by-laws.

4. AND THAT this motion amends By-law #1 and takes effect on the date it is passed by the majority vote of the membership at its Annual General Meeting.

Acting President, Rodger Bates then asked for a show of hands in favour of amendment number 4.

Seeing a majority, the motion Carried

Introduction of New MCMA Members, Transfers and MCMA Alumni Members – *Franki Evans*

Franki introduced and welcomed the following new members of the association: Amanda Healy, Chris Hepple, Elias Tiamiyu, George Bazios, Janelle Benjamin, Jason Carriere, Lindsay Paquette, Lisa Trottier-Poan, Martin Murray, Melissa Ryan, Monica Ciriello, Myrka Khorrami, Randy Horne, Stephen Dinammo, Tanya Vout.

An Alumni committee was formed last year. Brad Coutts, Barry Randell, Joanne Spriet, and Linda Bisson responded.

Sponsor Introductions - *Rodger Bates*

Rodger introduced sponsor representatives from Nordac Inc., Liberty Recording, Durham Reporting, Clearly Spoken Inc., and CXM Solutions. Rodger thanked all of the sponsors for attending and for supporting MCMA. Sponsor participation at the conference helped cover the cost of the entertainment, bartenders, etc. for the welcome reception. Rodger asked the membership to visit the booths the sponsors have set up during breaks and lunch.

The membership took a short break.

MCMA Committee/Treasurer Reports:

ICON - *Suzanne Schmid*

Suzanne reported that the Committee was defunct and then started back up. Suzanne introduced the committee members.

Outstanding change requests – the committee is going through 35 – 40 requests on the list dating back to 2006. Once narrowed down, the top 6 will be taken to MAG and the committee will push for results.

Floating user IDs. When there is a change in cashier/clerk and the past user morphs in, log a ticket and notify MAG and Suzanne. Suzanne will file an incident report.

Please see PPP for full details.

Education Committee - Barb Ryner

Barb promoted the committee and advised the membership they are looking for new members. Barb thanked Karen Dunn for all her work as past chair on the committee and highlighted her accomplishments.

Barb mentioned the peer recognition awards and highlighted accomplishments for this year. The Peer Recognition Awards process has been enhanced. There are still the same three categories however voting will now be done through Survey Monkey. The process will be open in January for nominations. Voting will take place in March with the awards being presented in May at the conference.

Future – looking forward the committee is looking for ideas on how to better support the membership. There will be a strategic planning session at the conference. All of the ideas and suggestions from the planning session will be taken away and analyzed. Areas that have been identified include: succession planning, orientation for new managers and training.

Please see PPP for full details.

Forms - Sandra Garand

Sandra advised the membership that the NFDD sub-committee has joined back with the Forms Committee. Patti still leads NFDD.

Sandra highlighted the committee accomplishments for the year and advised that Gary Clarke, City of Toronto, is taking over the chair position.

Please see PPP for full details

Collections - Karen Facca/Linda Beaver co-chair

All 7 regions are represented on the forms committee. The committee currently has 21 participants. The next workshop will be held in the fall (October 21/22 one full day plus ½ day) in Northumberland.

The collections committee works closely with the board and meets every month by conference call. Karen advised that there were 45 participants at the last workshop.

Please see PPP for full details

Stats - Lisa Brooks/Darlene Noakes

Lisa and Darlene provided a review of the 2018 cost/revenue analysis and highlighted 2019/2020 priorities. Currently there are 46 of the 52 municipalities reporting.

Historical data is on the website. Over 2.9 million has been paid to the ministry in ICON charges. There have been no responses back from the Ministry regarding cost recovery reports submitted in 2017 and 2018.

Membership is open to new members.

Please see PPP for full details

2018 Treasurer's Report - Leesa Shanley

Leesa advised that as of January 1, 2018 the opening balance of the MCMA account was \$39,854.48. \$17,700.00 was collected in membership fees. Currently 94 members and 3 free memberships were provided (peer recognition awards). \$5,000.00 is in a guaranteed investment which is required in order for the association to obtain and maintain a credit card. The closing bank balance as of December 31, 2018 was \$31,844.24.

On line payments are now being accepted for membership and conference fees.

Committee Round-Table Introductions - Committee Chairs

Raphael introduced the process for the round-table discussions. Committee chairs were invited to go around to each of the tables to discuss the work that each committee does and answer any questions.

After the round table discussion, the membership was asked to please consider participating on the different committees.

MCMA Board Update

Rodger Bates, Acting President advised that following the approval of the amendments to the by-law this morning the board held an emergency ad hoc meeting.

The executive is as follows:

Jodi Kontzie - North West Region
Franki Evans - Central West - Vice President
Pat Emard – East Region
Nicole Grisdale - North East Region - Secretary
Susan Garissino – Toronto Region
Leesa Shanley – West Region - Treasurer
Rodger Bates – President

Raphael advised that the membership would now break for lunch and return at 1 p.m.

Ministry of the Attorney General:

Sheila Bristo (Assistant Deputy Attorney General - Court Services Division)
Jill Hughes (Director - Program Management Branch, Court Services Division)
Emily Cohen-Henry (Manager - Program Management Branch, Court Services Division)
Jeremy Griggs – (Senior Manager – Process Design Improvement and Innovation Branch, Modernization Division) Teresa Maslach – (POA Senior Policy Advisor)

Rodger Bates welcomed the Ministry staff and introduced Sheila Bristo. Sheila advised that this is her third time attending the POA conference and provided an overview regarding the launch of the communications protocol.

Sheila also talked about Bill 177, all things money, the NFDD project update and POA Online services. She advised that Emily Cohen Henry and Isabel Chow are on the POA team and mentioned that Pam Elliot had retired after over 34 years providing administration and support to POA across the Province.

Please see the PPP presentation - Launch of the Communications Protocol.

Rodger acknowledged Kathy Dallaire. Kathy was the lead person from the board perspective to move this protocol forward.

There are four main committees working directly with MAG - MCMA/POA ICON committee; POA table/French language services (FLS) sub-committee; MCMA Forms committee and MCMA Education committee.

Sheila advised that we can strengthen relationships through timely, effective communication.

Teresa reviewed the ICON request change process and time frames around these changes. MAG status updates are provided to the MCMA POA ICON committee quarterly.

AD HOC Information Requests – A formalized process needs to be used going forward. Please search the POA information Services website first to see if there are any bulletins on the subject. If the information cannot be obtained please email general POA email instead of contacting a staff person directly. OPS will respond within 2 days.

Jill reviewed the report back from 2018 and covered the key commitments delivered upon from the 2018 MCMA conference.

Please see PPP for full details.

Bill 177 Update - Bill 177 has not yet been proclaimed. New ICON codes, new processes, need for a communications protocol, excellent forms advice.

All Things Money – Fiscal landscape – provincial budget.

The Ministry is reviewing the analysis provided in the costs and fees reports. The Ministry has been asked to consider adjusting costs under regulation 945. The Ministry has received reports from MCMA and OMTRA and is working on the assessment. There is much work underway to understand all the components.

Notice of Fine and Due Date project update – the Ministry is exploring options to update this form.

Jeremy advised that the POA on line services is successful and provided an overview of POA case status lookup.

Q and A session

Q - What if an urgent answer is required?

A - Can contact a person directly - put "urgent" in the subject line however, please try to follow protocol.

Q - What is the timeframe to replace Pam's vacancy?

A - Job description is prepared and to be posted the first week in June. Will fill asap.

Q - Is there an update on the Part III download to POA?

A - Invited criminal law division colleagues to the table last fall. No next steps or timing is available at this time.

Rodger thanked all of the Ministry staff for attending the conference. Rodger and Pat Emard presented MAG members with a gift in recognition of the 20 years since commencement of the transfer from the province to municipalities.

The membership took a short break.

York Region Behavioural Study - Notice of Fine and Due Date - *Lisa Brooks (York Region)/Brienne Kirkpatrick (Behavioural Insights Unit) with Jill Hughes (MAG)*
NFDD pilot project

Lisa Brooks, York Region and Jill Hughes, MAG provided a power point presentation. York Region was asked to pilot this project with MAG. The results are promising. Next steps will include the feasibility of modifying NFDD's in other municipalities.

Lisa and Jill then held a Q and A session.

Q – will you use all three forms or only the most successful?

A - Use most successful – loss aversion form.

Q – What is the time perspective to changing NFDD?

A - Need to advise MCMA Forms committee and Data Group. There is approximately a 9 month supply at data group right now.

Q - Any discussion regarding risks – opposite effect?

A - Trying to avoid 3 NFDD's being sent to a defendant on the same day.

Raphael discussed the wellness break scheduled for tomorrow.

Photos of Various Groups (Regions, Committees, Board, etc.)

The membership and various groups, regions, committee's and boards were asked to attend a photo session.

Raphael advised that dinner would be held at Rusty's commencing at 7 p.m. (refer to map provided with registration package)

The conference adjourned for the day.

Tuesday, May 28th

Raphael welcomed everyone to day two of the conference.

MCMA Membership Priorities Setting Exercise –

Lisa Brooks (Facilitator)/Raphael Leong/ Darlene Noakes/Jennifer Shaw

Raphael advised that this session would be led by Lisa Brooks, York Region. Lisa has been in the court system for over 19 years and is a trained facilitator of “Innovation in a Box”.

Lisa discussed that the membership was going to look at the purpose of the Municipal Court Managers’ Association and how the association might continue to bring value to the membership. Where do we plan to be in the next 5 years?

Exercise 1- How might our association continue to bring value to the membership?

Question 1 - What does the association do well and as such should CONTINUE to do?

Answers:

CONTINUE

Committees and develop best practices

Meaningful committees

Alerts for new topics on discussion board

Share best practices

Sharing ideas through group email

Updates on website

Liaise with stakeholders

Modernize website

Up to date sharing information through website

Share expertise through website and meetings

Drive change through legislation

Mentorship and advocate for change

Annual conference

Question 2 - Is there anything the MCMA should STOP doing?

Answers:

STOP

Reliance on province for solutions

Gearing business practices to extra large courts

Less restrictive access to website

Being so nice to MAG

ICON fees and quality assurance

Using ICON

MAG nothing new

Reliance on MAG

Inviting MAG to conference

Taking NO from MAG

Question 3 – What should the association START doing to increase value to the membership?

Answers:

START

Training for new managers
Building relationships with ministries other than MAG
Lobby change political influence
Agenda called for members
More workshops at conference
Have a full time employee of association to lobby
Sharing of information with new managers
More focus on creation of technology
Communicate with other provinces for best practices
Repository for RFP's and new technology
Change and drive innovation

Clearly Spoken held a draw.

The membership was advised that due to the weather the wellness walk up the mountain that was scheduled for this afternoon has to be cancelled. We may do a walk around the buildings instead.

Exercise 2:

A short fun video was played.

Members were asked to use the worksheets provided and answer the following question using the criteria set out below:

WHERE SHOULD the Association focus its priorities for the next 3 – 5 years.

Prioritize - Good, Better, Best

Aligned - Does it align with the work of boards and committees?

Feasibility - Is it feasible?

Relevant – Is it relevant?

The membership took a short break.

Membership Priorities Setting Exercise (cont'd)

Members were asked to “Power it Up” using the following:

Use the Best idea

Positives - enhance existing idea

Objections / road blocks

What else – other ideas

Experiments – test/pilot idea

Remedies – can we overcome any roadblocks to make this happen?

The following are some of the responses from the different tables:

Improved communication - website, knowledge base, engagement of membership on website, committee structure, on line surveys, cumbersome, time management, lack of knowledge on how to use website, timing of communication, set schedules, on line voting, website structure, user manual search capabilities, user friendly, technological advancement and innovation, service delivery, decrease error rates, streamline, viable solutions, change management, budget constraints, union/JP/MAG objections, security and privacy, data storage, aging workforce, buy-

in, legislation, app as pilot, staggered implementation, feedback, partnering with other municipalities, involve stakeholders, communication, resources to manage and implement.

Modernization of courts - HTA to amps regime, take over admin of amps, dictate compensation, decisions, volume of charges, not approved by council, revenue change to legislation municipal rather than province, parking in place, use as pilot/protocol.

Hire lobbyist for MCMA – connections, knowledge, skills to get to people who can affect change, objective approach, cost, conflicting priorities, loss of control, not as passionate, hire employee vs consultant, communication, retain in small increments – see how lobbyist works.

Education and orientation for new managers - Need for succession planning, tools and resources to maintain standards, promoting inclusiveness, transfer knowledge, open communication between courts, too expensive, competing demands, resistance to change, change management, who develops training program, who will maintain and implement, need for new hires for roster on website, striking a working group/committee, terms of reference, table of contents, on line training, webinars, remote discussions, compensate mentors, engaging alumni, sustain.

Create a structured process for new managers - Promote information for newcomers, consistency of information, relationship building, new connections, time commitment, rely on volunteers, operational inconsistencies, needs assessment, list of subject matter experts, pilot project in one location, website page, app., demonstrate benefit, leadership, organization.

Break up with MAG – leverage more independence, lag time, reducing ability, lack of value, provide independence, more revenue, timely move forward, free up IT time for MAG, cash cow for MAG, loss of control, MOU, show MAG the positives of the breakup, not getting what we are paying for, hold fees until we see results, financial changes to benefit municipalities, change order of payments stop monitor fees for ICON, defendant pays cancellation fee for interpreters, add administrative costs, add unpaid fines to revenue Canada.

Technology and modernization – lack of support, create business sustainability, more efficiencies, financial cost, resist change, MCMA general vendor day – technology options, campaign for change, councils lobby province for change.

Replace ICON – technology

Strategic plan - AMO and Prosecutors Association inclusive goals, timelines, pro-active, focus, time consuming and consensus from membership, establish priorities, ownership, strengthen partnerships, corporate awareness, align priorities through consultant, look to other provinces, support board attending other conferences, need to be fun, inclusive, frequency of communication.

Strategic lobbying for change - increase fines, strengthen credibility, current legal contract, resistance to change, new relationships, align with others, awareness of current political climate, measure results, fiscal sustainability, public trust and confidence.

All of the worksheets were posted on the walls in the room and members were asked to put sticky notes on their top three choices/priorities from all the suggestions.

Lisa advised the group that she would be compiling and analyzing all of the information and results would be provided to the members.

The membership broke for lunch.

CWR Regional Senior Justice of the Peace Marsha Farnand

Raphael welcomed and introduced Her Worship, Justice of the Peace Marsha Farnand, Central West Regional Senior Justice of the Peace.

Her Worship thanked the membership for the invitation to speak at the conference. She advised that the Central West Region is facing a Justice of the Peace deficit. MAG is responsible for judicial hiring and there is currently a hiring freeze in MAG. There is very limited hiring in all ministries with exception of the freeze in MAG. For example, the Ministry of Environment can hire internally between ministries.

Please see PPP presentation for full details.

Her Worship thanked the members for the opportunity to speak to the association.

President Rodger Bates thanked Her Worship for attending and speaking to the group and provided a thank you gift.

Raphael introduced and welcomed Aleta Armstrong and Adam Pitre.

Canadian Mental Health Association Presentation

Mental Health in the Workplace - Aleta Armstrong

Aleta advised the membership that mental health is just as important as physical health. There is a stigma attached to mental health issues. One in 5 will have a mental health issue of some type in their lifetime. How we deal with events that happen in our lives i.e.: death, health issues, affects our mental health. Years ago, people were sent to asylums to separate them and “keep the rest of the population safe”. People need to be involved and connected. Clinical depression is much different than sadness or disappointment. It is extremely disruptive to be clinically depressed. People often try and hide depression because of the stigma.

Overview of mental health issues:

Men die three times more than women by suicide and use more deadly methods, are more secretive, can't share feelings and won't reach out for help.

Depression and bi-polar hits women more than men. Really high to really low.

Substance use issues and mental health issues go hand in hand. Substance use is a direct result of dealing with pain. True cure/finding is “connection”. Need to be understanding, empathetic, open and accepting. We need to watch out for each other and for ourselves.

POA Court Experience - Adam Pitre

Adam discussed his experience with mental illness. Social anxiety. Frustrated and angry all the time. No emotions. Walking helps mental health. Talking, sharing, medication, education, knowledge of what I need to do to stay on top of things. Knowledge is power.

What do we do when we know a staff member has issues but either doesn't admit it or is not aware of it themselves. Ask person if they are okay if you notice they are struggling with issues. Mental health first aid. If you say good morning, how are you, be prepared to stay and wait for the answer and actually listen.

Never underestimate what kindness and human connection can do.

Raphael thanked both Aleta and Adam for attending and talking with the group. Rodger presented both with a thank you gift.

WELLNESS BREAK - *Anne Baker from Partners and Health*

Raphael introduced Anne Baker.

Anne led the group in a number of exercises and recommended the website "stop chasing pain". She advised the group there are a number of stress busters posted on the site.

OMMI Certification - *Bill McKim*

Raphael introduced Bill McKim – Bill informed the group about the accreditation program through OMMI and advised that Norman Scarrett is chair of accreditation committee.

Currently there are 51 POA members accredited through OMMI in one of 4 CMM levels of accreditation. OMMI Certification is a career development tool. Legal designation was passed in 1988.

Tina Benoit from Leeds Grenville became the 50th MCMA member - CMM 3 and court enhancement and was presented with her certificate.

Application packages have been left with the president.

Rodger presented Bill with a thank you gift.

Hot Topics - Finding Solutions to Common Issues and Sharing of Best Practices - *Franki Evans*

Denis – Niagara region will not be supporting CAMS after December and James Whittaker is no longer with the Region. Thoughts about support agreement with James. Concerns about whether or not MAG should be at the table. Uploading information from CAMS to ICON.

Rodger – Barrie received an acknowledgement back from Niagara simply stating that they had received the letter from Barrie. Niagara Region is looking into providing information on what municipalities can (or cannot) do with CAMS. Licensing agreement? Rodger indicated this is between each municipality and Niagara Region. It is not an association issue.

Monica Ciriello from Niagara Region indicated you can contact her with concerns and she will take them forward to Niagara IT.

Richelle – Expressed concern regarding the drop in volume of part 1 tickets being submitted. Revenue is decreasing. Costs are increasing. Need to focus more on collection of defaulted fines. Website – information recently posted on stats and chart of charges taken off website from 2012 – 2018. Ministry needs to do something about increasing fees. Bill 177 would help offset costs if they would get it approved.

A number of courts have added administrative collection fees.

Barb Reiner – advocacy – We need to advocate for change – new forms, technology – anything to help us do our jobs better, easier. Do we have an opportunity to work together? York Region is starting to take on an advocacy role – education committee may be able to help facilitate. Toronto is advocating for AMPS system. Option for HTA charges to be processed through AMPS but still have a VFS.

VFS – outstanding VFS issues. Some Justices of the Peace are not adding VFS – no legal authority not to add it.

The conference adjourned for the day.

Wednesday, May 29th

Raphael welcomed everyone back. The following question was brought forward:

Judicial billing - Does anyone know if a directive exists that outlines how judicial billing applies? Do we pay for in court time only? Billing through ISCUS including recess time. Sudbury – MAG was not discounting any break time. Staff started showing start, break, start, break, lunch. Now MAG is only charging for “in court” time.

MCMA Members Showcase - “Show Us What You Have Done”

Electronic Interpreter Invoicing - *Raphael Leong (Mississauga)*

Raphael provided an overview of the electronic interpreter invoicing.

Please see PPP for full details.

Remote Video Testimony - *Lisa Brooks/Barb Ryder (York Region)*

Lisa and Barb provided an overview of the remote video testimony.

Please see PPP for full details.

Paperless Tribunal Administration - *Susan Paolucci/Susan Garossino (Toronto)*

Susan and Susan provided an overview of the paperless tribunal administration.

Please see PPP for full details.

Website Q & A - *Leesa Shanley/Rodger Bates (MCMA Board)*

Leesa and Rodger updated the membership on changes and how to navigate the website. You must log in before you try to do anything else. Changes include automatic emails, updating membership and registering for conference on line. PayPal issues are being resolved.

Q - Is there a mechanism for tracking number of visitors to the site?

A – Probably, but have not accessed it yet.

Equal opportunity for all to send / answer questions to discussion board. Pdf documents and fillable forms are best type of document to load to website. We now have an external hard drive to back up documents.

You do not need a PayPal account to pay fees. A credit card is sufficient. You do have to be a MCMA member to access the website. Membership has grown and the current membership rate will most likely be maintained.

There will be a separate area of the website for sponsorship.

You do not have to be a member of MCMA to attend workshops and staff will have access to an area of the website to register.

Replacement of CAMS Q & A - *Lisa Brooks*

Lisa advised the membership that Niagara Region is no longer developing CAMS or providing support. A POA case management steering committee will explore options. A survey was sent out to the municipalities utilizing CAMS. No capacity to support all and no capacity to support internally. Option to utilize James Whittaker.

Need to explore option to build a new system to replace CAMS and perhaps ICON. The committee will try to get an answer from Niagara Region regarding the legal rights (ownership) of CAMS.

Are there products on market that could be customized to replace icon and cams? We also need to see where the ministry is at with ICON and have requested a meeting to discuss.

Peer Recognition Awards - *Education Committee*

There has been a change in how the recognition process works. Nominations and voting will take place on line prior to the conference and a jury panel selected from the education committee will determine the winners. Winners will still be announced and recognized at the annual conference.

Leesa asked the Education Committee members to come forward to present the Peer Recognition Awards for this year. Each recipient will receive a plaque, their membership fee will be covered by the association, and a letter will be forwarded to the CAO of their municipality outlining the award and the member's contribution to the MCMA.

This year's awards were presented as follows:

Leadership award – Rodger Bates

Commitment to organization - Sandra Garand

Innovation award – Lisa Brooks

Congratulations to all three recipients.

Service Recognition Awards - *Leesa Shanley*

Service recognition awards were presented to the following members:

New Members:

Amanda Healy – County of Grey/Bruce
Chris Hepel – City of London
Elias Tiamiyu – City of Toronto
George Bazios – Regional Municipality of Durham
Janelle Benjamin – Regional Municipality of York
Jason Carriere – City of Brantford
Lindsay Prescott Lindsay Paquette – Prescott-Russell
Lisa Trottier-Poan - Timmins
Martin Murray – City of Toronto
Melisa Ryan – City of Windsor
Monica Ciriello – Regional Municipality of Niagara
Myrka Khorrami – City of Ottawa
Randy Horne – County of Northumberland
Stephen Dimanno – Regional Municipality of Durham
Tanya Vout – Regional Municipality of Niagara

5 year

Nicole Grisdale – City of Sault Ste. Marie

15 year

Karen Dunn – City of Kawartha Lakes

Leesa thanked Marg Graham for attending and taking the minutes of the conference and Suzanne Schmid and Barb Ryner for being part of the team (along with Leesa) that planned and organized the social events, sponsorship, resort accommodations and meals for the conference.

The resort waitress servers were thanked for all of their help over the course of the conference.

Passing of torch by 2019 Host Committee and Introduction of 2020 Host Committee

The Central West Region 2019 host committee was thanked for all of their work and asked to come forward.

The 2020 host committee was asked to come forward.

The Central West Region passed the torch to the 2020 host committee – the East Region.

Closing Remarks - *Rodger Bates*

Rodger thanked the host committee for a great agenda that was on target and jam packed with value. He also thanked the staff at Blue Mountain Resorts for service that is second to none, the sponsors for supporting and attending the conference and the Strange Potatoes for the wonderful entertainment at the “Camp MCMA” campfire.

Rodger noted that committees are always looking for new members. The MCMA is a pro-active group that is tech savvy. There is a lot of strategic planning that needs to be done. Rodger mentioned the excellent priorities setting exercise that was held on Tuesday and thanked the membership for their trust in him.

Susan thanked Rodger for his leadership role to the association.

A card was passed around during the conference for a gift for Pam Elliot. The members were updated on what was purchased as a gift.

Rodger advised the membership that the conference next year will be from May 24 – 27, 2020 and most likely be held here at the Blue Mountain Resort.

BAGGED LUNCH TO GO

Rodger reminded everyone to pick up a bagged lunch to go and wished everyone a safe trip home.

The 2019 conference adjourned.