

Leena Lehtola - York Region- nominated for Innovation

I am pleased to nominate Leena Lehtola for the MCMA Innovation Award for the incredible work she led on the York Regional Police E-Ticket digital filing project which completely modernized how Part I tickets are filed in Court Administration for York Region.

This project replaced a manual, paper process with a fully electronic system. Leena led this from start to finish for Court Administration. She worked collaboratively with the teams from Court Administration, York Regional Police, Systems Support and IT. She coordinated the technical work, managed testing with our team, updated procedures and delivered the training in a way that made the change feel manageable and supported.

The results speak for themselves:

- 48% reduction in ticket handling time
- 40 minutes saved per staff member per shift
- Significantly less paper and less manual filing
- Lower risk of human error
- New efficiencies created for our policing partners

This initiative is a perfect example of Leena's ability to push innovation, implement smart and modern solutions and bring partners together to make big improvements that benefit everyone. This was real impactful change that was felt by our teams in the day to day operations.