Ministry of the Attorney General
Ministry of the Solicitor General
Justice Sector Freedom of Information and Protection of Privacy Office
Toronto Office:
McMurtry-Scott Building
720 Bay Street, 5th Floor
Toronto, ON M7A 2S9
Telephone: (416) 326-4300
Fax: (416) 326-4307
North Bay Office:
200 First Avenue West
North Bay, ON P1B 9M3
Telephone: (705) 494-3080
Toll Free 1-855-273-3080
Fax: (705) 494-3081
www.ontario.ca/mes4

ministère du Procureur général
ministère du Solliciteur général
Bureau de l'accès à l'information et de la protection de la vie privée du secteur de la justice
Édifice Toronto:
Édifice McMurtry-Scott
720, rue Bay, 5e étage
Toronto, ON M7A 2S9
Téléphone: (416) 326-4300
Télécopieur: (416) 326-4307
Édifice North Bay:
200, av. First Ouest
North Bay, ON P1B 9M3
Téléphone: (705) 494-3080
Sans Frais 1-855-273-3080
Télécopieur: (705) 494-3081
www.ontario.ca/s199

Ontario

Please reply to: Toronto Office.

January 2, 2020

Private & Confidential

Michael Lesage
3 Loretta Dr, P.O. Box 864
Virgil ON L0S 1T0

Dear Michael Lesage:

Re: Our Request Number: MAG-A-2019-01236

This is in response to your request under the Freedom of Information and Protection of Privacy Act (the Act) for access to:

> "For the following courthouses, I am seeking records pertaining to courthouse performance in the areas of client satisfaction and counter wait times, including, but not limited to, scores received or feedback given as to performance, courthouse evaluations, whether same are meeting 'Ontario Government Service Standards' along with other internal benchmarks upon which managerial staff and courthouse performance is measured. I imagine the government is evaluating the performance of the courthouses in some manner, and seek access to the results of such evaluations. My intended purpose is publication. I seek this information for the Toronto, Newmarket, Hamilton, London, Windsor, Ottawa, Oshawa, St. Catharines and Brampton courthouses. Please exclude supporting documentation." Timeframe of January 1, 2017 to June 28, 2019. As clarified on October 16 and 17, 2019.

Your fee was received on January 2, 2020. A copy of the record(s) is enclosed.

If you have any questions, please contact, Josephine DeSouza, Manager, at (416) 554-3033.

Sincerely,

J DeSouza for

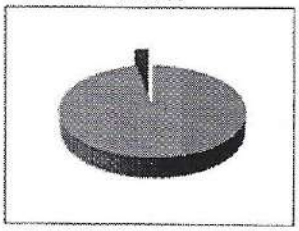
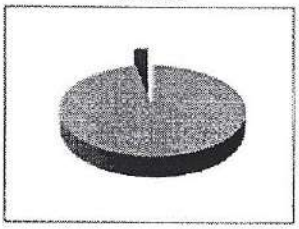
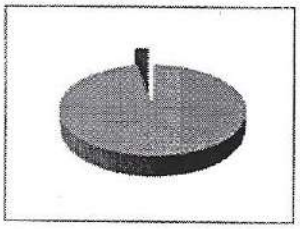
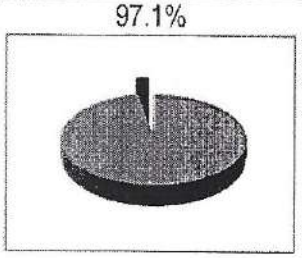
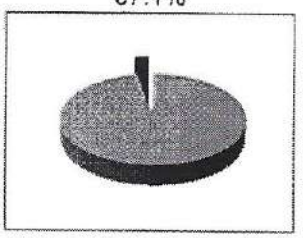
Enza Ragone
Coordinator

Enclosed

Self-Assessment Survey

2018 Annual Report

COURT SERVICES DIVISION

Question	Yes	NA	No	Total	% Compliance (Yes and N/A)
18. If an unaccredited/agency interpreter is scheduled are the following individuals informed of the interpreter's status?					
18.1 LAJ					97.1% 
18.2 Presiding Judicial Official					97.1% 
18.3 Crown, Defence and/or any other counsel parties in the case.					97.1% 
19. If an unaccredited/agency interpreter is scheduled does the clerk make a note on the Information or in the court file?					97.1% 
20. If a conditionally accredited interpreter is scheduled are the following individuals informed of the interpreter's status?					
20.1 LAJ					97.1% 

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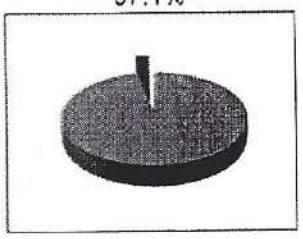
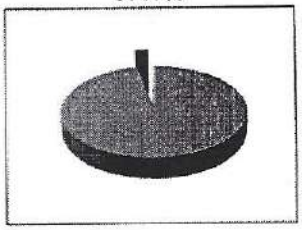
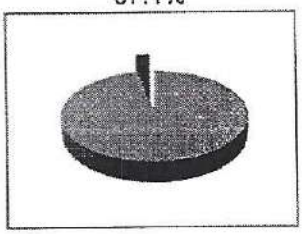
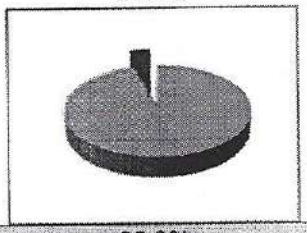
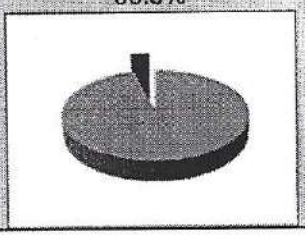
COURT SERVICES DIVISION

20.2 Presiding Judicial Official					97.1% 
20.3 Crown, Defence and/or any other counsel parties in the case.					97.1% 
21. If a conditionally accredited interpreter is scheduled does the clerk make a note on the Information or in the court file?					97.1% 
22. If a juror is not in attendance, do staff attempt to contact the juror to determine why he/she is not in court?					95.7% 
Survey Total					96.3% 

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COURT SERVICES DIVISION

13. Is there a designated Records Management Clerk?

	Count of Response				Percent of Responses			% Compliance (Yes and N/A)
Region	**Yes**	**NA**	**No**	**Total**	**Yes**	**NA**	**No**	**Total**
Central East	9			9	100.0%	0.0%	0.0%	100.0%
Central West	11			11	100.0%	0.0%	0.0%	100.0%
East	7	3	3	13	53.8%	23.1%	23.1%	76.9%
Toronto	4	2		6	66.7%	33.3%	0.0%	100.0%
West	11	3		14	78.6%	21.4%	0.0%	100.0%
Province	**57**	**10**	**3**	**70**	**81.4%**	**14.3%**	**4.3%**	**95.7%**

14. Are all tapes and CDs pre-labelled and indexed to include the following:

14.1 Court ID

s.N/R

	Count of Response				Percent of Responses			% Compliance (Yes and N/A)
Region	**Yes**	**NA**	**No**	**Total**	**Yes**	**NA**	**No**	**Total**
Central East	9			9	100.0%	0.0%	0.0%	100.0%
Central West	11			11	100.0%	0.0%	0.0%	100.0%
East	7	3	3	13	53.8%	23.1%	23.1%	76.9%
Toronto	4	2		6	66.7%	33.3%	0.0%	100.0%
West	11	3		14	78.6%	21.4%	0.0%	100.0%
Province	**57**	**10**	**3**	**70**	**81.4%**	**14.3%**	**4.3%**	**95.7%**

14.2 Courtroom Number

	Count of Response				Percent of Responses			% Compliance (Yes and N/A)
Region	**Yes**	**NA**	**No**	**Total**	**Yes**	**NA**	**No**	**Total**
Central East	9			9	100.0%	0.0%	0.0%	100.0%
Central West	11			11	100.0%	0.0%	0.0%	100.0%
East	7	3	3	13	53.8%	23.1%	23.1%	76.9%

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COURT SERVICES DIVISION

Toronto	4	2		6	66.7%	33.3%	0.0%	100.0%
West	11	3		14	78.6%	21.4%	0.0%	100.0%
Province	**57**	**10**	**3**	**70**	**81.4%**	**14.3%**	**4.3%**	**95.7%**

14.3 Sequential Tape/CD Number

	Count of Response				Percent of Responses			% Compliance (Yes and N/A)
Region	**Yes**	**NA**	**No**	**Total**	**Yes**	**NA**	**No**	**Total**
Central East	9			9	100.0%	0.0%	0.0%	100.0%
Central West	11			11	100.0%	0.0%	0.0%	100.0%
East	7	3	3	13	53.8%	23.1%	23.1%	76.9%

s.N/R

Toronto	4	2		6	66.7%	33.3%	0.0%	100.0%
West	11	3		14	78.6%	21.4%	0.0%	100.0%
Province	**57**	**10**	**3**	**70**	**81.4%**	**14.3%**	**4.3%**	**95.7%**

14.4 Year

	Count of Response				Percent of Responses			% Compliance (Yes and N/A)
Region	**Yes**	**NA**	**No**	**Total**	**Yes**	**NA**	**No**	**Total**
Central East	9			9	100.0%	0.0%	0.0%	100.0%
Central West	11			11	100.0%	0.0%	0.0%	100.0%
East	7	3	3	13	53.8%	23.1%	23.1%	76.9%

Toronto	4	2		6	66.7%	33.3%	0.0%	100.0%
West	11	3		14	78.6%	21.4%	0.0%	100.0%
Province	**57**	**10**	**3**	**70**	**81.4%**	**14.3%**	**4.3%**	**95.7%**

14.5 Maximum Retention Period

	Count of Response				Percent of Responses			% Compliance (Yes and N/A)
Region	**Yes**	**NA**	**No**	**Total**	**Yes**	**NA**	**No**	**Total**

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COURT SERVICES DIVISION

s.14(1)(i)

18. If an unaccredited/agency interpreter is scheduled are the following individuals informed of the interpreter's status?

18.1 LAJ

	Count of Response				Percent of Responses			% Compliance (Yes and N/A)
Region	**Yes**	**NA**	**No**	**Total**	**Yes**	**NA**	**No**	**Total**
Central East	9			9	100.0%	0.0%	0.0%	100.0%
Central West	11			11	100.0%	0.0%	0.0%	100.0%
East	7	3	3	13	53.8%	23.1%	23.1%	76.9%
Toronto	4	2		6	66.7%	33.3%	0.0%	100.0%
West	11	3		14	78.6%	21.4%	0.0%	100.0%
Province	**57**	**10**	**3**	**70**	**81.4%**	**14.3%**	**4.3%**	**95.7%**

s.N/R

18.2 Presiding Judicial Official

	Count of Response				Percent of Responses			% Compliance (Yes and N/A)
Region	**Yes**	**NA**	**No**	**Total**	**Yes**	**NA**	**No**	**Total**
Central East	9			9	100.0%	0.0%	0.0%	100.0%
Central West	11			11	100.0%	0.0%	0.0%	100.0%
East	7	3	3	13	53.8%	23.1%	23.1%	76.9%

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Toronto	4	2	6	66.7%	33.3%	0.0%	100.0%
West	11	3	14	78.6%	21.4%	0.0%	100.0%
Province	**57**	**10**	**3**	**70**	**81.4%**	**14.3%**	**4.3%**	**95.7%**

18.3 Crown, Defence and/or any other counsel parties in the case.

	Count of Response				Percent of Responses			% Compliance (Yes and N/A)
Region	**Yes**	**NA**	**No**	**Total**	**Yes**	**NA**	**No**	**Total**
Central East	9			9	100.0%	0.0%	0.0%	100.0%
Central West	11			11	100.0%	0.0%	0.0%	100.0%
East	7	3	3	13	53.8%	23.1%	23.1%	76.9%

Toronto	4	2	6	66.7%	33.3%	0.0%	100.0%
West	11	3	14	78.6%	21.4%	0.0%	100.0%
Province	**57**	**10**	**3**	**70**	**81.4%**	**14.3%**	**4.3%**	**95.7%**

19. If an unaccredited/agency interpreter is scheduled does the clerk make a note on the Information or in the court file?

s.N/R

	Count of Response				Percent of Responses			% Compliance (Yes and N/A)
Region	**Yes**	**NA**	**No**	**Total**	**Yes**	**NA**	**No**	**Total**
Central East	9			9	100.0%	0.0%	0.0%	100.0%
Central West	11			11	100.0%	0.0%	0.0%	100.0%
East	7	3	3	13	53.8%	23.1%	23.1%	76.9%

Toronto	4	2	6	66.7%	33.3%	0.0%	100.0%
West	11	3	14	78.6%	21.4%	0.0%	100.0%
Province	**57**	**10**	**3**	**70**	**81.4%**	**14.3%**	**4.3%**	**95.7%**

20. If a conditionally accredited interpreter is scheduled are the following individuals informed of the interpreter's status?
20.1 LAJ

	Count of Response				Percent of Responses			% Compliance (Yes and N/A)
Region	**Yes**	**NA**	**No**	**Total**	**Yes**	**NA**	**No**	**Total**

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COURT SERVICES DIVISION

Central East	9			9	100.0%	0.0%	0.0%	100.0%
Central West	11			11	100.0%	0.0%	0.0%	100.0%
East	7	3	3	13	53.8%	23.1%	23.1%	76.9%
Toronto	4	2		6	66.7%	33.3%	0.0%	100.0%
West	11	3		14	78.6%	21.4%	0.0%	100.0%
Province	**57**	**10**	**3**	**70**	**81.4%**	**14.3%**	**4.3%**	**95.7%**

20.2 Presiding Judicial Official

	Count of Response				Percent of Responses			% Compliance (Yes and N/A)
Region	**Yes**	**NA**	**No**	**Total**	**Yes**	**NA**	**No**	**Total**
Central East	9			9	100.0%	0.0%	0.0%	100.0%
Central West	11			11	100.0%	0.0%	0.0%	100.0%
East	7	3	3	13	53.8%	23.1%	23.1%	76.9%
Toronto	4	2		6	66.7%	33.3%	0.0%	100.0%
West	11	3		14	78.6%	21.4%	0.0%	100.0%
Province	**57**	**10**	**3**	**70**	**81.4%**	**14.3%**	**4.3%**	**95.7%**

s.N/R

20.3 Crown, Defence and/or any other counsel parties in the case.

	Count of Response				Percent of Responses			% Compliance (Yes and N/A)
Region	**Yes**	**NA**	**No**	**Total**	**Yes**	**NA**	**No**	**Total**
Central East	9			9	100.0%	0.0%	0.0%	100.0%
Central West	11			11	100.0%	0.0%	0.0%	100.0%
East	7	3	3	13	53.8%	23.1%	23.1%	76.9%
Toronto	4	2		6	66.7%	33.3%	0.0%	100.0%
West	11	3		14	78.6%	21.4%	0.0%	100.0%
Province	**57**	**10**	**3**	**70**	**81.4%**	**14.3%**	**4.3%**	**95.7%**

21. If a conditionally accredited interpreter is scheduled does the clerk make a note on the Information or in the court file?

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COURT SERVICES DIVISION

	Count of Response				Percent of Responses			% Compliance (Yes and N/A)
Region	**Yes**	**NA**	**No**	**Total**	**Yes**	**NA**	**No**	**Total**
Central East	9			9	100.0%	0.0%	0.0%	100.0%
Central West	11			11	100.0%	0.0%	0.0%	100.0%
East	7	3	3	13	53.8%	23.1%	23.1%	76.9%
Toronto	4	2		6	66.7%	33.3%	0.0%	100.0%
West	11	3		14	78.6%	21.4%	0.0%	100.0%
Province	**57**	**10**	**3**	**70**	**81.4%**	**14.3%**	**4.3%**	**95.7%**

s.N/R

22. If a juror is not in attendance, do staff attempt to contact the juror to determine why he/she is not in court?

	Count of Response				Percent of Responses			% Compliance (Yes and N/A)
Region	**Yes**	**NA**	**No**	**Total**	**Yes**	**NA**	**No**	**Total**
Central East	9			9	100.0%	0.0%	0.0%	100.0%
Central West	11			11	100.0%	0.0%	0.0%	100.0%
East	7	3	3	13	53.8%	23.1%	23.1%	76.9%
Toronto	4	2		6	66.7%	33.3%	0.0%	100.0%
West	11	3		14	78.6%	21.4%	0.0%	100.0%
Province	**57**	**10**	**3**	**70**	**81.4%**	**14.3%**	**4.3%**	**95.7%**

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COURT SERVICES DIVISION

s.14(1)(i)

13. Is there a designated Records Management Clerk?

Region	City	Response
Central East		
	Newmarket	Yes
	Oshawa	Yes
Central West	Brampton	Yes
	Hamilton (45 Main)	No
	St. Catharines	No
East		

Region	City	Response
Toronto	311 Jarvis St	Yes
	361 University Avenue	Yes
	393 and 330 University Ave.	Yes
	444 Yonge St	Yes
	60 Queen St. West	Yes
	47 Sheppard Ave E	N/A

s.N/R

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COURT SERVICES DIVISION

Ottawa	Yes

London	Yes
Windsor (Windsor Ave)	Yes
Windsor (Chatham St)	Yes

14. Are all tapes and CDs pre-labelled and indexed to include the following:

14.1 Court ID

Region	City	Response
Central East	Newmarket	Yes
	Oshawa	Yes
Central West	Brampton	Yes
	Hamilton (45 Main)	No
	St. Catharines	No
East	Ottawa	Yes

Region	City	Response
Toronto	311 Jarvis St	Yes
	361 University Avenue	Yes
	393 and 330 University Ave.	Yes
	444 Yonge St	Yes
	60 Queen St. West	Yes
	47 Sheppard Ave E	N/A
West	Kitchener	Yes
	London	Yes
	Windsor (Windsor Ave)	Yes
	Windsor (Chatham St)	Yes

s.N/R

14.2 Courtroom Number

Region	City	Response

Region	City	Response

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COURT SERVICES DIVISION

Central East		
	Newmarket	Yes
	Oshawa	Yes
Central West	Brampton	Yes
	Hamilton (45 Main)	No
	St. Catharines	No
East		
	Ottawa	Yes
Toronto	311 Jarvis St	Yes
	361 University Avenue	Yes
	393 and 330 University Ave.	Yes
	444 Yonge St	Yes
	60 Queen St. West	Yes
	47 Sheppard Ave E	N/A
West		
	London	Yes
	Windsor (Windsor Ave)	Yes
	Windsor (Chatham St)	Yes

s.N/R

s.N/R

14.3 Sequential Tape/CD Number

Region	City	Response
Central East		
	Newmarket	Yes
	Oshawa	Yes
Central West	Brampton	Yes

Region	City	Response

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COURT SERVICES DIVISION

	Hamilton (45 Main)	No
	St. Catharines	No
East		
	Ottawa	Yes

Toronto	311 Jarvis St	Yes
	361 University Avenue	Yes
	393 and 330 University Ave.	Yes
	444 Yonge St	Yes
	60 Queen St. West	Yes
	47 Sheppard Ave E	N/A
West		
	London	Yes
	Windsor (Windsor Ave)	Yes
	Windsor (Chatham St)	Yes

s.N/R

14.4 Year

Region	City	Response
Central East		
	Newmarket	Yes
	Oshawa	Yes
Central West	Brampton	Yes
	Hamilton (45 Main)	No
	St. Catharines	No
East		

Region	City	Response

s.N/R

Toronto	311 Jarvis St	Yes
	361 University Avenue	Yes
	393 and 330 University Ave.	Yes
	444 Yonge St	Yes
	60 Queen St. West	Yes
	47 Sheppard Ave E	N/A
West		

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COURT SERVICES DIVISION

	Ottawa	Yes
	London	Yes
	Windsor (Windsor Ave)	Yes
	Windsor (Chatham St)	Yes

14.5 Maximum Retention Period

Region	City	Response
Central East	Newmarket	Yes
	Oshawa	Yes
Central West	Brampton	Yes
	Hamilton (45 Main)	No
	St. Catharines	No
East	Ottawa	Yes
Toronto	311 Jarvis St	Yes
	361 University Avenue	Yes
	393 and 330 University Ave.	Yes
	444 Yonge St	Yes
	60 Queen St. West	Yes
	47 Sheppard Ave E	N/A
West	London	Yes
	Windsor (Windsor Ave)	Yes

s.N/R

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COURT SERVICES DIVISION

s.14(1)(i)

18. If an unaccredited/agency interpreter is scheduled are the following individuals informed of the interpreter's status?

18.1 LAJ

Region	City	Response
Central East		
	Newmarket	Yes
	Oshawa	Yes
Central West	Brampton	Yes
	Hamilton (45 Main)	No
	St. Catharines	No
East		

Region	City	Response
Toronto	311 Jarvis St	Yes
	361 University Avenue	Yes
	393 and 330 University Ave.	Yes
	444 Yonge St	Yes
	60 Queen St. West	Yes
	47 Sheppard Ave E	N/A
West		

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	Ottawa	Yes

	London	Yes
	Windsor (Windsor Ave)	Yes
	Windsor (Chatham St)	Yes

18.2 Presiding Judicial Official

Region	City	Response
Central East	Newmarket	Yes
	Oshawa	Yes
Central West	Brampton	Yes
	Hamilton (45 Main)	No
	St. Catharines	No
East	Ottawa	Yes

Region	City	Response
Toronto	311 Jarvis St	Yes
	361 University Avenue	Yes
	393 and 330 University Ave.	Yes
	444 Yonge St	Yes
	60 Queen St. West	Yes
	47 Sheppard Ave E	N/A
West	London	Yes
	Windsor (Windsor Ave)	Yes
	Windsor (Chatham St)	Yes

s.N/R

18.3 Crown, Defence and/or any other counsel parties in the case.

Region	City	Response
Central East		

Region	City	Response

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	Newmarket	Yes
	Oshawa	Yes
Central West	Brampton	Yes
	Hamilton (45 Main)	No
	St. Catharines	No
East		
	Ottawa	Yes

Toronto	311 Jarvis St	Yes
	361 University Avenue	Yes
	393 and 330 University Ave.	Yes
	444 Yonge St	Yes
	60 Queen St. West	Yes
	47 Sheppard Ave E	N/A
West		
	London	Yes
	Windsor (Windsor Ave)	Yes
	Windsor (Chatham St)	Yes

s.N/R

19. If an unaccredited/agency interpreter is scheduled does the clerk make a note on the Information or in the court file?

Region	City	Response
Central East		
	Newmarket	Yes
	Oshawa	Yes
Central West	Brampton	Yes

Region	City	Response

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	Hamilton (45 Main)	No
	St. Catharines	No
East		
	Ottawa	Yes

Toronto	311 Jarvis St	Yes
	361 University Avenue	Yes
	393 and 330 University Ave.	Yes
	444 Yonge St	Yes
	60 Queen St. West	Yes
	47 Sheppard Ave E	N/A
West		
	London	Yes
	Windsor (Windsor Ave)	Yes
	Windsor (Chatham St)	Yes

s.N/R

20. If a conditionally accredited interpreter is scheduled are the following individuals informed of the interpreter's status?

20.1 LAJ

Region	City	Response
Central East		
	Newmarket	Yes
	Oshawa	Yes
Central West	Brampton	Yes
	Hamilton (45 Main)	No
	St. Catharines	No
East		

Region	City	Response

Toronto	311 Jarvis St	Yes
	361 University Avenue	Yes
	393 and 330 University Ave.	Yes
	444 Yonge St	Yes
	60 Queen St. West	Yes

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	Ottawa	Yes

West	47 Sheppard Ave E	N/A
	London	Yes
	Windsor (Windsor Ave)	Yes
	Windsor (Chatham St)	Yes

20.2 Presiding Judicial Official

Region	City	Response
Central East	Newmarket	Yes
	Oshawa	Yes
Central West	Brampton	Yes
	Hamilton (45 Main)	No
	St. Catharines	No
East	Ottawa	Yes

s.N/R

Region	City	Response
Toronto	311 Jarvis St	Yes
	361 University Avenue	Yes
	393 and 330 University Ave.	Yes
	444 Yonge St	Yes
	60 Queen St. West	Yes
	47 Sheppard Ave E	N/A
West	London	Yes

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	Windsor (Windsor Ave)	Yes
	Windsor (Chatham St)	Yes

20.3 Crown, Defence and/or any other counsel parties in the case.

Region	City	Response
Central East		
	Newmarket	Yes
	Oshawa	Yes
Central West	Brampton	Yes
	Hamilton (45 Main)	No
	St. Catharines	No
East		
	Ottawa	Yes

Region	City	Response
Toronto	311 Jarvis St	Yes
	361 University Avenue	Yes
	393 and 330 University Ave.	Yes
	444 Yonge St	Yes
	60 Queen St. West	Yes
	47 Sheppard Ave E	N/A
West		
	London	Yes
	Windsor (Windsor Ave)	Yes
	Windsor (Chatham St)	Yes

s.N/R

21. If a conditionally accredited interpreter is scheduled does the clerk make a note on the Information or in the court file?

Region	City	Response
Central East		
	Newmarket	Yes

Region	City	Response

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	Oshawa	Yes
Central West	Brampton	Yes
	Hamilton (45 Main)	No
	St. Catharines	No
East		
	Ottawa	Yes

Toronto	311 Jarvis St	Yes
	361 University Avenue	Yes
	393 and 330 University Ave.	Yes
	444 Yonge St	Yes
	60 Queen St. West	Yes
	47 Sheppard Ave E	N/A
West		
	London	Yes
	Windsor (Windsor Ave)	Yes
	Windsor (Chatham St)	Yes

s.N/R

22. If a juror is not in attendance, do staff attempt to contact the juror to determine why he/she is not in court?

Region	City	Response
Central East		
	Newmarket	Yes
	Oshawa	Yes
Central West	Brampton	Yes
	Hamilton (45 Main)	No

Region	City	Response

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East	St. Catharines	No
	Ottawa	Yes

Toronto	311 Jarvis St	Yes
	361 University Avenue	Yes
	393 and 330 University Ave	Yes
	444 Yonge St	Yes
	60 Queen St. West	Yes
	47 Sheppard Ave E	N/A
West	London	Yes
	Windsor (Windsor Ave)	Yes
	Windsor (Chatham St)	Yes

s.N/R

Possibly use this for the multiple questions

2. When evidence is accepted by the Court as an exhibit, is it marked or tagged with the following:

2.1 Exhibit number
2.2 Court file number
2.3 Short title of proceedings
2.4 Date exhibit entered and accepted by court
2.5 Party filing , the exhibit and Clerks/Registrar's initials?

Region	City	2.1	2.2	2.3	2.4	2.5
CE	Newmarket	Yes	Yes	Yes	Yes	Yes
	Oshawa	Yes	Yes	Yes	Yes	Yes
CW	Brampton	Yes	Yes	Yes	Yes	Yes

Region	City	2.1	2.2	2.3	2.4	2.5

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East	Hamilton (45 Main)	Yes	Yes	Yes	Yes	Yes
	St. Catharines	Yes	Yes	Yes	Yes	Yes
	Ottawa	Yes	Yes	Yes	Yes	Yes
Toronto	311 Jarvis St	Yes	Yes	Yes	Yes	Yes
	361 University Ave	Yes	Yes	Yes	Yes	Yes
	393 and 330 University	Yes	Yes	Yes	Yes	Yes
	444 Yonge St	Yes	Yes	Yes	Yes	Yes
	60 Queen St. West	Yes	Yes	Yes	Yes	Yes
	47 Sheppard Ave E	Yes	Yes	Yes	Yes	Yes
West	London	Yes	Yes	Yes	Yes	Y & N
	Windsor (Windsor Ave)	Yes	Yes	Yes	Yes	Yes
	Windsor (Chatham St)	Yes	Yes	Yes	Yes	Yes

s.N/R

s.14(1)(i)

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s.14(1)(i)

s.N/R

2. When evidence is accepted by the Court as an exhibit, is it marked or tagged with the following:	Toronto	OCH	Party filing goes on the "list" not the exhibit.
	West	London	Party filing exhibit is noted. Clerk/Registrar initials not noted. Minimal risk; initials difficult to decipher; different staff have same initials; staff move on/SCOs change we can't ID staff via initials. We identify staff via our daily dockets which are kept current and we can also use courtroom utilizations sheets.
3. For each case, is an exhibit list prepared, recording all the exhibits entered into court and the party who entered each exhibit?			
4. Are exhibits stored in an exclusive secure area, which is locked at all times?			
5. Is the person who receives and enters exhibits in the courtroom a different person from the one who is in the position of exhibits custodian?			

s.N/R

s.14(1)(i)

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	s.14(1)(i)
6. Are inventory records kept and updated to reflect all exhibits submitted and released at the end of the proceedings?	s.N/R
7. Is the CSD-Exhibit Storage Control Tracking Sheet completed every time custody of the exhibits changes?	
	s.14(1)(i)
8. Is access to the exhibits storage area restricted to the designated exhibits custodian?	

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s.14(1)(i)

9. Are hazardous and high-risk exhibits, such as drugs, contaminated clothing, weapons, money and jewelry identified and appropriately packaged and stored?

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Ministry of the Attorney General
Briefing Note
Court Services Division

Subject: 2016-17 Court Services Division (CSD) report on in-person OPS common service standards performance for Corporate Services Management Division (CSMD)

Issue: **Seeking ADAG approval to provide CSD's 2016-17 performance on the in-person OPS common service standards to CSMD (see Appendix A).**

Background:

- On January 1, 2014, the division began collecting data to respond to the following in-person OPS common service standards:
  - *Core business hours for staff-assisted services will be at least 8:30 am to 5:00 pm from Monday to Friday (except holidays) unless otherwise posted*, and;
  - *When visiting an in-person centre without an appointment, wait time in a queue will be less than 20 minutes unless otherwise posted.*
- The division started collecting the following data on a quarterly basis to respond to the OPS common service standards:
  - Wait times of clients from a sample of court locations over a five day sample period
  - Estimated number of walk-in clients over the quarter
  - Actual number of days each base court location was open during the quarter
- Since January 2015, the division has also been tracking the % of clients served within the OPS 20-minute service standard and CSD's 30-minute service standard.
- The division collects wait times from all base court sites offering civil, family or small claims counter services.
- CSMD recently requested CSD's 2016-17 performance results on the in-person OPS common service standards. The data is due to CSMD by October 6, 2017 for internal ministry reporting. This data will not be reported to Treasury Board Secretariat (TBS).

Status:

- The division's seven regions have been collecting and submitting wait time results to the Workforce and Strategic Planning Unit (WSPU) on a quarterly basis. The quarterly and annual results are summarized in Appendix A. The full Excel wait time report, which will be provided to CSMD, is attached.
- Between April 1, 2016 and March 31, 2017:
    - The percentage of clients served in 20 minutes, or less was: 79%, compared to 77.35% in 2015-16.
    - The percentage of clients served in 30 minutes, or less was: 86%, compared to 83.49% in 2015-16.
- These figures have been brought to the attention of the regional directors and regions continue to work to reduce their local client wait time.
- The average wait time for clients using counter services between April 1, 2016 and March 31, 2017 was 13:12 minutes, compared to 19.41 in 2015-16.
    - The wait time reduction of 6:29 minutes stems largely from the 393 University Avenue courthouse and is attributed to the implementation of the vetting station at the Superior Court of Justice, Civil and Family office in April 2016.
    - The vetting station provides clients with a cursory review of their materials to be filed. Tickets for the counter are only provided once the client presents documentation that is complete and in order, making client interactions at the counter more efficient.
- The number of estimated client visits also dropped across the province between 2015-16 and 2016-17 by 138,852 visits from 1,044,482 to 905,630, thereby decreasing the total wait time by approximately 146,873 hours. This coincides with the launch of Small Claims Court e-filing, which rolled out province-wide in April 2016.
- All base court locations were included in the measurement of core business hours. Between April 1, 2016 and March 31, 2017; 100% of the division's base court locations were open for the full 251 days, 100% of the time.

Recommendation:

- It is recommended that the *2016-17 CSD Report on the In-Person OPS Common Service Standards* (Appendix A), be approved by the Assistant Deputy Attorney General of Court Services Division.
- Once approved, the report will be shared with CSMD, and the Divisional Management Committee (DMC), including the Chief Justices Offices for both the Superior Court of Justice and the Ontario Court of Justice for their information.

Attachments:

- Appendix A – CSD 2016-17 In-person CSS results

Prepared by: Kasia Gierejkiewicz, A/Senior Business Policy Analyst, Workforce and Strategic Planning Unit

Date prepared: Sept 15, 2017

Approved by: *Brian Garrah*
Brian Garrah, Manager, Workforce and Strategic Planning Unit

Branch/Office Director:
Babi Banerjee, A/Director, Corporate Support Branch

ADAG:
Sheila Bristo, Assistant Deputy Attorney General

Court Services Division
2015-16 In-person Common Service Standards (CSS) Results

Table 1: 2016-17 Divisional Wait Times Summary

Wait Time Tracking - 2016-17 Results								
Ministry name: Attorney General, Court Services Division								
Divisional Wait Times Summary for 2016-17								
Ministry name	(1) Service Standard (minutes)	(2) Estimated/ actual number of visits	(3) Average wait time (minutes)	(4) Total wait time	(5) % served within 20 min	(6) Customers served within 20 min	(7) % served within 30 min	(8) Customers served within 30 min
Automated sites	30	285,461	0:22:32	107209:05:13	61%	174,218	76%	216,215
Sampled sites	30	620,169	0:08:54	92032:15:01	87%	540,201	91%	564,205
Total		**905,630**	**0:13:12**	**199241:20:14**	**79%**	**714,419**	**86%**	**780,420**

Appendix A – CSD 2016-17 In-person CSS results

Table 2: Automated Wait Time Tracking 2016-17 [Q1- Q4]

Average Wait Times and % of Clients Served in 20 and 30 minutes

Automated Wait Time Tracking 2016-17 [Q1- Q4] Average Wait Times and % of Clients Served in 20 and 30 minutes					Q1 2016-17	Q2 2016-17	Q3 2016-17	Q42016-17	2016-17 Q1-Q4 [Cumulative]		
Region	Street Address	Location	Business Line(s)	Service Standard posted (min)	Q1- Average Wait Times	Q2- Average Wait Times	Q3- Average Wait Times	Q4 - Average Wait Times	2016-17 Average Wait Time	% Clients served in 20 mins	Number clients served within 30 mins
			Divisional Roll-Up		0:22:29	0:20:01	0:26:01	0:21:48	0:22:32	61%	216215
CWR	7755 Hurontario St.	Brampton	Combined	30	0:30:36	0:29:24	0:31:50	0:29:42	0:30:22	46%	44900
East	161 Elgin St., 2nd Fl.	Ottawa	Family	30	0:28:21	0:24:10	0:24:30	0:21:49	0:24:46	48%	17503
East	161 Elgin St., 2nd Fl.	Ottawa	Civil	30	0:12:27	0:10:40	0:16:09	0:19:39	0:14:41	73%	17223
East	161 Elgin St., 2nd Fl.	Ottawa	SCC	30	0:12:25	0:10:35	0:14:28	0:13:46	0:12:44	78%	14377
Toronto	393 University Ave.	393 University	Civil	30	0:25:21	0:19:34	0:41:04	0:20:37	0:26:32	54%	38182
Toronto	393 University Ave.	393 University	Family	30	0:30:57	0:27:00	0:32:08	0:34:36	0:31:11	54%	21793
Toronto	330 University Ave.	330 University Ave.	Bankruptcy	30	0:06:37	0:05:12	0:06:15	0:06:02	0:06:04	90%	3073
Toronto	330 University Ave.	330 University Ave.	Commercial	30	0:09:21	0:07:04	0:10:06	0:07:31	0:08:32	86%	7786
Toronto	330 University Ave.	330 University Ave.	Estates	30	0:04:26	0:04:52	0:06:01	0:04:34	0:04:57	94%	15974
Toronto	330 University Ave.	330 University Ave.	Assessments	30	0:06:50	0:07:27	0:06:20	0:08:04	0:07:12	88%	2675
Toronto	Court of Appeal	130 Queen Street W.	Self-reps	20	04:40.0	04:00.0	0:04:30	0:04:40	0:04:28	95%	12310

s.N/R

* Note for Brampton regarding stats: The wait time for SCJ Family has increased by 8 minutes and 35 seconds which is a direct impact of the file room being moved to the basement. There were also three tickets issued for OCJ Family under Family Law and one of those tickets had a 1 hour and 35 minute wait time, which was obviously an isolated staff oversight.

** Note for Kitchener shaded cells: Kitchener in Q1 and Q2 collected Civil and Enforcement Wait Time data collectively, and in Q3 and Q4 correctly collected the data separately.

Appendix A – CSD 2016-17 In-person CSS results

Table 3: Manually Tracked Wait Time Data 2016-17 [Q1- Q4]

Average Wait Times and % of Clients Served in 20 and 30 minutes

Region	Street Address	Court Location	Business Line(s)	Service Standard posted (min)	2016-17 Q1-Q4 (Cumulative) Q1 - Average Wait Times	Q2- Average Wait Times	Q3- Average Wait Times	Q4- Average Wait Times	% Clients served in 20 mins	% Clients served in 30 mins	2016-17 Average Wait Time	Comments
			Divisional Roll Up:		0:19:57	0:07:07	0:08:00	0:09:28	87%	91%	0:09:51	
CER	50 Eagle St. W.	Newmarket	Family	30	0:50:27	0:51:00	0:43:35	0:49:13	7%	29%	0:48:38	
CER	50 Eagle St. W.	Newmarket	Civil/SCC	30	0:27:06	0:22:27	0:15:30	0:25:20	47%	72%	0:22:43	

s.N/R

Appendix A – CSD 2016-17 In-person CSS results

									2016-17 Q1-Q4 (Cumulative)			
Region	Street Address	Court Location	Business Line(s)	Service Standard posted (min)	Q1 - Average Wait Times	Q2- Average Wait Times	Q3- Average Wait Times	Q4- Average Wait Times	% Clients served in 20 mins	% Clients served in 30 mins	2016-17 Average Wait Time	Comments
CER	150 Bond St East	Oshawa	SCC	30	-	-	0:26:42	-	55%	70%	0:26:42	Q2: The QMATIC system in Durham crashed, therefore not capturing or recording any data since June and nobody was aware until they went to pull the data for the wait times.
CER	150 Bond St East	Oshawa	Family	30	0:11:30	-	-	0:31:54	60%	68%	0:21:42	
CER	150 Bond St East	Oshawa	SCJ Civil/ SCC	30	0:25:56	-	0:25:13	0:31:03	37%	56%	0:27:19	
CER	150 Bond St East	Oshawa	Civil	30	-	-	-	-			-	

s.N/R

CWR	45 Main St. E.	Hamilton	Civil	30	0:39:44	0:15:50	0:25:30	0:44:12	37%	53%	0:31:57	Q1 - An increase in the volume of clients and the hiring of a new CSR during the data collection week are all contributed to longer wait times. Q4 - CCRs used in court. Higher than usual sick calls from staff. Higher volumes of unrepresented litigants.
CWR	45 Main St. E.	Hamilton	SCC	30	0:03:13	0:01:50	0:10:33	0:06:43	99%	99%	0:05:43	

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Appendix A – CSD 2016-17 In-person CSS results

									2016-17 Q1-Q4 (Cumulative)			
Region	Street Address	Court Location	Business Line(s)	Service Standard posted (min)	Q1 - Average Wait Times	Q2- Average Wait Times	Q3- Average Wait Times	Q4- Average Wait Times	% Clients served in 20 mins	% Clients served in 30 mins	2016-17 Average Wait Time	Comments
CWR	55 Main St. W.	Hamilton	Family	30	0:40:54	0:21:30	0:39:33	0:28:38	38%	54%	0:32:38	Q1 - The following operational issues have lead to higher wait times during this quarter at this court location: - During the reporting week, only half of the full complement of CSRs were available to work at the counter. - Training, vacations, new employees, and sick leaves contributed to the higher wait times - Increase in self represented litigants who require more time with staff at the counter (procedurally, these clients need more thorough explanations to ensure they understand what is required). To date, a CSR to cover a sick leave and a permanent CCR have been hired and are being trained to work at the counter. Q3: One staff position is in recruitment; one staff member was in training, one CSR called in sick each day, two of the days staff had vacation. As a result, this left the office short staffed and unable to perform the vetting line based upon staffing levels.

s.N/R

Appendix A – CSD 2016-17 In-person CSS results

									2016-17 Q1-Q4 (Cumulative)			
Region	Street Address	Court Location	Business Line(s)	Service Standard posted (min)	Q1 Average Wait Times	Q2 Average Wait Times	Q3 Average Wait Times	Q4 Average Wait Times	% Clients served in 20 mins	% Clients served in 30 mins	2016-17 Average Wait Time	Comments
CWR	59 Church St.	St. Catharines	SCC/ Civil	30	0:51:00	0:00:00	0:00:00	0:00:15	99%	99%	0:12:49	Civil and SCC counters at the St. Catharines courthouse have been combined.

s.N/R

					2016-17 Q1-Q4 (Cumulative)							
Region	Street Address	Court Location	Business Line(s)	Service Standard posted (min)	Q1 - Average Wait Times	Q2- Average Wait Times	Q3- Average Wait Times	Q4- Average Wait Times	% Clients served in 20 mins	% Clients served in 30 mins	2016-17 Average Wait Time	Comments
	680											sample period

s.N/R

Toronto	47 Sheppard Ave E.	47 Sheppard	OCJ Family	30	0:30:27	0:24:54	0:31:39	1:29:15	25%	30%	0:26:04	
Toronto	47 Sheppard Ave E.	47 Sheppard	SCC	30	0:31:21	0:22:21	0:24:15	0:59:12	35%	50%	0:34:17	
Toronto	311 Jarvis	311 Jarvis	OCJ Family	30	-	0:19:15	0:13:22	0:20:18	71%	83%	0:17:43	Q1 - No sampling done this quarter

Appendix A – CSD 2016-17 In-person CSS results

									2016-17 Q1-Q4 (Cumulative)			
Region	Street Address	Court Location	Business Line(s)	Service Standard posted (min)	Q1 - Average Wait Times	Q2- Average Wait Times	Q3- Average Wait Times	Q4- Average Wait Times	% Clients served in 20 mins	% Clients served in 30 mins	2016-17 Average Wait Time	Comments
West	80 Dundas St	London	Combined	30	0:26:24	0:29:33	0:28:54	0:40:54	38%	56%	0:31:26	
West	200 Chatham St. E.	Windsor	OCJ	30	0:07:51	0:08:52	0:08:15	0:06:34	100%	100%	0:07:54	
West	245 Windsor Ave.	Windsor	SCJ	30	0:14:54	0:14:51	0:16:54	0:21:15	68%	90%	0:16:59	

s.N/R

Table 4: Estimation of Walk-in Clients

			Walk-In Clients During Sample Week 2016-17			
Region	Street Address	Court Location	Q1	Q2	Q3	Q4
CER	50 Eagle St. W.	Newmarket	749	817	620	909
CER	150 Bond St East	Oshawa	812	n/a	503	831
CWR	45 Main St. E.	Hamilton	531			
CWR	55 Main St. W.	Hamilton	433	447	417	414
CWR	45 Main St. E.	Hamilton		118	196	167
CWR	45 Main St. E.	Hamilton		241	253	223
CWR	59 Church St.	St. Catharines	430	445	412	385

*Q1 combined civil/SCC for Hamilton

s.N/R

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Appendix A – CSD 2016-17 In-person CSS results

			Walk-In Clients During Sample Week 2016-17			
Region	Street Address	Court Location	Q1	Q2	Q3	Q4
Toronto	311 Jarvis	311 Jarvis	n/a	252	245	184
Toronto	47 Sheppard Ave E.	47 Sheppard Ave	2247	1187	740	2013

s.N/R

A0064981_15-000064

Appendix A – CSD 2016-17 In-person CSS results

			Walk-in Clients During Sample Week 2016-17			
Region	Street Address	Court Location	Q1	Q2	Q3	Q4
West	80 Dundas St	London	635	489	466	720
West	200 Chatham St. E	Windsor-OCJ	200	187	189	188
West	245 Windsor Ave.	Windsor-SCJ	277	292	280	327
		Total	13497	11494	11187	13874

s.N/R

A0064981_16-000065

Table 5: Core Business Hours Measurement

Core Business Hours Measurement 2016-17						
Region	Address	Base Court Locations	# of days the site is supposed to be open	Number of days actually open as posted	Core hours (C/B) %	Comments
			18574	18574	100.00%	
CER	50 Eagle St. W.	Newmarket	251	251	[redacted]	
CER	150 Bond St East	Oshawa	251	251	[redacted]	s.N/R
CWR	7755 Hurontario Street	Brampton	251	251	[redacted]	
CWR	45 Main St. E.	Hamilton	251	251	[redacted]	
CWR	55 Main St. W.	Hamilton	251	251		
CWR	59 Church St.	St. Catharines	251	251	[redacted]	

A0064981_17-000066

Core Business Hours Measurement 2016-17						
Region	Address	Base Court Locations	# of days the site is supposed to be open	Number of days actually open as posted	Core hours (C/B) %	Comments
East	161 Elgin St., 2nd Fl.	Ottawa	251	251	[redacted]	s.N/R

Appendix A – CSD 2016-17 in-person CSS results

Core Business Hours Measurement 2016-17						
Region	Address	Base Court Locations	# of days the site is supposed to be open	Number of days actually open as posted	Core hours (C/B) %	Comments
Toronto	1000 Finch Ave. West	1000 Finch Ave. West	251	251	[redacted]	
Toronto	130 Queen St. West -Osgoode Hall	130 Queen St. West -Osgoode Hall	251	251		
Toronto	1911 Eglinton Ave East	1911 Eglinton Ave East	251	251		
Toronto	2201 Finch Ave. West	2201 Finch Ave. West	251	251		
Toronto	311 Jarvis St.	311 Jarvis St.	251	251		
Toronto	330 University Avenue	330 University Avenue	251	251		
Toronto	361 University Ave.	361 University Ave.	251	251		
Toronto	393 University Ave.	393 University Ave.	251	251		
Toronto	444 Yonge St., College Park -2nd Fl.	444 Yonge St., College Park	251	251		
Toronto	47 Sheppard Ave. East	47 Sheppard Ave. East	251	251		
Toronto	60 Queen St. W. Old City Hall	60 Queen St. W. Old City Hall	251	251		
West	80 Dundas St.	London	251	251	[redacted]	

s.N/R

A0064981_19-000068

Core Business Hours Measurement 2016-17						
Region	Address	Base Court Locations	# of days the site is supposed to be open	Number of days actually open as posted	Core hours (C/B) %	Comments
West	200 Chatham St. E.	Windsor	251	251	[redacted]	
West	245 Windsor Ave.	Windsor	251	251		

s.N/R

Court Location	Business Line(s) *Superior Court of Justice: SCJ* *Ontario Court of Justice: OCJ*	Average Wait Times for Counter Service *(By Quarter: March 31, 2018 to March 31, 2019)* 2017-18 Q4 31-Mar-18	2018-19 Q1 30-Jun-18	2018-19 Q2 30-Sep-18	2018-19 Q3 31-Dec-18	2018-19 Q4 31-Mar-19
Brampton 7755 Hurontario St	Small Claims	11 min	13 min	10 min	13 min	13 min
	SCJ Civil	51 min	57 min	52 min	52 min	1hr 16min
	SCJ Family	1hr 45min	2hr 20min	1hr 12min	1hr 34min	1hr 31min
	Enforcement	7 min	7 min	7 min	6 min	7 min
	OCJ Family	37 min	37 min	33min	40min	43min
Hamilton 45 Main Street	Civil (SCJ)	27 min	25 min	12 min	14 min	16 min
	Small Claims Court (SCJ)	7 min	6 min	11 min	6 min	4 min
Hamilton 55 Main Street	SCJ Family	27 min	14 min	30 min	18 min	23 min
London 80 Dundas Street.	SCJ Civil / Family / Small Claims	27 min	26 min	24 min	18 min	26 min
Newmarket 50 Eagle Street W	Family (Unified Family Court)	53 min	9 min	1 hr 13min	57 min	1hr 11min
	Civil/Small Claims Court (SCJ)	14 min	6 min	21 min	43 min	35 min
Oshawa 150 Bond St E	Civil/Small Claims Court (SCJ)	19 min	20 min	34 min	not collected	34 min
	Family (SCJ - Unified Family Court)	not collected	39 min	35 min	not collected	28 min
St. Catharines 59 Church Street	Civil/Small Claims Court (SCJ)	<1 min	< 1 min	< 1 min	1 min	< 1 min
	Family (OCJ & SCJ)	12 min	10 min	13 min	9 min	18 min
Toronto 47 Sheppard Ave E	Family (OCJ)	28 min	41 min	47 min	not collected	57 min
	Small Claims Court (SCJ)	31 min	41 min	42 min	not collected	1hr 10min
Toronto 311 Jarvis Street	Family (OCJ)	21 min	25 min	13 min	not collected	17 min
Toronto 393 University Ave	Civil (SCJ)	37 min	37 min	53 min	53 min	1hr 11min
	Family (SCJ)	24 min	23 min	15 min	15 min	37 min
Toronto 330 University Ave	Bankruptcy (SCJ)	5 min	4 min	3 min	4 min	3 min
	Commercial (SCJ)	12 min	11 min	13 min	18 min	16 min
	Estates (SCJ)	15 min	26 min	28 min	18 min	23 min
	Assessments (SCJ)	8 min	7 min	9 min	12 min	9 min
Windsor 200 Chatham St E	Family (OCJ)	4 min	4 min	7 min	8 min	7 min
Windsor 245 Windsor Ave	SCJ Civil / Family / Small Claims	15 min	15 min	9 min	12 min	13 min

s.N/R

PERFORMANCE MEASURES AND ACHIEVEMENTS

Performance Measures	2013-14 Achievement (Target)	2014-15 Achievement (Target)	2015-16 Achievement (Target)	2016-17 Achievement (Target)
% of court clients whose maximum wait time for counter service is 30 minutes	92.6% (90%)	83.0% (90%)	83.7% (90%)	Not Available Yet (85%)
% of cases that proceeded to Family Mediation that reached full or partial settlement ****	77.0% (76%)	79.5% (76%)	76.3% (76%)	Not Available Yet (76%)
% of Family Law Information Centre (FLIC) clients satisfied with FLIC services	75.5% (90%)	76.5% (90%)	90.3% (90%)	Not Available Yet (90%)
% of Family Mediation clients satisfied with Family Mediation Services	86.7% (90%)	93.0% (90%)	90.7% (90%)	Not Available Yet (90%)
% of Family Law clients satisfied with the services they received in the Mandatory Information Program (MIP)	66.2% (70%)	82.0% (70%)	76.1% (70%)	Not Available Yet (70%)
% of Small Claims Court customers whose default judgments were issued within 5 business days once the filed requisitions for default judgments were complete and judicial direction, if required, had been obtained	86.3% (90%)	90.0% (90%)	89.5% (90%)	Not Available Yet (90%)
% of Civil Court customers whose default judgments were issued within 5 business days once the filed requisitions for default judgments were complete and judicial direction, if required, had been obtained	90.6% (90%)	90.0% (90%)	91.9% (90%)	Not Available Yet (90%)
% of Civil Court customers whose certificates of Appointment of Estate Trustee were issued within 15 business days once the applications were complete and judicial direction, if required, had been obtained	86.2% (90%)	90.0% (90%)	68.7% (90%)	Not Available Yet (90%)

Performance Measures	2013-14 Achievement (Target)	2014-15 Achievement (Target)	2015-16 Achievement (Target)	2016-17 Achievement (Target)
% of clients with a disability who access court services, and who ask for assistance in meeting their disability-related needs, were satisfied with the help they received	71.4% (85%)	80.0% (85%)	83.3% (85%)	Not Available Yet (85%)

****Full settlement reflects agreement on all issues brought to mediation, whether on a final or temporary basis. A partial agreement reflects an agreement on one or more of the issues brought to mediation, whether on a final or temporary basis. Settlement in this KPI refers to mediation settlement and does not necessarily reflect settlement of the court case itself for those who have also initiated court action.

In fiscal year 2014-15, CSD introduced the following three new public facing service standards:

Performance Measures	2013-14 Achievement (Target)	2014-15 Achievement (Target)	2015-16 Achievement (Target)	2016-17 Achievement (Target)
% of clients who were served in a courteous, professional and respectful manner	N/A	89.8% (100%)	92.5% (100%)	Not Available Yet (100%)
% of court forms and guides that are available in French and English	N/A	71.2% (90%)	88.2% (100%)	Not Available Yet (100%)
% of court locations that have an accessibility coordinator assigned	N/A	92.1% (90%)	97% (100%)	Not Available Yet (100%)

Wait Time Tracking
Instructions for Staff

Instructions for Staff: Handing out Wait Time Tracking Slips

1. Print and Cut enough *Wait Time Tracking Slips* for the sample period.
2. Review your responsibilities with your Supervisor
3. You will be handing out **(4) four *Wait Time Tracking Slips* each day at designated times (Approximately 9:30 am, 11:30 am, 1:30 pm, 3:30 pm) to clients.**

IMPORTANT NOTE: these are approximate start times. If there are no clients at these suggested start times, please wait up to 15 minutes to hand out a slip. If there are no clients in line after waiting 15 minutes to hand out a wait time tracking slip, please record "No clients available" on the wait time tracking slip.

4. **Instructions for handing out *Wait Time Tracking Slips:***

   Step 1: Record the date and business line on the *Wait Time Tracking Slip*

   Step 2: Approach the line-up 1-2 minutes before the designated start time

   Step 3: Ask the client at the end of the line for their assistance using the suggested script below (please see suggested script on page 2)

   Step 4: Look at the time (on your watch or a clock on the wall) and record this as the "start time".

   Step 5: Hand the *Wait Time Tracking Slip* to the client

   Step 6: Request that the client return this slip to the Client Services Representative as soon as they reach the service counter to be served.

   Step 7: Thank them for their cooperation.

   Step 8: Return to work, and repeat this process at approximately 11:30 am, 1:30 pm and 3:30 pm for each day during the five (5) day sample period.

IMPORTANT NOTE: If clients in your location experience no wait time (i.e. they do not wait in a line up and can be served immediately), please record the same start time and end time on the wait time tracking slip. You do not need to hand the wait time tracking slip to a client if the client does not have to wait to be served. **

Opening Comments Script

"Good Morning/Afternoon. Today we are sampling our client wait times at this court location. Can you please hold onto this wait time slip while you wait in line?"

*If Client says **no**...*

"Thank you for your time" and wait for another client to enter the line.

If Client says **yes**...

"Okay, once you reach the service counter, please hand this slip to the Client Services Representative. Thank you very much for your assistance! Have a great day!"

Cha, Sarah (MAG)

From: Mignardi, Susan (MAG)
Sent: June-27-19 1:47 PM
To: McWade, Jami (MAG)
Cc: Simion, Monica (MAG); Flint, Paige (MAG); Caon, Danny (MAG)
Subject: FW: Q1 2019-2020 wait time stats for Toronto SCC AMENDED
Attachments: Copy of Copy of Copy of Copy of Toronto SCC 47 Sheppard 2019-2020 Q1 wait time tracking.xlsx; SCC Qmatic wait time stats.pdf; SCC Manual Slips June 17 to 21 2019.pdf

Sorry just amended the year to clarify 2019-2020. Thanks.

From: Mignardi, Susan (MAG)
Sent: June-27-19 1:43 PM
To: McWade, Jami (MAG) <Jami.McWade@ontario.ca>
Cc: Simion, Monica (MAG) <Monica.Simion@ontario.ca>; Flint, Paige (MAG) <Paige.Flint@ontario.ca>; Caon, Danny (MAG) <Danny.Caon@ontario.ca>
Subject: Q1 2019-20120 wait time stats for Toronto SCC

Good afternoon Jami,

Please find the wait time stats for Q1 2019-2020 for Toronto Small Claims Court at 47 Sheppard for the week of June 17 to 21, 2019. The survey has also been completed.

Thanks

Susan Mignardi | Supervisor, Court Operations
Toronto Small Claims Court | Superior Court of Justice
47 Sheppard Avenue East, 3rd Floor
Toronto, Ontario M2N 5N1

T: 416-326-4691 | F: 416-326-3570

CSD **Supporting a Professional and Respectful Workplace**

CONFIDENTIALITY NOTICE

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Please consider the environment before printing this email

Weekly Waiting Time

Branch Office

Name: **Local server**
Street:
City:
Phone:

Menu Settings

This Report Printed:	06/25/2019
at:	10:23 AM
From:	8:00 AM
To:	5:00 PM
Period:	0:30:00
Interval:	0:02:00
No Shows:	0:00:20

Included In Statistics

06/17/2019, Monday '-' 06/21/2019, Friday
All available branches are selected
All available ticket buttons are selected
All available categories are selected
All available workstations are selected
All available ticket printers are selected
All available user login codes are selected
All available matter codes are selected

Summary

Tickets Taken	676
Customers Served	676
No Shows	0
No Shows %	0.00

Summary per Category

No. & Name of Category		No. of Cus	No Shows
1	Represented - Family Cour	132	0
2	Unrepresented - Family Co	115	0
4	Expedite - Family Court	5	0
8	Express - Small Claims Co	2	0
10	General - Small Claims Co	422	0

June 17-21/19 SCC 424 customers.

Daily Transaction Time

Branch Office

Name: **Local server**
Street:
City:
Phone:

Menu Settings

This Report Printed:	06/25/2019
at:	10:19 AM
From:	8:00 AM
To:	10:00 PM
Period:	0:30:00
Interval:	0:02:00
No Shows:	0:00:20

Included in Statistics

06/17/2019, Monday
All available branches are selected
All available ticket buttons are selected
All available categories are selected
All available workstations are selected
All available ticket printers are selected
All available user login codes are selected
All available matter codes are selected

Summary

Tickets Taken	139
Customers Served	139
No Shows	0
No Shows %	0.00

Summary per Category

No. & Name of Category		No. of Cus	No Shows
1	Represented - Family Cour	32	0
2	Unrepresented - Family Co	23	0
4	Expedite - Family Court	2	0
10	General - Small Claims Co	82	0

June 17/19 SCC 82

Daily Transaction Time

Branch Office

Name: **Local server**
Street:
City:
Phone:

Menu Settings

This Report Printed:	06/25/2019
at:	10:20 AM
From:	8:00 AM
To:	10:00 PM
Period:	0:30:00
Interval:	0:02:00
No Shows:	0:00:20

Included in Statistics

06/18/2019, Tuesday
All available branches are selected
All available ticket buttons are selected
All available categories are selected
All available workstations are selected
All available ticket printers are selected
All available user login codes are selected
All available matter codes are selected

Summary

Tickets Taken	140
Customers Served	140
No Shows	0
No Shows %	0.00

Summary per Category

No. & Name of Category		No. of Cus	No Shows
1	Represented - Family Cour	23	0
2	Unrepresented - Family Co	24	0
8	Express - Small Claims Co	2	0
10	General - Small Claims Co	91	0

June 18/19 5C 93

Daily Transaction Time

Branch Office

Name: **Local server**
Street:
City:
Phone:

Menu Settings

This Report Printed:	06/25/2019
at:	10:21 AM
From:	8:00 AM
To:	10:00 PM
Period:	0:30:00
Interval:	0:02:00
No Shows:	0:00:20

Included in Statistics

06/19/2019, Wednesday
All available branches are selected
All available ticket buttons are selected
All available categories are selected
All available workstations are selected
All available ticket printers are selected
All available user login codes are selected
All available matter codes are selected

Summary

Tickets Taken	**129**
Customers Served	**129**
No Shows	**0**
No Shows %	**0.00**

Summary per Category

No. & Name of Category		No. of Cus	No Shows
1	Represented - Family Cour	20	0
2	Unrepresented - Family Co	20	0
10	General - Small Claims Co	89	0

June 19/19 SCC 89

Daily Transaction Due

Branch Office

Name: **Local server**
Street:
City:
Phone:

Menu Settings

This Report Printed:	06/25/2019
at:	10:21 AM
From:	8:00 AM
To:	10:00 PM
Period:	0:30:00
Interval:	0:02:00
No Shows:	0:00:20

Included in Statistics

06/20/2019, Thursday
All available branches are selected
All available ticket buttons are selected
All available categories are selected
All available workstations are selected
All available ticket printers are selected
All available user login codes are selected
All available matter codes are selected

Summary

Tickets Taken	135
Customers Served	135
No Shows	0
No Shows %	0.00

Summary per Category

No. & Name of Category		No. of Cus	No Shows
1	Represented - Family Cour	29	0
2	Unrepresented - Family Co	25	0
4	Expedite - Family Court	2	0
10	General - Small Claims Co	79	0

June 20/19 SCC 79

Daily Transaction Time

Branch Office

Name: **Local server**
Street:
City:
Phone:

Menu Settings

This Report Printed:	06/25/2019
at:	10:22 AM
From:	8:00 AM
To:	10:00 PM
Period:	0:30:00
Interval:	0:02:00
No Shows:	0:00:20

Included in Statistics

06/21/2019, Friday
All available branches are selected
All available ticket buttons are selected
All available categories are selected
All available workstations are selected
All available ticket printers are selected
All available user login codes are selected
All available matter codes are selected

Summary

Tickets Taken	136
Customers Served	133
No Shows	3
No Shows %	2.21

Summary per Category

No. & Name of Category		No. of Cus	No Shows
1	Represented - Family Cou	28	2
2	Unrepresented - Family Co	23	1
4	Expedite - Family Court	1	0
10	General - Small Claims Co	81	0

June 21/19 SCC 81

Ottawa Q1 2019-20 Wait Times

Civil	Total Clients	Avg Wait Time	Total Wait Time	Clients Served in 20 mins or less	Clients Served in 30 mins or less
Apr	1851	0:29:29	909:33:39	851	1127
May	1684	0:29:04	815:48:16	718	984
Jun	1416	0:14:16	336:41:36	1058	1204
Q1	**4951**	**0:24:59**	**2062:03:31**	**2627**	**3315**

Family	Total Clients	Avg Wait Time	Total Wait Time	Clients Served in 20 mins or less	Clients Served in 30 mins or less
Apr	1762	0:46:17	1359:11:14	532	797
May	1782	0:36:18	1078:06:36	725	911
Jun	1671	0:33:40	937:37:00	677	948
Q1	**5215**	**0:38:50**	**3374:54:50**	**1934**	**2656**

SCC	Total Clients	Avg Wait Time	Total Wait Time	Clients Served in 20 mins or less	Clients Served in 30 mins or less
Apr	1230	0:10:40	218:40:00	1084	1204
May	1278	0:12:09	258:47:42	1068	1199
Jun	1162	0:12:02	233:02:44	971	1137
Q1	**3670**	**0:11:37**	**710:30:26**	**3123**	**3540**

Ottawa Q2 2016-17 Wait Times

Civil	Total Clients	Avg Wait Time	Total Wait Time	Clients Served in 20 mins or less	Clients Served in 30 mins or less
Jul	1477	0:08:47	216:12:59	1357	1463
Aug	1535	0:08:46	224:16:50	1381	1480
Sep	1770	0:13:54	410:03:00	1320	1634
Q2	**4782**	**0:10:40**	**850:32:49**	**4058**	**4577**

Family	Total Clients	Avg Wait Time	Total Wait Time	Clients Served in 20 mins or less	Clients Served in 30 mins or less
Jul	2152	0:23:14	833:18:08	1133	1482
Aug	2310	0:25:30	981:45:00	1091	1488
Sep	2245	0:23:40	885:31:40	1125	1521
Q2	**6707**	**0:24:10**	**2700:34:48**	**3349**	**4491**

SCC	Total Clients	Avg Wait Time	Total Wait Time	Clients Served in 20 mins or less	Clients Served in 30 mins or less
Jul	1269	0:10:59	232:17:51	1062	1204
Aug	1490	0:09:06	225:59:00	1328	1467
Sep	1438	0:11:45	281:36:30	1179	1354
Q2	**4197**	**0:10:35**	**739:53:21**	**3569**	**4025**

Cha, Sarah (MAG)

From:	Jimenez, Claudia (MAG)
Sent:	January-12-17 3:15 PM
To:	Caon, Danny (MAG)
Cc:	Valerio, Michael (MAG); Latina, Maria (MAG); Boudarga, Nour (MAG); Di Gregorio, Christopher (MAG); Doria, Joseph (MAG)
Subject:	CSD Wait-times Q3 (2016)
Attachments:	Civil_Quarterly_Stats_20minQ3.pdf; Civil_Quarterly_Stats_30minQ3.pdf; Master - Copy of CSD wait time tracking Quarter 3_Regional Roll up template-FINAL (1).xlsx; Q3 wait time reports Joe Doria.pdf; Q3_Quarterly_Stats_Monthly_Family_20Min.pdf; Q3 _Quarterly_Stats_Monthly_Family_30Min.pdf
Importance:	High

Hello everyone,

Please see attached Q3 - 2016 results for our respective areas (393/330 University) and corresponding report extracts.

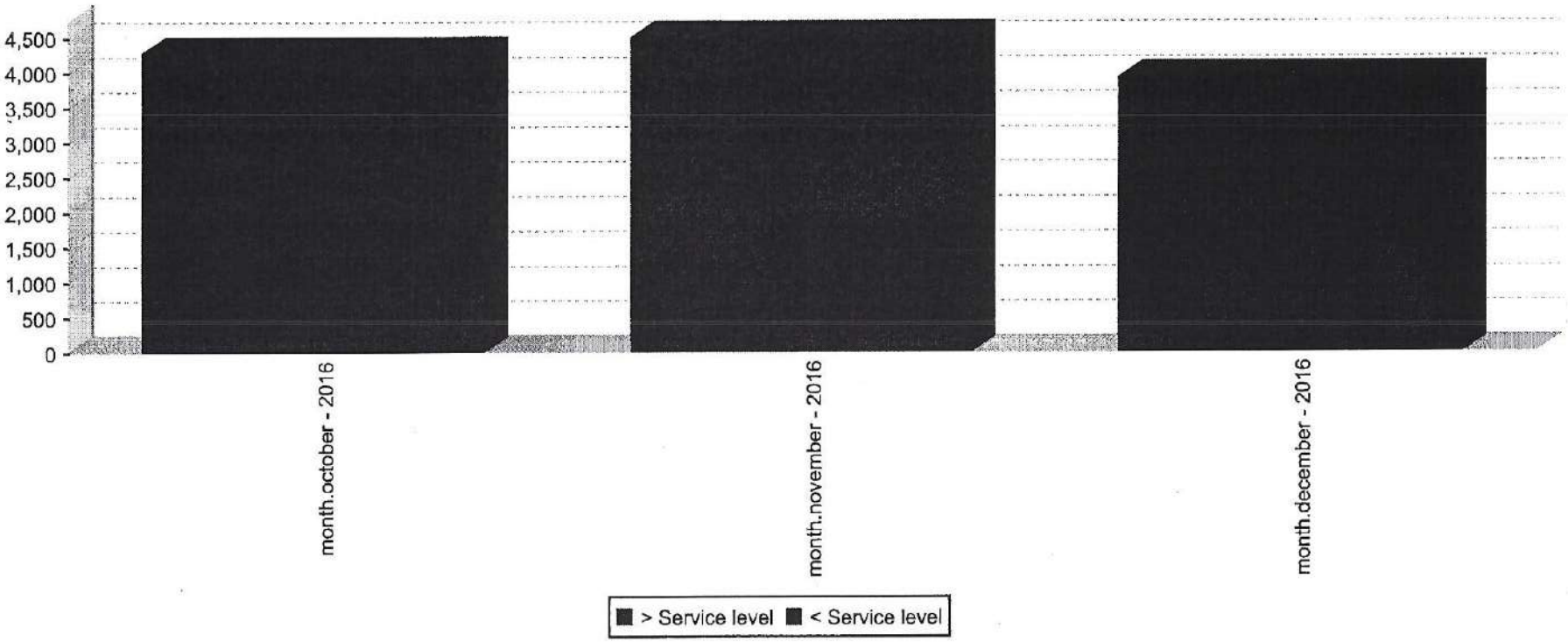
Thanks,

Claudia Jimenez
A/Administrative Assistant to the
Manager of Court Operations-Civil, Family & Other
Superior Court of Justice,
Ministry of the Attorney General
Tel: 416.326.8188
Fax: 416.326.8091
Email: **claudia.jimenez@ontario.ca**
Please consider the environment before printing this e-mail.

Overview - per month

Report date / time 01/05/2017 10:55:55
Created by Joseph Doria
Number of days with statistics 61

		Customer transactions					Transaction time			Waiting time			
Month	Stat.days	Arrived	Served	%	No Shows	%	Workload	Average	Max	> SL	%	Average	Max
month.october -	20	4,456	4,303	96.6 %	153	3.4 %	1569:55:50	0:21:53	1:20:00	1,665	38.7 %	0:29:45	3:08:54
month.november -	21	4,721	4,521	95.8 %	200	4.2 %	1489:42:50	0:19:46	1:20:00	2,797	61.9 %	0:50:07	2:58:42
month.december -	20	4,129	3,940	95.4 %	189	4.6 %	1275:52:00	0:19:25	1:20:00	2,190	55.6 %	0:43:03	2:38:34
Total		**13,306**	**12,764**	**95.9 %**	**542**	**4.1 %**	**4335:30:40**			**6,652**			
Average		**4,435**	**4,254**		**180**		**1445:10:13**	**0:20:22**		**2,217**		**0:41:04**	
Max		**4,721**	**4,521**		**200**		**1569:55:50**		**1:20:00**	**2,797**			**3:08:54**



A0064982_63-000274

Report settings

Selected date intervals

10/01/2016 - 12/31/2016

Weekdays

Monday, Tuesday, Wednesday, Thursday, Friday, Saturday, Sunday

Time period

08:00 - 22:00

Service

C-Motions
C-Process Servers/Counsel
C-Self-Represented Litigant

Queue

All available

Branch

MAG

Workstation

All available

Staff Member

All available

Priority

All available

Printer

All available

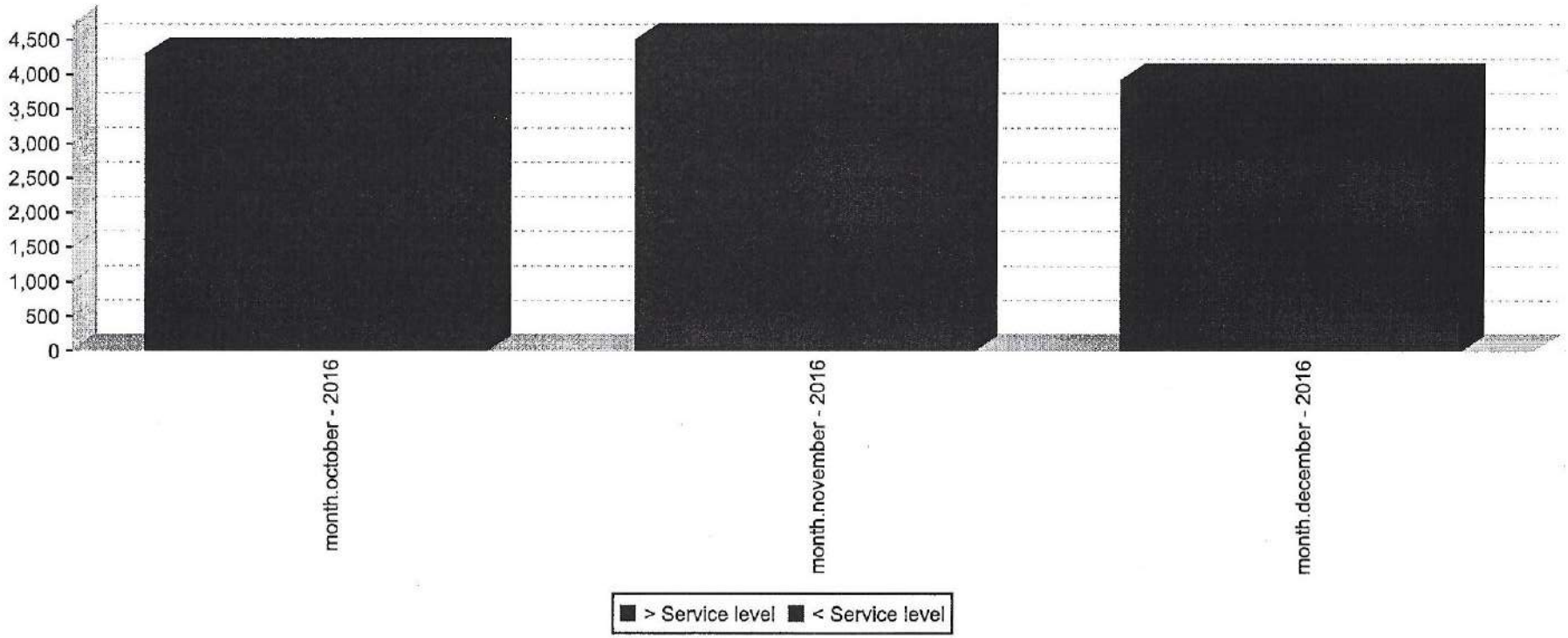
Calculation settings

No Show Time	00:02:00
Service level waiting time	00:30:00
Period time	00:15:00

Overview - per month

Report date / time 01/05/2017 10:53:35
Created by Joseph Doria
Number of days with statistics 61

		Customer transactions					Transaction time			Waiting time			
Month	Stat days	Arrived	Served	%	No Shows	%	Workload	Average	Max	> SL	%	Average	Max
month.october -	20	4,456	4,303	96.6 %	153	3.4 %	1569:55:50	0:21:53	1:20:00	2,409	56.0 %	0:29:45	3:08:54
month.november -	21	4,721	4,521	95.8 %	200	4.2 %	1489:42:50	0:19:46	1:20:00	3,265	72.2 %	0:50:07	2:58:42
month.december -	20	4,129	3,940	95.4 %	189	4.6 %	1275:52:00	0:19:25	1:20:00	2,770	70.3 %	0:43:03	2:38:34
Total		**13,306**	**12,764**	**95.9 %**	**542**	**4.1 %**	**4335:30:40**			**8,444**			
Average		**4,435**	**4,254**		**180**		**1445:10:13**	**0:20:22**		**2,814**		**0:41:04**	
Max		**4,721**	**4,521**		**200**		**1569:55:50**		**1:20:00**	**3,265**			**3:08:54**


4,500
4,000
3,500
3,000
2,500
2,000
1,500
1,000
500
0
month.october - 2016
month.november - 2016
month.december - 2016
> Service level
< Service level

Report settings

Selected date intervals

10/01/2016 - 12/31/2016

Weekdays

Monday, Tuesday, Wednesday, Thursday, Friday, Saturday, Sunday

Time period

08:00 - 22:00

Service

C-Motions
C-Process Servers/Counsel
C-Self-Represented Litigant

Queue

All available

Branch

MAG

Workstation

All available

Staff Member

All available

Priority

All available

Printer

All available

Calculation settings

No Show Time	00:02:00
Service level waiting time	00:20:00
Period time	00:15:00

PSSReports - Monthly Wait Time Distribution Report For Service Estates

Branch 999

For October, 2016

Service Time Interval (min)	Number In Interval	Cummulative % Served Less Than
0-1	658	49.59
1-2	64	54.41
2-3	56	58.63
3-4	60	63.15
4-5	52	67.07
5-6	35	69.71
6-7	34	72.27
7-8	38	75.13
8-9	40	78.15
9-10	23	79.88
10-11	39	82.82
11-12	28	84.93
12-13	20	86.44
13-14	17	87.72
14-15	12	88.62
15-16	20	90.13
16-17	11	90.96
17-18	10	91.71
18-19	9	92.39
19-20	4	92.69
20-21	5	93.37
21-22	3	93.59
22-23	4	93.90
23-24	6	94.35
24-25	2	94.50
25-26	3	94.72
26-27	6	95.18
27-28	2	95.33
28-29	3	95.55
29-30	3	95.78
30-35	11	96.61
35-40	22	98.27
40-45	12	99.17
45-50	6	99.62
50-55	4	99.92
55-60	1	100.00
60-70	0	100.00
70-80	0	100.00
80-90	0	100.00
90-100	0	100.00
100-110	0	100.00
110-120	0	100.00
120+	0	100.00

Customer Arrivals:	1327	Customers Served:	1327
Walkup Customers:	0	Balked Customers:	0
Average Wait Time (min):	5.65	Maximum Wait Time (min):	56.41

1230 ←

1271 ←

Generated: Friday, December 30, 2016

A0064982_68-000279

PSSReports - Monthly Wait Time Distribution Report For Service Estates

Branch
999

For November, 2016

Service Time Interval (min)	Number In Interval	Cummulative % Served Less Than
0-1	674	48.52
1-2	64	53.13
2-3	60	57.45
3-4	48	60.91
4-5	42	63.93
5-6	32	66.23
6-7	37	68.90
7-8	27	70.84
8-9	21	72.35
9-10	16	73.51
10-11	29	75.59
11-12	23	77.25
12-13	28	79.27
13-14	24	80.99
14-15	26	82.87
15-16	23	84.52
16-17	13	85.46
17-18	13	86.39
18-19	21	87.90
19-20	16	89.06
20-21	13	89.99
21-22	8	90.57
22-23	12	91.43
23-24	14	92.44
24-25	12	93.30
25-26	12	94.17
26-27	8	94.74
27-28	6	95.18
28-29	5	95.54
29-30	4	95.82
30-35	28	97.84
35-40	8	98.42
40-45	11	99.21
45-50	4	99.50
50-55	4	99.78
55-60	3	100.00
60-70	0	100.00
70-80	0	100.00
80-90	0	100.00
90-100	0	100.00
100-110	0	100.00
110-120	0	100.00
120+	0	100.00

Customer Arrivals:	1390	Customers Served:	1389
Walkup Customers:	0	Balked Customers:	0
Average Wait Time (min):	6.64	Maximum Wait Time (min):	58.73

1237 <

1331 <

Generated: Friday, December 30, 2016

A0064982_69-000280

PSSReports - Monthly Wait Time Distribution Report For Service Estates

For December, 2016

Branch 999

Service Time Interval (min)	Number In Interval	Cummulative % Served Less Than
0-1	666	55.32
1-2	51	59.55
2-3	59	64.45
3-4	40	67.77
4-5	48	71.76
5-6	30	74.25
6-7	23	76.16
7-8	26	78.32
8-9	24	80.32
9-10	28	82.64
10-11	21	84.39
11-12	21	86.13
12-13	18	87.62
13-14	11	88.54
14-15	19	90.12
15-16	9	90.86
16-17	7	91.45
17-18	9	92.19
18-19	9	92.94
19-20	14	94.10
20-21	6	94.60
21-22	9	95.35
22-23	5	95.76
23-24	8	96.43
24-25	7	97.01
25-26	4	97.34
26-27	3	97.59
27-28	6	98.09
28-29	1	98.17
29-30	3	98.42
30-35	11	99.34
35-40	5	99.75
40-45	3	100.00
45-50	0	100.00
50-55	0	100.00
55-60	0	100.00
60-70	0	100.00
70-80	0	100.00
80-90	0	100.00
90-100	0	100.00
100-110	0	100.00
110-120	0	100.00
120+	0	100.00

Customer Arrivals:	1204	Customers Served:	1204
Walkup Customers:	0	Balked Customers:	0
Average Wait Time (min):	4.54	Maximum Wait Time (min):	43.15

1134 ←

1165 ←

Generated: Tuesday, January 03, 2017

PSSReports - Monthly Wait Time Distribution Report For Service Assessment

For October, 2016

Branch
999

Service Time Interval (min)	Number In Interval	Cummulative % Served Less Than
0-1	133	66.83
1-2	2	67.84
2-3	6	70.85
3-4	6	73.87
4-5	4	75.88
5-6	4	77.89
6-7	5	80.40
7-8	1	80.90
8-9	4	82.91
9-10	2	83.92
10-11	0	83.92
11-12	2	84.92
12-13	0	84.92
13-14	2	85.93
14-15	1	86.43
15-16	2	87.44
16-17	1	87.94
17-18	2	88.94
18-19	0	88.94
19-20	1	89.45
20-21	0	89.45
21-22	1	89.95
22-23	3	91.46
23-24	1	91.96
24-25	0	91.96
25-26	2	92.96
26-27	2	93.97
27-28	1	94.47
28-29	0	94.47
29-30	0	94.47
30-35	1	94.97
35-40	2	95.98
40-45	2	96.98
45-50	0	96.98
50-55	1	97.49
55-60	0	97.49
60-70	0	97.49
70-80	2	98.49
80-90	2	99.50
90-100	1	100.00
100-110	0	100.00
110-120	0	100.00
120+	0	100.00

Customer Arrivals:	203	Customers Served:	199
Walkup Customers:	0	Balked Customers:	0
Average Wait Time (min):	6.17	Maximum Wait Time (min):	94.83

178 <

188 <

Generated: Friday, December 30, 2016

A0064982_71-000282

PSSReports - Monthly Wait Time Distribution Report For Service Assessment

For November, 2016

Branch 999

Service Time Interval (min)	Number In Interval	Cummulative % Served Less Than
0-1	131	60.37
1-2	7	63.59
2-3	5	65.90
3-4	6	68.66
4-5	4	70.51
5-6	1	70.97
6-7	1	71.43
7-8	4	73.27
8-9	2	74.19
9-10	2	75.12
10-11	2	76.04
11-12	6	78.80
12-13	3	80.18
13-14	7	83.41
14-15	2	84.33
15-16	2	85.25
16-17	2	86.18
17-18	2	87.10
18-19	2	88.02
19-20	2	88.94
20-21	2	89.86
21-22	2	90.78
22-23	0	90.78
23-24	1	91.24
24-25	4	93.09
25-26	0	93.09
26-27	0	93.09
27-28	1	93.55
28-29	2	94.47
29-30	0	94.47
30-35	5	96.77
35-40	3	98.16
40-45	1	98.62
45-50	2	99.54
50-55	0	99.54
55-60	1	100.00
60-70	0	100.00
70-80	0	100.00
80-90	0	100.00
90-100	0	100.00
100-110	0	100.00
110-120	0	100.00
120+	0	100.00

Customer Arrivals:	218	Customers Served:	217
Walkup Customers:	0	Balked Customers:	0
Average Wait Time (min):	6.12	Maximum Wait Time (min):	58.07

Generated: Friday, December 30, 2016

A0064982_72-000283

PSSReports - Monthly Wait Time Distribution Report For Service Assessment

Branch 999

For December, 2016

Service Time Interval (min)	Number In Interval	Cummulative % Served Less Than
0-1	134	66.01
1-2	9	70.44
2-3	7	73.89
3-4	3	75.37
4-5	3	76.85
5-6	2	77.83
6-7	3	79.31
7-8	5	81.77
8-9	0	81.77
9-10	0	81.77
10-11	5	84.24
11-12	3	85.71
12-13	3	87.19
13-14	4	89.16
14-15	2	90.15
15-16	1	90.64
16-17	3	92.12
17-18	0	92.12
18-19	0	92.12
19-20	1	92.61
20-21	1	93.10
21-22	0	93.10
22-23	1	93.60
23-24	1	94.09
24-25	1	94.58
25-26	0	94.58
26-27	2	95.57
27-28	1	96.06
28-29	0	96.06
29-30	0	96.06
30-35	1	96.55
35-40	0	96.55
40-45	3	98.03
45-50	0	98.03
50-55	1	98.52
55-60	1	99.01
60-70	1	99.51
70-80	0	99.51
80-90	0	99.51
90-100	0	99.51
100-110	1	100.00
110-120	0	100.00
120+	0	100.00

Customer Arrivals:	204	Customers Served:	203
Walkup Customers:	0	Balked Customers:	0
Average Wait Time (min):	5.12	Maximum Wait Time (min):	109.32

Generated: Tuesday, January 03, 2017

A0064982_73-000284

PSSReports - Monthly Wait Time Distribution Report For Service Bankruptcy

For October, 2016

Branch 999

Service Time Interval (min)	Number In Interval	Cummulative % Served Less Than
0-1	162	58.48
1-2	9	61.73
2-3	9	64.98
3-4	7	67.51
4-5	7	70.04
5-6	5	71.84
6-7	7	74.37
7-8	6	76.53
8-9	1	76.90
9-10	4	78.34
10-11	1	78.70
11-12	6	80.87
12-13	3	81.95
13-14	8	84.84
14-15	2	85.56
15-16	1	85.92
16-17	6	88.09
17-18	3	89.17
18-19	0	89.17
19-20	5	90.97
20-21	4	92.42
21-22	3	93.50
22-23	0	93.50
23-24	1	93.86
24-25	0	93.86
25-26	2	94.58
26-27	1	94.95
27-28	1	95.31
28-29	0	95.31
29-30	0	95.31
30-35	1	95.67
35-40	6	97.83
40-45	2	98.56
45-50	2	99.28
50-55	1	99.64
55-60	1	100.00
60-70	0	100.00
70-80	0	100.00
80-90	0	100.00
90-100	0	100.00
100-110	0	100.00
110-120	0	100.00
120+	0	100.00

Customer Arrivals:	277	Customers Served:	272
Walkup Customers:	0	Balked Customers:	5
Average Wait Time (min):	5.74	Maximum Wait Time (min):	58.40

247 <

259 <

Generated: Friday, December 30, 2016

PSSReports - Monthly Wait Time Distribution Report
For Service Bankruptcy

Branch
999

For November, 2016

Service Time Interval (min)	Number In Interval	Cummulative % Served Less Than
0-1	168	56.00
1-2	8	58.67
2-3	7	61.00
3-4	5	62.67
4-5	8	65.33
5-6	7	67.67
6-7	7	70.00
7-8	5	71.67
8-9	5	73.33
9-10	4	74.67
10-11	3	75.67
11-12	6	77.67
12-13	3	78.67
13-14	9	81.67
14-15	0	81.67
15-16	5	83.33
16-17	3	84.33
17-18	3	85.33
18-19	3	86.33
19-20	0	86.33
20-21	2	87.00
21-22	3	88.00
22-23	7	90.33
23-24	3	91.33
24-25	1	91.67
25-26	1	92.00
26-27	2	92.67
27-28	1	93.00
28-29	2	93.67
29-30	2	94.33
30-35	7	96.67
35-40	4	98.00
40-45	4	99.33
45-50	0	99.33
50-55	1	99.67
55-60	1	100.00
60-70	0	100.00
70-80	0	100.00
80-90	0	100.00
90-100	0	100.00
100-110	0	100.00
110-120	0	100.00
120+	0	100.00

Customer Arrivals:	300	Customers Served:	296
Walkup Customers:	0	Balked Customers:	4
Average Wait Time (min):	6.71	Maximum Wait Time (min):	55.43

255

279

Generated: Friday, December 30, 2016

PSSReports - Monthly Wait Time Distribution Report For Service Bankruptcy

For December, 2016

Branch 999

Service Time Interval (min)	Number In Interval	Cummulative % Served Less Than
0-1	147	58.33
1-2	7	61.11
2-3	7	63.89
3-4	5	65.87
4-5	8	69.05
5-6	7	71.83
6-7	10	75.79
7-8	8	78.97
8-9	1	79.37
9-10	1	79.76
10-11	3	80.95
11-12	2	81.75
12-13	4	83.33
13-14	2	84.13
14-15	4	85.71
15-16	3	86.90
16-17	1	87.30
17-18	5	89.29
18-19	1	89.68
19-20	1	90.08
20-21	1	90.48
21-22	0	90.48
22-23	2	91.27
23-24	1	91.67
24-25	3	92.86
25-26	1	93.25
26-27	0	93.25
27-28	0	93.25
28-29	1	93.65
29-30	4	95.24
30-35	5	97.22
35-40	0	97.22
40-45	2	98.02
45-50	1	98.41
50-55	0	98.41
55-60	2	99.21
60-70	2	100.00
70-80	0	100.00
80-90	0	100.00
90-100	0	100.00
100-110	0	100.00
110-120	0	100.00
120+	0	100.00

Customer Arrivals:	254	Customers Served:	251
Walkup Customers:	0	Balked Customers:	1
Average Wait Time (min):	6.00	Maximum Wait Time (min):	63.60

Generated: Tuesday, January 03, 2017

PSSReports - Monthly Wait Time Distribution Report For Service Commercial

Branch 999

For October, 2016

Service Time Interval (min)	Number In Interval	Cummulative % Served Less Than
0-1	241	33.90
1-2	36	38.96
2-3	35	43.88
3-4	34	48.66
4-5	18	51.20
5-6	13	53.02
6-7	15	55.13
7-8	24	58.51
8-9	25	62.03
9-10	19	64.70
10-11	18	67.23
11-12	18	69.76
12-13	23	73.00
13-14	15	75.11
14-15	9	76.37
15-16	17	78.76
16-17	14	80.73
17-18	7	81.72
18-19	14	83.68
19-20	7	84.67
20-21	10	86.08
21-22	8	87.20
22-23	10	88.61
23-24	7	89.59
24-25	11	91.14
25-26	6	91.98
26-27	6	92.83
27-28	4	93.39
28-29	6	94.23
29-30	3	94.66
30-35	16	96.91
35-40	7	97.89
40-45	7	98.87
45-50	2	99.16
50-55	1	99.30
55-60	2	99.58
60-70	3	100.00
70-80	0	100.00
80-90	0	100.00
90-100	0	100.00
100-110	0	100.00
110-120	0	100.00
120+	0	100.00

Customer Arrivals:	711	Customers Served:	707
Walkup Customers:	0	Balked Customers:	4
Average Wait Time (min):	8.94	Maximum Wait Time (min):	62.96

Generated: Friday, December 30, 2016

PSSReports - Monthly Wait Time Distribution Report For Service Commercial

For November, 2016

Branch 999

Service Time Interval (min)	Number In Interval	Cummulative % Served Less Than
0-1	242	33.52
1-2	27	37.26
2-3	19	39.89
3-4	21	42.80
4-5	15	44.88
5-6	19	47.51
6-7	24	50.83
7-8	25	54.29
8-9	13	56.09
9-10	21	59.00
10-11	21	61.91
11-12	18	64.40
12-13	12	66.07
13-14	19	68.70
14-15	13	70.50
15-16	18	72.99
16-17	12	74.65
17-18	11	76.18
18-19	11	77.70
19-20	8	78.81
20-21	5	79.50
21-22	11	81.02
22-23	11	82.55
23-24	5	83.24
24-25	9	84.49
25-26	10	85.87
26-27	3	86.29
27-28	6	87.12
28-29	5	87.81
29-30	7	88.78
30-35	36	93.77
35-40	23	96.95
40-45	9	98.20
45-50	9	99.45
50-55	3	99.86
55-60	1	100.00
60-70	0	100.00
70-80	0	100.00
80-90	0	100.00
90-100	0	100.00
100-110	0	100.00
110-120	0	100.00
120+	0	100.00

Customer Arrivals:	722	Customers Served:	719
Walkup Customers:	0	Balked Customers:	3
Average Wait Time (min):	10.88	Maximum Wait Time (min):	59.41

Generated: Friday, December 30, 2016

PSSReports - Monthly Wait Time Distribution Report For Service Commercial

Branch 999

For December, 2016

Service Time Interval (min)	Number In Interval	Cummulative % Served Less Than
0-1	222	33.33
1-2	22	36.64
2-3	28	40.84
3-4	15	43.09
4-5	18	45.80
5-6	14	47.90
6-7	22	51.20
7-8	22	54.50
8-9	16	56.91
9-10	15	59.16
10-11	19	62.01
11-12	13	63.96
12-13	15	66.22
13-14	16	68.62
14-15	15	70.87
15-16	9	72.22
16-17	14	74.32
17-18	10	75.83
18-19	18	78.53
19-20	14	80.63
20-21	9	81.98
21-22	8	83.18
22-23	13	85.14
23-24	8	86.34
24-25	4	86.94
25-26	7	87.99
26-27	3	88.44
27-28	6	89.34
28-29	6	90.24
29-30	6	91.14
30-35	28	95.35
35-40	20	98.35
40-45	5	99.10
45-50	2	99.40
50-55	2	99.70
55-60	2	100.00
60-70	0	100.00
70-80	0	100.00
80-90	0	100.00
90-100	0	100.00
100-110	0	100.00
110-120	0	100.00
120+	0	100.00

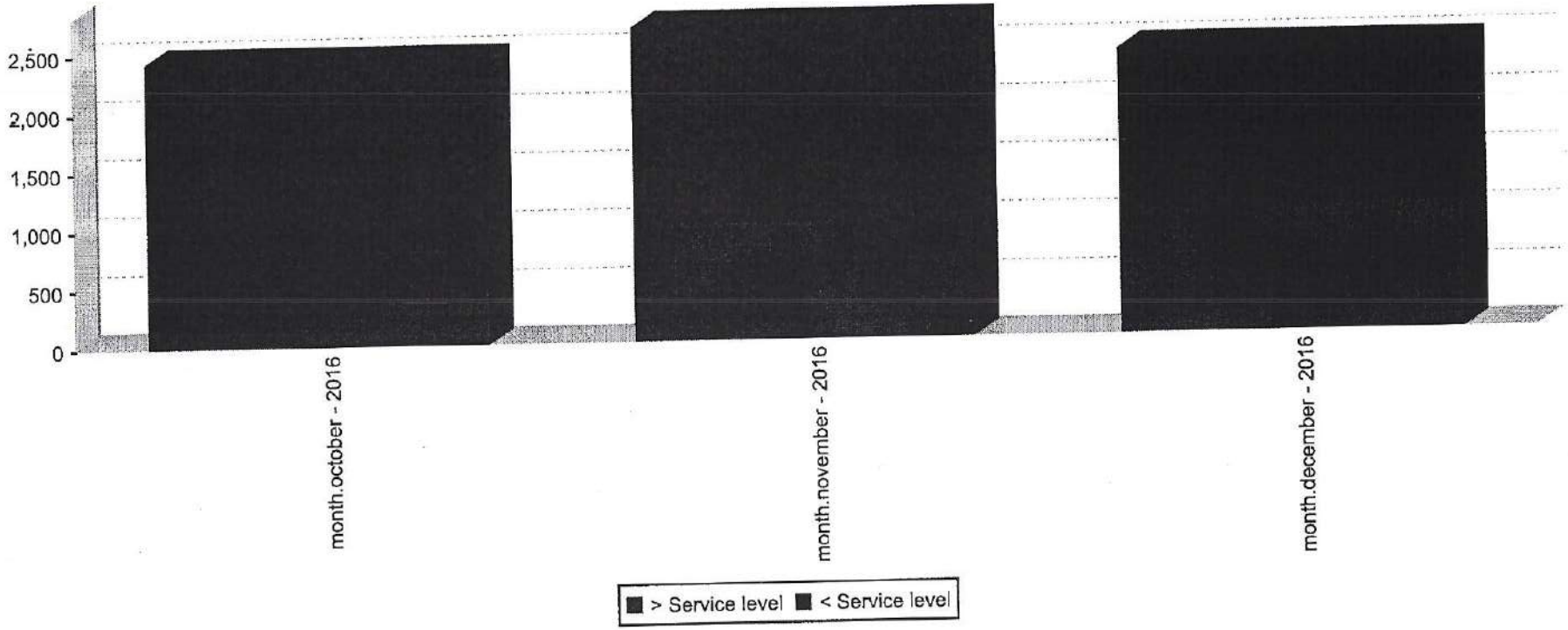
Customer Arrivals:	667	Customers Served:	660
Walkup Customers:	0	Balked Customers:	4
Average Wait Time (min):	10.37	Maximum Wait Time (min):	58.13

Generated: Tuesday, January 03, 2017

Overview - per month

Report date / time 01/06/2017 13:37:09
Created by Joseph Doria
Number of days with statistics 61

		Customer transactions					Transaction time			Waiting time			
Month	Stat days	Arrived	Served	%	No Shows	%	Workload	Average	Max	> SL	%	Average	Max
month.october -	20	2,519	2,433	96.6 %	86	3.4 %	719:37:12	0:17:44	1:20:00	831	34.2 %	0:29:31	4:44:20
month.november -	21	2,732	2,685	98.3 %	47	1.7 %	816:31:56	0:18:14	1:20:00	1,001	37.3 %	0:29:10	2:55:52
month.december -	20	2,537	2,430	95.8 %	107	4.2 %	723:35:08	0:17:51	1:20:00	1,081	44.5 %	0:38:00	4:05:52
Total		**7,788**	**7,548**	**96.9 %**	**240**	**3.1 %**	**2259:44:16**			**2,913**			
Average		**2,596**	**2,516**		**80**		**753:14:45**	**0:17:57**		**971**		**0:32:08**	
Max		**2,732**	**2,685**		**107**		**816:31:56**		**1:20:00**	**1,081**			**4:44:20**


2,500
2,000
1,500
1,000
500
0
month.october - 2016
month.november - 2016
month.december - 2016
> Service level
< Service level

Report settings

Selected date intervals

10/01/2016 - 12/31/2016

Weekdays

Monday, Tuesday, Wednesday, Thursday, Friday, Saturday, Sunday

Time period

08:00 - 22:00

Service

C-Motions
C-Process Servers/Counsel
C-Self-Represented Litigant

Queue

All available

Branch

MAG

Workstation

All available

Staff Member

All available

Priority

All available

Printer

All available

Calculation settings

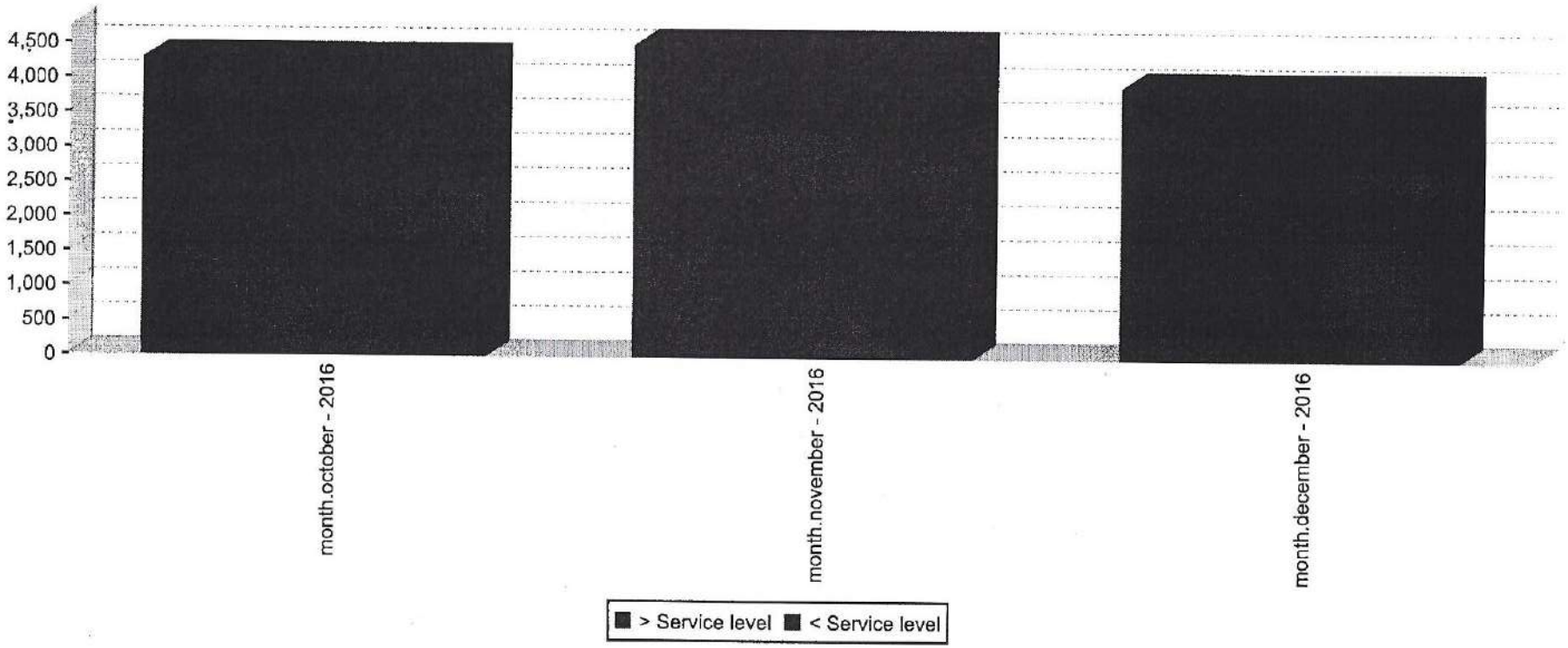
No Show Time	00:02:00
Service level waiting time	00:20:00
Period time	00:15:00

A0064982_82-000293

Overview - per month

Report date / time 01/05/2017 10:53:35
Created by Joseph Doria
Number of days with statistics 61

		Customer transactions					Transaction time			Waiting time			
Month	Stat days	Arrived	Served	%	No Shows	%	Workload	Average	Max	> SL	%	Average	Max
month.october -	20	4,456	4,303	96.6 %	153	3.4 %	1569:55:50	0:21:53	1:20:00	2,409	56.0 %	0:29:45	3:08:54
month.november -	21	4,721	4,521	95.8 %	200	4.2 %	1489:42:50	0:19:46	1:20:00	3,265	72.2 %	0:50:07	2:58:42
month.december -	20	4,129	3,940	95.4 %	189	4.6 %	1275:52:00	0:19:25	1:20:00	2,770	70.3 %	0:43:03	2:38:34
Total		13,306	12,764	95.9 %	542	4.1 %	4335:30:40			8,444			
Average		4,435	4,254		180		1445:10:13	0:20:22		2,814		0:41:04	
Max		4,721	4,521		200		1569:55:50		1:20:00	3,265			3:08:54



A0064982_84-000295

Report settings

Selected date intervals

10/01/2016 - 12/31/2016

Weekdays

Monday, Tuesday, Wednesday, Thursday, Friday, Saturday, Sunday

Time period

08:00 - 22:00

Service

C-Motions
C-Process Servers/Counsel
C-Self-Represented Litigant

Queue

All available

Branch

MAG

Workstation

All available

Staff Member

All available

Priority

All available

Printer

All available

Calculation settings

No Show Time	00:02:00
Service level waiting time	00:20:00
Period time	00:15:00

Cha, Sarah (MAG)

From: Jimenez, Claudia (MAG)
Sent: April-03-17 5:14 PM
To: Caon, Danny (MAG)
Cc: Latina, Maria (MAG); Valerio, Michael (MAG)
Subject: CSD Wait-times Q4 (2017)
Attachments: Civil_Quarterly_Stats_20minQ4.pdf; Civil_Quarterly_Stats_30minQ4.pdf; Family_Quarterly_Stats_Monthly_20min..pdf; Family_Quarterly_Stats_Monthly_30min..pdf; Q4 Wait time Joe Dipietro 330 University Ave.pdf; Copy of Copy of Copy of CSD wait time tracking Quarter 4_Regional Roll up template-FINAL (Chris Nour and JDP(1).xlsx

Hello everyone,

Please see attached Q4 - 2017 results for our respective areas (393/330 University) and corresponding report extracts.

Thanks,

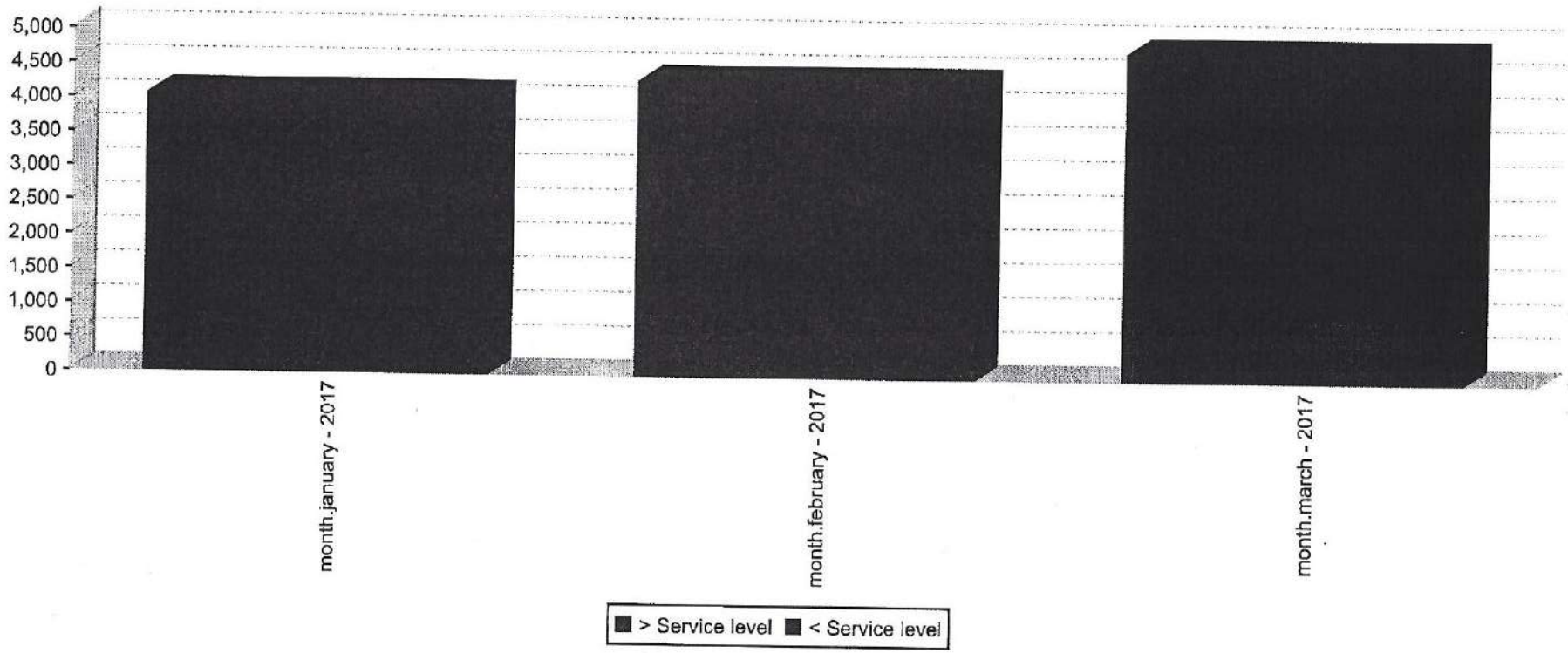
Claudia Jimenez
A/Administrative Assistant to the
Manager of Court Operations-Civil, Family & Other
Superior Court of Justice,
Ministry of the Attorney General
Tel: 416.326.8188
Fax: 416.326.8091
Email: **claudia.jimenez@ontario.ca**
Please consider the environment before printing this e-mail.

A0064982_86-000297

Overview - per month

Report date / time 03/30/2017 11:59:38
Created by Joseph Doria
Number of days with statistics 61

		Customer transactions					Transaction time			Waiting time			
Month	Stat days	Arrived	Served	%	No Shows	%	Workload	Average	Max	> SL	%	Average	Max
month.january -	20	4,165	4,073	97.8 %	92	2.2 %	1415:48:48	0:20:51	1:22:44	1,301	31.9 %	0:24:41	1:50:32
month.february -	19	4,409	4,329	98.2 %	80	1.8 %	1572:38:50	0:21:47	1:20:00	924	21.3 %	0:19:01	1:21:30
month.march -	22	4,862	4,801	98.7 %	61	1.3 %	1736:35:12	0:21:42	1:20:00	965	20.1 %	0:18:38	1:16:08
Total		13,436	13,203	98.3 %	233	1.7 %	4725:02:50			3,190			
Average		4,478	4,401		77		1575:00:56	0:21:28		1,063		0:20:38	
Max		4,862	4,801		92		1736:35:12		1:22:44	1,301			1:50:32



A0064982_88-000299

Report settings

Selected date intervals

01/02/2017 - 03/30/2017

Excluded dates

01/23/2017

Weekdays

Monday, Tuesday, Wednesday, Thursday, Friday, Saturday, Sunday

Time period

08:00 - 22:00

Service

C-Miscellaneous
C-Miscellaneous/Urgent
C-Motions
C-Process Servers/Counsel
C-Self-Represented Litigant

Queue

All available

Branch

MAG

Workstation

All available

Staff Member

All available

Priority

All available

Printer

All available

Calculation settings

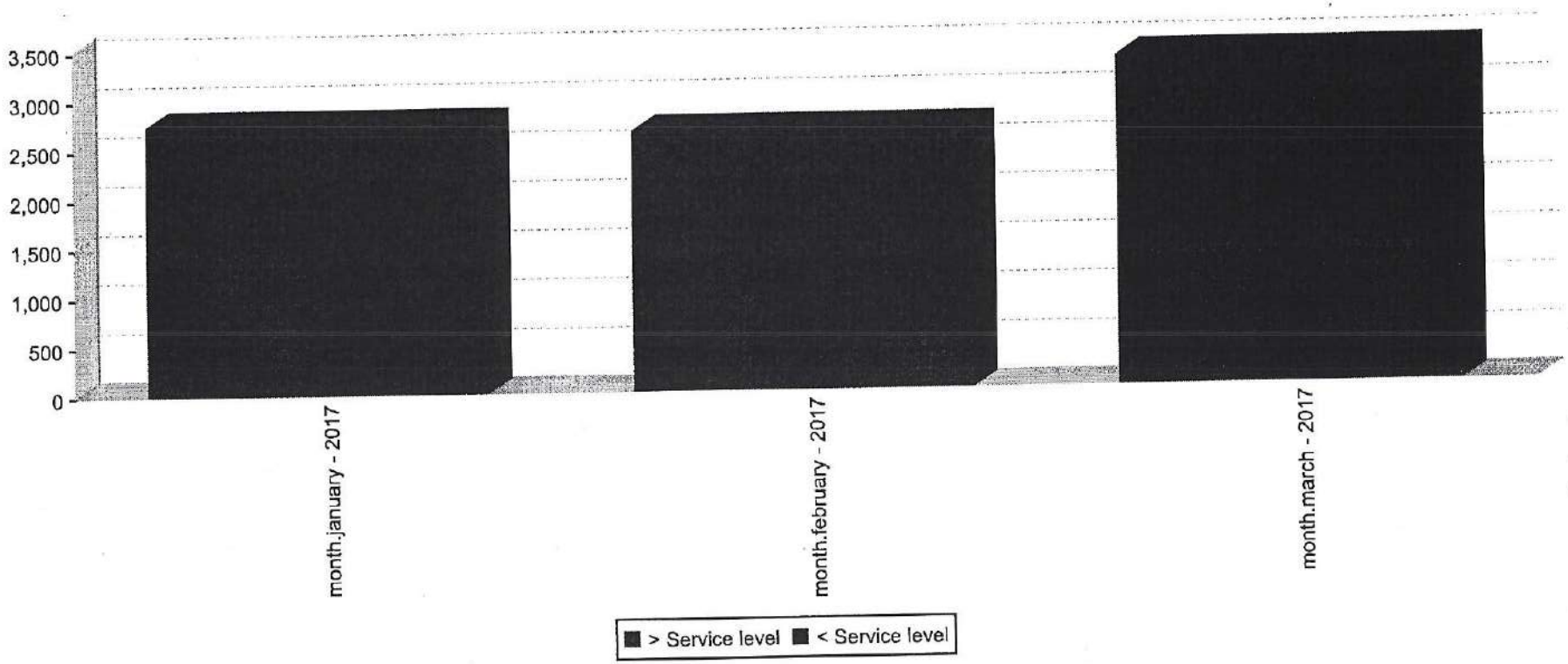
No Show Time	00:02:00
Service level waiting time	00:30:00
Period time	00:15:00

Overview - per month

Report date / time 04/03/2017 11:32:17
Created by Joseph Doria
Number of days with statistics 63

		Customer transactions					Transaction time			Waiting time			
Month	Stat days	Arrived	Served	%	No Shows	%	Workload	Average	Max	> 5[illegible]	%	Average	Max
month.january -	21	2,815	2,750	97.7 %	65	2.3 %	825:36:06	0:18:00	1:22:48	1,517	55.2 %	0:42:12	3:45:36
month.february -	19	2,728	2,655	97.3 %	73	2.7 %	775:36:54	0:17:31	1:20:00	1,296	48.8 %	0:35:01	3:14:42
month.march -	23	3,433	3,353	97.7 %	80	2.3 %	1011:19:54	0:18:05	1:20:00	1,430	42.6 %	0:27:45	3:13:54
Total		**8,976**	**8,758**	**97.6 %**	**218**	**2.4 %**	**2612:32:54**			**4,243**			
Average		**2,992**	**2,919**		**72**		**870:50:58**	**0:17:53**		**1,414**		**0:34:30**	
Max		**3,433**	**3,353**		**80**		**1011:19:54**		**1:22:48**	**1,517**			**3:45:36**

A0064982_90-000301


3,500
3,000
2,500
2,000
1,500
1,000
500
0
month.january - 2017
month.february - 2017
month.march - 2017
> Service level
< Service level

Report settings

Selected date intervals

01/02/2017 - 03/31/2017

Weekdays

Monday, Tuesday, Wednesday, Thursday, Friday, Saturday, Sunday

Time period

08:00 - 22:00

Service

F-Divorce Certificate
F-Miscellaneous/Urgent
F-Process Servers/Counsel
F-Self-Represented Litigant

Queue

All available

Branch

MAG

Workstation

All available

Staff Member

All available

Priority

All available

Printer

All available

Calculation settings

No Show Time	00:02:00
Service level waiting time	00:20:00
Period time	00:15:00

A0064982_92-000303

PSSReports - Monthly Wait Time Distribution Report For Service Bankruptcy

Branch
999

For March, 2017

Service Time Interval (min)	Number In Interval	Cummulative % Served Less Than
0-1	165	51.56
1-2	5	53.13
2-3	11	56.56
3-4	9	59.38
4-5	7	61.56
5-6	6	63.44
6-7	5	65.00
7-8	9	67.81
8-9	10	70.94
9-10	8	73.44
10-11	9	76.25
11-12	5	77.81
12-13	6	79.69
13-14	2	80.31
14-15	5	81.88
15-16	5	83.44
16-17	4	84.69
17-18	3	85.63
18-19	3	86.56
19-20	2	87.19
20-21	3	88.13
21-22	2	88.75
22-23	4	90.00
23-24	2	90.63
24-25	2	91.25
25-26	2	91.88
26-27	1	92.19
27-28	2	92.81
28-29	2	93.44
29-30	0	93.44
30-35	4	94.69
35-40	4	95.94
40-45	4	97.19
45-50	5	98.75
50-55	1	99.06
55-60	2	99.69
60-70	1	100.00
70-80	0	100.00
80-90	0	100.00
90-100	0	100.00
100-110	0	100.00
110-120	0	100.00
120+	0	100.00

Customer Arrivals:	320	Customers Served:	320
Walkup Customers:	0	Balked Customers:	0
Average Wait Time (min):	7.51	Maximum Wait Time (min):	60.25

Generated: Monday, April 03, 2017

PSSReports - Monthly Wait Time Distribution Report For Service Commercial

For March, 2017

Branch 999

Service Time Interval (min)	Number In Interval	Cummulative % Served Less Than
0-1	309	42.98
1-2	15	45.06
2-3	33	49.65
3-4	19	52.29
4-5	29	56.33
5-6	29	60.36
6-7	20	63.14
7-8	16	65.37
8-9	23	68.57
9-10	22	71.63
10-11	15	73.71
11-12	15	75.80
12-13	13	77.61
13-14	11	79.14
14-15	11	80.67
15-16	15	82.75
16-17	6	83.59
17-18	9	84.84
18-19	9	86.09
19-20	12	87.76
20-21	5	88.46
21-22	9	89.71
22-23	7	90.68
23-24	8	91.79
24-25	4	92.35
25-26	9	93.60
26-27	11	95.13
27-28	3	95.55
28-29	2	95.83
29-30	2	96.11
30-35	14	98.05
35-40	7	99.03
40-45	3	99.44
45-50	0	99.44
50-55	0	99.44
55-60	1	99.58
60-70	3	100.00
70-80	0	100.00
80-90	0	100.00
90-100	0	100.00
100-110	0	100.00
110-120	0	100.00
120+	0	100.00

Customer Arrivals:	719	Customers Served:	713
Walkup Customers:	0	Balked Customers:	6
Average Wait Time (min):	7.48	Maximum Wait Time (min):	69.70

Generated: Monday, April 03, 2017

A0064982_94-000305

PSSReports - Monthly Wait Time Distribution Report For Service Estates

Branch 999

For March, 2017

Service Time Interval (min)	Number In Interval	Cummulative % Served Less Than
0-1	764	52.44
1-2	77	57.72
2-3	80	63.21
3-4	69	67.95
4-5	58	71.93
5-6	46	75.09
6-7	54	78.79
7-8	33	81.06
8-9	44	84.08
9-10	28	86.00
10-11	14	86.96
11-12	19	88.26
12-13	24	89.91
13-14	30	91.97
14-15	12	92.79
15-16	6	93.21
16-17	11	93.96
17-18	13	94.85
18-19	9	95.47
19-20	8	96.02
20-21	7	96.50
21-22	5	96.84
22-23	10	97.53
23-24	7	98.01
24-25	6	98.42
25-26	4	98.70
26-27	6	99.11
27-28	6	99.52
28-29	0	99.52
29-30	2	99.66
30-35	3	99.86
35-40	2	100.00
40-45	0	100.00
45-50	0	100.00
50-55	0	100.00
55-60	0	100.00
60-70	0	100.00
70-80	0	100.00
80-90	0	100.00
90-100	0	100.00
100-110	0	100.00
110-120	0	100.00
120+	0	100.00

Customer Arrivals:	1457	Customers Served:	1457
Walkup Customers:	0	Balked Customers:	0
Average Wait Time (min):	4.02	Maximum Wait Time (min):	35.44

Generated: Monday, April 03, 2017

A0064982_95-000306

PSSReports - Monthly Wait Time Distribution Report
For Service Assessment

For March, 2017

Branch
999

Service Time Interval (min)	Number In Interval	Cummulative % Served Less Than
0-1	170	58.62
1-2	9	61.72
2-3	5	63.45
3-4	7	65.86
4-5	9	68.97
5-6	5	70.69
6-7	5	72.41
7-8	6	74.48
8-9	4	75.86
9-10	2	76.55
10-11	6	78.62
11-12	1	78.97
12-13	2	79.66
13-14	2	80.34
14-15	3	81.38
15-16	1	81.72
16-17	2	82.41
17-18	2	83.10
18-19	3	84.14
19-20	1	84.48
20-21	1	84.83
21-22	3	85.86
22-23	0	85.86
23-24	0	85.86
24-25	2	86.55
25-26	1	86.90
26-27	2	87.59
27-28	0	87.59
28-29	4	88.97
29-30	2	89.66
30-35	7	92.07
35-40	6	94.14
40-45	4	95.52
45-50	5	97.24
50-55	2	97.93
55-60	2	98.62
60-70	1	98.97
70-80	1	99.31
80-90	1	99.66
90-100	1	100.00
100-110	0	100.00
110-120	0	100.00
120+	0	100.00

Customer Arrivals:	290	Customers Served:	289
Walkup Customers:	0	Balked Customers:	1
Average Wait Time (min):	8.22	Maximum Wait Time (min):	93.90

Generated: Monday, April 03, 2017

A0064982_96-000307

PSSReports - Monthly Wait Time Distribution Report For Service Estates

Branch 999

For January, 2017

Service Time Interval (min)	Number In Interval	Cummulative % Served Less Than
0-1	777	56.63
1-2	57	60.79
2-3	65	65.52
3-4	58	69.75
4-5	41	72.74
5-6	39	75.58
6-7	32	77.92
7-8	37	80.61
8-9	36	83.24
9-10	22	84.84
10-11	24	86.59
11-12	17	87.83
12-13	19	89.21
13-14	20	90.67
14-15	11	91.47
15-16	13	92.42
16-17	14	93.44
17-18	10	94.17
18-19	10	94.90
19-20	8	95.48
20-21	0	95.48
21-22	5	95.85
22-23	3	96.06
23-24	6	96.50
24-25	6	96.94
25-26	3	97.16
26-27	4	97.45
27-28	2	97.59
28-29	3	97.81
29-30	1	97.89
30-35	12	98.76
35-40	8	99.34
40-45	3	99.56
45-50	2	99.71
50-55	0	99.71
55-60	1	99.78
60-70	3	100.00
70-80	0	100.00
80-90	0	100.00
90-100	0	100.00
100-110	0	100.00
110-120	0	100.00
120+	0	100.00

Customer Arrivals:	1372	Customers Served:	1371
Walkup Customers:	0	Balked Customers:	1
Average Wait Time (min):	4.30	Maximum Wait Time (min):	68.36

Generated: Monday, April 03, 2017

A0064982_97-000308

PSSReports - Monthly Wait Time Distribution Report For Service Assessment

For January, 2017

Branch 999

Service Time Interval (min)	Number In Interval	Cummulative % Served Less Than
0-1	158	56.83
1-2	12	61.15
2-3	6	63.31
3-4	9	66.55
4-5	2	67.27
5-6	9	70.50
6-7	3	71.58
7-8	4	73.02
8-9	4	74.46
9-10	1	74.82
10-11	2	75.54
11-12	3	76.62
12-13	0	76.62
13-14	4	78.06
14-15	3	79.14
15-16	3	80.22
16-17	0	80.22
17-18	2	80.94
18-19	5	82.73
19-20	4	84.17
20-21	2	84.89
21-22	4	86.33
22-23	1	86.69
23-24	2	87.41
24-25	4	88.85
25-26	1	89.21
26-27	0	89.21
27-28	0	89.21
28-29	3	90.29
29-30	3	91.37
30-35	9	94.60
35-40	2	95.32
40-45	4	96.76
45-50	1	97.12
50-55	2	97.84
55-60	1	98.20
60-70	1	98.56
70-80	2	99.28
80-90	2	100.00
90-100	0	100.00
100-110	0	100.00
110-120	0	100.00
120+	0	100.00

Customer Arrivals:	281	Customers Served:	278
Walkup Customers:	0	Balked Customers:	0
Average Wait Time (min):	8.10	Maximum Wait Time (min):	85.41

Generated: Monday, April 03, 2017

A0064982_98-000309

PSSReports - Monthly Wait Time Distribution Report For Service Bankruptcy

Branch
999

For January, 2017

Service Time Interval (min)	Number In Interval	Cummulative % Served Less Than
0-1	171	68.95
1-2	6	71.37
2-3	1	71.77
3-4	8	75.00
4-5	6	77.42
5-6	5	79.44
6-7	4	81.05
7-8	4	82.66
8-9	4	84.27
9-10	4	85.89
10-11	3	87.10
11-12	2	87.90
12-13	3	89.11
13-14	1	89.52
14-15	4	91.13
15-16	2	91.94
16-17	0	91.94
17-18	1	92.34
18-19	3	93.55
19-20	1	93.95
20-21	1	94.35
21-22	1	94.76
22-23	2	95.56
23-24	1	95.97
24-25	0	95.97
25-26	1	96.37
26-27	1	96.77
27-28	0	96.77
28-29	0	96.77
29-30	1	97.18
30-35	2	97.98
35-40	2	98.79
40-45	0	98.79
45-50	0	98.79
50-55	0	98.79
55-60	0	98.79
60-70	2	99.60
70-80	1	100.00
80-90	0	100.00
90-100	0	100.00
100-110	0	100.00
110-120	0	100.00
120+	0	100.00

Customer Arrivals:	248	Customers Served:	246
Walkup Customers:	0	Balked Customers:	2
Average Wait Time (min):	4.20	Maximum Wait Time (min):	75.62

Generated: Monday, April 03, 2017

A0064982_99-000310

PSSReports - Monthly Wait Time Distribution Report For Service Commercial

For January, 2017

Branch
999

Service Time Interval (min)	Number In Interval	Cummulative % Served Less Than
0-1	300	49.75
1-2	23	53.57
2-3	20	56.88
3-4	18	59.87
4-5	13	62.02
5-6	14	64.34
6-7	18	67.33
7-8	18	70.32
8-9	16	72.97
9-10	15	75.46
10-11	16	78.11
11-12	8	79.44
12-13	6	80.43
13-14	15	82.92
14-15	9	84.41
15-16	10	86.07
16-17	9	87.56
17-18	6	88.56
18-19	9	90.05
19-20	5	90.88
20-21	5	91.71
21-22	3	92.21
22-23	5	93.03
23-24	2	93.37
24-25	4	94.03
25-26	4	94.69
26-27	3	95.19
27-28	1	95.36
28-29	2	95.69
29-30	3	96.19
30-35	7	97.35
35-40	6	98.34
40-45	4	99.00
45-50	1	99.17
50-55	2	99.50
55-60	0	99.50
60-70	1	99.67
70-80	2	100.00
80-90	0	100.00
90-100	0	100.00
100-110	0	100.00
110-120	0	100.00
120+	0	100.00

Customer Arrivals:	603	Customers Served:	602
Walkup Customers:	0	Balked Customers:	1
Average Wait Time (min):	6.52	Maximum Wait Time (min):	75.51

Generated: Monday, April 03, 2017

A0064982_100-000311

PSSReports - Monthly Wait Time Distribution Report For Service Bankruptcy

For February, 2017

Branch 999

Service Time Interval (min)	Number In Interval	Cummulative % Served Less Than
0-1	122	61.31
1-2	3	62.81
2-3	7	66.33
3-4	7	69.85
4-5	2	70.85
5-6	8	74.87
6-7	5	77.39
7-8	5	79.90
8-9	4	81.91
9-10	2	82.91
10-11	4	84.92
11-12	3	86.43
12-13	1	86.93
13-14	4	88.94
14-15	0	88.94
15-16	3	90.45
16-17	1	90.95
17-18	0	90.95
18-19	0	90.95
19-20	2	91.96
20-21	0	91.96
21-22	0	91.96
22-23	1	92.46
23-24	1	92.96
24-25	1	93.47
25-26	0	93.47
26-27	1	93.97
27-28	1	94.47
28-29	2	95.48
29-30	0	95.48
30-35	2	96.48
35-40	3	97.99
40-45	2	98.99
45-50	0	98.99
50-55	0	98.99
55-60	1	99.50
60-70	1	100.00
70-80	0	100.00
80-90	0	100.00
90-100	0	100.00
100-110	0	100.00
110-120	0	100.00
120+	0	100.00

Customer Arrivals:	199	Customers Served:	199
Walkup Customers:	0	Balked Customers:	0
Average Wait Time (min):	5.17	Maximum Wait Time (min):	67.36

Generated: Monday, April 03, 2017

PSSReports - Monthly Wait Time Distribution Report For Service Commercial

For February, 2017

Branch 999

Service Time Interval (min)	Number In Interval	Cummulative % Served Less Than
0-1	250	39.62
1-2	28	44.06
2-3	24	47.86
3-4	23	51.51
4-5	20	54.68
5-6	24	58.48
6-7	19	61.49
7-8	14	63.71
8-9	20	66.88
9-10	20	70.05
10-11	13	72.11
11-12	5	72.90
12-13	11	74.64
13-14	17	77.34
14-15	11	79.08
15-16	7	80.19
16-17	12	82.09
17-18	9	83.52
18-19	6	84.47
19-20	17	87.16
20-21	12	89.06
21-22	8	90.33
22-23	4	90.97
23-24	4	91.60
24-25	5	92.39
25-26	3	92.87
26-27	4	93.50
27-28	2	93.82
28-29	4	94.45
29-30	3	94.93
30-35	13	96.99
35-40	8	98.26
40-45	4	98.89
45-50	6	99.84
50-55	1	100.00
55-60	0	100.00
60-70	0	100.00
70-80	0	100.00
80-90	0	100.00
90-100	0	100.00
100-110	0	100.00
110-120	0	100.00
120+	0	100.00

Customer Arrivals:	632	Customers Served:	627
Walkup Customers:	0	Balked Customers:	4
Average Wait Time (min):	7.95	Maximum Wait Time (min):	50.96

Generated: Monday, April 03, 2017

PSSReports - Monthly Wait Time Distribution Report For Service Estates

For February, 2017

Branch 999

Service Time Interval (min)	Number In Interval	Cummulative % Served Less Than
0-1	642	50.43
1-2	64	55.46
2-3	58	60.02
3-4	56	64.41
4-5	45	67.95
5-6	41	71.17
6-7	40	74.31
7-8	37	77.22
8-9	30	79.58
9-10	33	82.17
10-11	23	83.97
11-12	32	86.49
12-13	21	88.14
13-14	15	89.32
14-15	11	90.18
15-16	15	91.36
16-17	9	92.07
17-18	13	93.09
18-19	10	93.87
19-20	11	94.74
20-21	11	95.60
21-22	6	96.07
22-23	7	96.62
23-24	7	97.17
24-25	3	97.41
25-26	7	97.96
26-27	4	98.27
27-28	2	98.43
28-29	6	98.90
29-30	1	98.98
30-35	5	99.37
35-40	5	99.76
40-45	2	99.92
45-50	1	100.00
50-55	0	100.00
55-60	0	100.00
60-70	0	100.00
70-80	0	100.00
80-90	0	100.00
90-100	0	100.00
100-110	0	100.00
110-120	0	100.00
120+	0	100.00

Customer Arrivals:	1275	Customers Served:	1272
Walkup Customers:	0	Balked Customers:	0
Average Wait Time (min):	4.72	Maximum Wait Time (min):	45.14

Generated: Monday, April 03, 2017

A0064982_103-000314

PSSReports - Monthly Wait Time Distribution Report For Service Assessment

For February, 2017

Branch 999

Service Time Interval (min)	Number In Interval	Cummulative % Served Less Than
0-1	127	58.80
1-2	11	63.89
2-3	8	67.59
3-4	3	68.98
4-5	8	72.69
5-6	4	74.54
6-7	3	75.93
7-8	2	76.85
8-9	3	78.24
9-10	2	79.17
10-11	1	79.63
11-12	4	81.48
12-13	2	82.41
13-14	0	82.41
14-15	1	82.87
15-16	1	83.33
16-17	4	85.19
17-18	2	86.11
18-19	1	86.57
19-20	1	87.04
20-21	0	87.04
21-22	2	87.96
22-23	1	88.43
23-24	1	88.89
24-25	1	89.35
25-26	0	89.35
26-27	0	89.35
27-28	0	89.35
28-29	2	90.28
29-30	0	90.28
30-35	3	91.67
35-40	2	92.59
40-45	3	93.98
45-50	3	95.37
50-55	3	96.76
55-60	2	97.69
60-70	3	99.07
70-80	1	99.54
80-90	1	100.00
90-100	0	100.00
100-110	0	100.00
110-120	0	100.00
120+	0	100.00

Customer Arrivals:	216	Customers Served:	216
Walkup Customers:	0	Balked Customers:	0
Average Wait Time (min):	7.80	Maximum Wait Time (min):	86.72

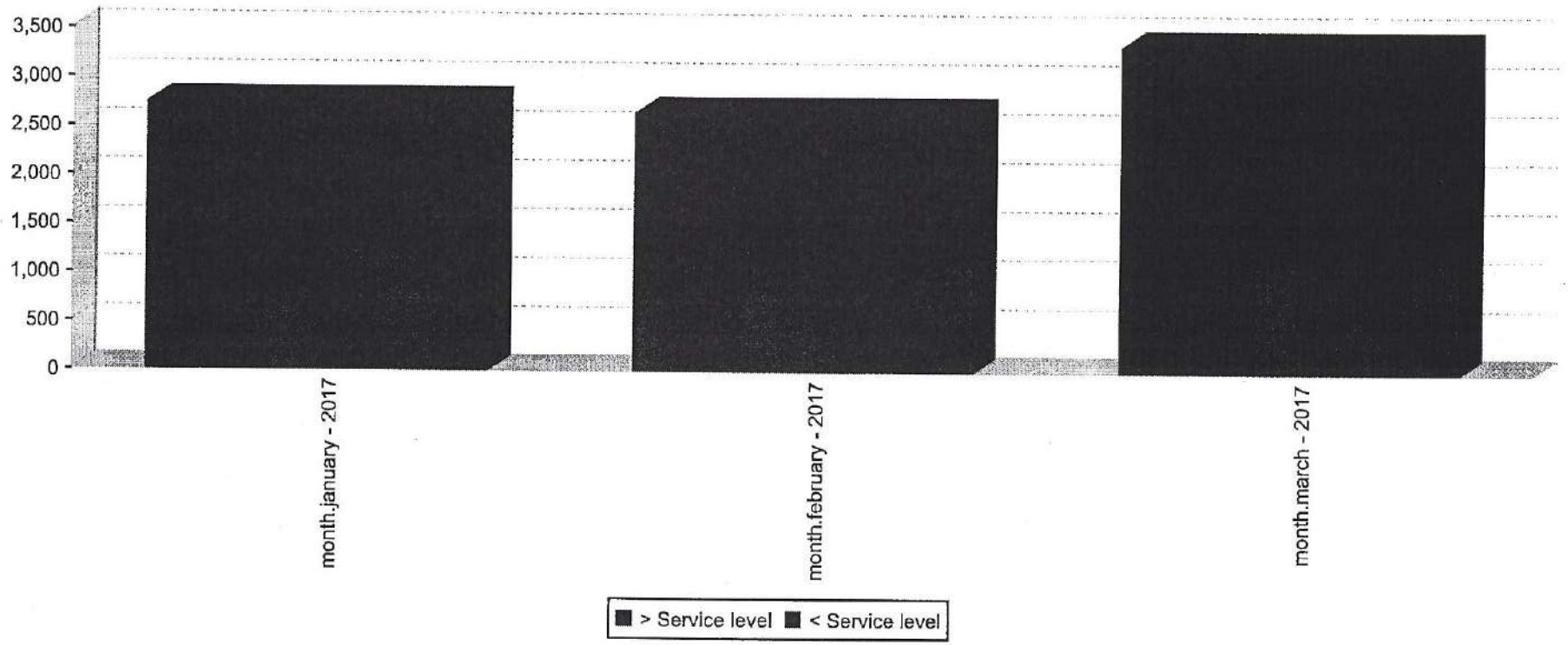
Generated: Monday, April 03, 2017

A0064982_104-000315

Overview - per month

Report date / time 04/03/2017 11:33:12
Created by Joseph Doria
Number of days with statistics 63

		Customer transactions					Transaction time			Waiting time			
Month	Stat days	Arrived	Served	%	No Shows	%	Workload	Average	Max	> SL	%	Average	Max
month.january -	21	2,815	2,750	97.7 %	65	2.3 %	825:36:06	0:18:00	1:22:48	1,275	46.4 %	0:42:12	3:45:36
month.february -	19	2,728	2,655	97.3 %	73	2.7 %	775:36:54	0:17:31	1:20:00	1,114	42.0 %	0:35:01	3:14:42
month.march -	23	3,433	3,353	97.7 %	80	2.3 %	1011:19:54	0:18:05	1:20:00	1,134	33.8 %	0:27:45	3:13:54
Total		8,976	8,758	97.6 %	218	2.4 %	2612:32:54			3,523			
Average		2,992	2,919		72		870:50:58	0:17:53		1,174		0:34:30	
Max		3,433	3,353		80		1011:19:54		1:22:48	1,275			3:45:36



A0064982_106-000317

Report settings

Selected date intervals

01/02/2017 - 03/31/2017

Weekdays

Monday, Tuesday, Wednesday, Thursday, Friday, Saturday, Sunday

Time period

08:00 - 22:00

Service

F-Divorce Certificate
F-Miscellaneous/Urgent
F-Process Servers/Counsel
F-Self-Represented Litigant

Queue

All available

Branch

MAG

Workstation

All available

Staff Member

All available

Priority

All available

Printer

All available

Calculation settings

No Show Time	00:02:00
Service level waiting time	00:30:00
Period time	00:15:00

A0064982_107-000318

Court Services Division – Selected Operational Highlights

Working with the Judiciary:

- The division plays a unique role in managing the relationship among the executive, legislative and judicial branches of government - and their respective roles in the administration of justice.
- Constitutionally, and under the *Courts of Justice Act*, the judiciary has sole responsibility for assigning, scheduling and supervising court sittings, and as a result, staff in courtrooms work at the direction of the presiding judicial official.
- In carrying out the Attorney General's statutory mandate for the administration of the courts in Ontario, the division has developed and nurtured a strong, positive working relationship with the judiciary, both corporately through the offices of the three Chief Justices and locally through regional senior and local administrative judges and justices of the peace.
- Given its central role in the administration of justice, the judiciary's support is critical to the division's ability to effectively administer the court system and to implement court modernization initiatives.
- Treasury Board Secretariat has lead responsibility for all matters relating to judicial remuneration, including remuneration commissions. The division is consulted and provides support, as appropriate, to MGCS on remuneration issues. A separate ministerial responsibility, other than the Attorney General, for judicial remuneration has been implemented to facilitate the day-to-day working relationships across the ministry with the judiciary.
- Senior legal or executive officers who support the Chief Justices have a functional reporting relationship to the Assistant Deputy Attorney General of the Court Services Division. However, their day-to-day reporting responsibilities are to the Chief Justices of their respective courts.
- The delicate and nuanced role that CSD staff play with respect to the independent judiciary, in courtrooms, in courthouses and on local, regional or provincial issues management, administrative, policy and program development issues, is critical to the effective and respectful relationship among the executive, judicial and legislative branches of government.

Court Services Modernization:

- CSD, in conjunction with the Ministry of the Attorney General Modernization Division, has embarked on a program to modernize the delivery of court services in Ontario. Key modernization strategies include modernizing and automating business processes and providing public facing e-services. Examples of recent successes include the province-wide launch of the Small Claims Court e-filing service for claims owing under a contract (liquidated claims) and online daily court lists. In 2016-17,

the Small Claims Court e-filing service will be expanded to allow all small claims (liquidated and unliquidated) to be filed online.

- The Ministry of the Attorney General (MAG), Ministry of Community and Social Services (MCSS), Ministry of Finance (MOF) and Ministry of Government and Consumer Services (MGCS) are working together on the development of a new Child Support Service (CSS) in Ontario. The new service will allow separated parents to establish and update child support payments through an on-line portal, without going to court. While the service will be available province-wide as of April 4, 2016, Ministry communications will initially be limited to four areas (Kitchener, London, Thunder Bay and Ottawa). This "soft launch" is intended to obtain preliminary feedback about user experience before engaging in a wider communications strategy.

Municipal Administration of *Provincial Offences Act* (POA) Courts:

- When the province completed the transfer of POA responsibilities to municipal partners in 2002, a range of tools to enforce fines were also provided to municipalities.
- MAG continues to work with municipal partners and other justice stakeholders to keep pace with the number of POA charges laid each year, which includes initiatives that would enhance POA fine enforcement and improve the local delivery of justice services.
- POA fine enforcement continues to be a key issue for municipal partners and municipal stakeholders, including the Association of Municipalities of Ontario (AMO).
- CSD is actively working on fine enforcement initiatives identified through this process.

s.N/R

PERFORMANCE MEASURES AND ACHIEVEMENTS

Performance Measures	2013-14 Achievement	2014-15 Achievement	2015-16 Achievement (Target)	2016-17 Target
% of court clients whose maximum wait time for counter service is 30 minutes	92.6% (90%)	83.0% (90%)	~~Not Available Yet~~ 83.7% (90%)	Not Available Yet (85%)
% of cases that proceeded to Family Mediation that reached full or partial settlement	77.0% (76%)	79.5% (76%)	~~Not Available Yet~~ 76.3% (76%)	Not Available Yet (76%)
% of Family Law Information Centre (FLIC) clients satisfied with FLIC services	75.5% (90%)	76.5% (90%)	~~Not Available Yet~~ 90.3 (90%)	Not Available Yet (90%)
% of Family Mediation clients satisfied with Family Mediation Services	86.7% (90%)	93.0% (90%)	~~Not Available Yet~~ 90.7% (90%)	Not Available Yet (90%)
% of Family Law clients satisfied with the services they received in the Mandatory Information Program (MIP)	66.2% (70%)	82.0% (70%)	~~Not Available Yet~~ 76.1% (70%)	Not Available Yet (70%)
% of Small Claims Court customers whose default judgments were issued within 5 business days once the filed requisitions for default judgments were complete and judicial direction if required, had been obtained	86.3% (90%)	90.0% (90%)	~~Not Available Yet~~ 89.5% (90%)	Not Available Yet (90%)
% of Civil Court customers whose default judgments were issued within 5 business days once the filed requisitions for default judgments were complete and judicial direction, if	90.6% (90%)	90.0% (90%)	~~Not Available Yet~~ 91.9% (90%)	Not Available Yet (90%)

Performance Measures	2013-14 Achievement	2014-15 Achievement	2015-16 Achievement (Target)	2016-17 Target
required, had been obtained				
% of Civil Court customers whose certificates of Appointment of Estate Trustee were issued within 15 business days once the applications were complete and judicial direction, if required, had been obtained	86.2% (90%)	90.0% (90%)	~~Not Available Yet~~ 68.7% (90%)	Not Available Yet (90%)
% of customers satisfied with counter services	86.8% (85%)	85.3% (85%)	~~Not Available Yet~~ 89.2% (90%)	Not Available Yet (90%) ~~TBD~~

In fiscal year 2014-15, CSD introduced the following three new public facing service standards:

Performance Measures	2013-14 Achievement	2014-15 Achievement	2015-16 Achievement (Target)	2016-17 Target
% of clients with a disability who access court services, and who ask for assistance in meeting their disability-related needs, were satisfied with the help they received[3]	71.4% (85%)	80.0% (85%)	~~Not Available Yet~~ 83.3% (85%)	Not Available Yet (85%) ~~TBD~~
% of clients who were served in a courteous, professional and respectful manner	N/A	89.8% (100%)	~~Not Available Yet~~ 92.5% (100%)	Not Available Yet (100%)

[3] 2012-13 and 2013-14 results based on previously collected historical data.

% of court forms and guides that are available in French and English	N/A	71.2% (90%)	~~Not Available Yet~~ 88.2% (100%)	Not Available Yet (100%)~~100%~~
% of court locations that have an accessibility coordinator assigned	N/A	92.1% (90%)	~~Not Available Yet~~ 97% (100%)	Not Available Yet (100%)~~100%~~

Cha, Sarah (MAG)

From: Pagliaroli, Catherine (MAG)
Sent: April-03-17 11:53 AM
To: Caon, Danny (MAG); Latina, Maria (MAG)
Cc: Flint, Paige (MAG); Simion, Monica (MAG); Mignardi, Susan (MAG)
Subject: TSCC - Q4 Wait Time Tracking 2016-2017
Attachments: SCC_2016_2017_Q4_wait time tracking.xlsx; TSCC_2016_2017_Qmatic_Q4 wait times.pdf

Importance: High

Hi Danny and Maria,

Please find attached Q4 wait time tracking for Toronto Small Claims Court which was conducted for 5 consecutive days commencing March 27, 2017. Qmatic reports for this time period are also attached.

Please let me know if you require anything further.

Thank you,

Catherine

Catherine Pagliaroli
Manager, Toronto Small Claims Court
47 Sheppard Avenue East, 3rd Floor
Toronto ON M2N 5N1

☎ 416-326-4691 | 🖷 416-326-3570

Please consider the environment before printing this e-mail.

Weekly Meeting Time

Branch Office

Name: Local server
Street:
City:
Phone:

Menu Settings

This Report Printed:	3/4/17
at:	10:28
From:	08:00
To:	17:00
Period:	0:30:00
Interval:	0:02:00
No Shows:	0:00:20

Included In Statistics

27/3/17, Monday - 31/3/17, Friday
All available branches are selected
All available ticket buttons are selected
All available categories are selected
All available workstations are selected
All available ticket printers are selected
All available user login codes are selected
All available matter codes are selected

Summary

Tickets Taken	1006
Customers Served	739
No Shows	267
No Shows %	26.55

Summary by Category

No. & Name of Category	No. of Cus	No Shows
1 Represented - Family Co	166	0
2 Unrepresented - Family C	153	3
4 Expedite - Family Court	5	1
5 Info Desk - Family Court	12	209
10 General - Small Claims C	398	0
11 Expedite - Small Claims C	2	0
12 Info Desk - Small Claims	5	54

TSCC - 0458

Daily Transaction Time

Branch Office

Name: Local server
Street:
City:
Phone:

Menu Settings

This Report Printed:	3/4/17
at:	10:31
From:	08:00
To:	22:00
Period:	0:30:00
Interval:	0:02:00
No Shows:	0:00:20

Included in Statistics

27/3/17, Monday
All available branches are selected
All available ticket buttons are selected
All available categories are selected
All available workstations are selected
All available ticket printers are selected
All available user login codes are selected
All available matter codes are selected

Summary

Tickets Taken	224
Customers Served	163
No Shows	61
No Shows %	27.24

Summary per Category

No. & Name of Category	No. of Cus	No Shows
1 Represented - Family Cot	30	0
2 Unrepresented - Family C	41	0
4 Expedite - Family Court	2	0
5 Info Desk - Family Court	1	59
10 General - Small Claims C	87	0
11 Expedite - Small Claims C	1	0
12 Info Desk - Small Claims	1	2

TSCC ⇒ 91

Daily Transaction Time

Branch Office

Name: Local server
Street:
City:
Phone:

Menu Settings

This Report Printed:	3/4/17
at:	10:32
From:	08:00
To:	22:00
Period:	0:30:00
Interval:	0:02:00
No Shows:	0:00:20

Included in Statistics

28/3/17, Tuesday
All available branches are selected
All available ticket buttons are selected
All available categories are selected
All available workstations are selected
All available ticket printers are selected
All available user login codes are selected
All available matter codes are selected

Summary

Tickets Taken	194
Customers Served	141
No Shows	53
No Shows %	27.32

Summary per Category

No. & Name of Category		No. of Cus	No Shows
1	Represented - Family Cou	42	0
2	Unrepresented - Family C	26	2
4	Expedite - Family Court	1	0
5	Info Desk - Family Court	1	35
10	General - Small Claims C	71	0
12	Info Desk - Small Claims	0	16

TSCC ⇒ 87

Daily Transaction Time

Branch Office

Name: Local server
Street:
City:
Phone:

Menu Settings

This Report Printed:	3/4/17
at:	10:33
From:	08:00
To:	22:00
Period:	0:30:00
Interval:	0:02:00
No Shows:	0:00:20

Included in Statistics

29/3/17, Wednesday
All available branches are selected
All available ticket buttons are selected
All available categories are selected
All available workstations are selected
All available ticket printers are selected
All available user login codes are selected
All available matter codes are selected

Summary

Tickets Taken	190
Customers Served	155
No Shows	35
No Shows %	18.43

Summary per Category

No. & Name of Category		No. of Cus	No Shows
1	Represented - Family Cou	30	0
2	Unrepresented - Family C	32	1
4	Expedite - Family Court	1	1
5	Info Desk - Family Court	7	20
10	General - Small Claims C	83	0
11	Expedite - Small Claims C	1	0
12	Info Desk - Small Claims	1	13

TSCC ⇒ 98

Daily Transaction Time

Branch Office

Name: Local server
Street:
City:
Phone:

Report Settings

This Report Printed:	3/4/17
at:	10:33
From:	08:00
To:	22:00
Period:	0:30:00
Interval:	0:02:00
No Shows:	0:00:20

Selection Statistics

3/3/17, Thursday
All available branches are selected
All available ticket buttons are selected
All available categories are selected
All available workstations are selected
All available ticket printers are selected
All available user login codes are selected
All available matter codes are selected

Summary

Tickets Taken	226
Customers Served	145
No Shows	81
No Shows %	35.85

Summary per Category

No. & Name of Category	No. of Cus	No Shows
1 Represented - Family Cot	36	0
2 Unrepresented - Family C	27	0
5 Info Desk - Family Court	3	65
10 General - Small Claims C	76	1
12 Info Desk - Small Claims	3	15

TSCC ⇨ 95

Daily Transaction Time

Branch Office

Name: Local server
Street:
City:
Phone:

Menu Settings

This Report Printed:	3/4/17
at:	10:34
From:	08:00
To:	22:00
Period:	0:30:00
Interval:	0:02:00
No Shows:	0:00:20

Included in Statistics

31/3/17, Friday
All available branches are selected
All available ticket buttons are selected
All available categories are selected
All available workstations are selected
All available ticket printers are selected
All available user login codes are selected
All available matter codes are selected

Summary

Tickets Taken	173
Customers Served	135
No Shows	38
No Shows %	21.97

Summary per Category

No. & Name of Category		No. of Cus	No Shows
1	Represented - Family Cou	28	0
2	Unrepresented - Family C	27	0
4	Expedite - Family Court	1	0
5	Info Desk - Family Court	0	30
10	General - Small Claims C	79	0
12	Info Desk - Small Claims	0	8

TSCC → 87

Cha, Sarah (MAG)

From: Gierejkiewicz, Kasia (MAG)
Sent: September-08-17 4:17 PM
To: Gierejkiewicz, Kasia (MAG)
Subject: Revised Automatic Data Collection Tracking Package
Attachments: Wait Time Tracking - Instructions-Supervisors (Sept 2017).docx

1. **Revised Automated Collection Tracking Package:**
   - ✓ Instructions for Supervisors
     - New: with added instruction on how to complete the survey

https://www.surveymonkey.com/r/WaitTimeTracking

Kasia Gierejkiewicz
Workforce and Strategic Planning Unit
(416) 212-7579

A0064982_126-000337

Wait Time Tracking

Instructions for Supervisors

The following instructions will enable the division to gather wait time data for the OPS Common Service Standards. This data will be requested once per quarter.

Please find the Quarterly Wait Time Tracking Form and Wait Time Tracking Slips attached. The tracking form outlines instructions for completion.

In order to meet the reporting requirements, the supervisors are required to do the following:

For Wait Time Tracking

STEP 1: **Select sample week.** Working with the regional Manager of Business Support, the Supervisor must select **one week each quarter** to conduct the wait time sample at their court location.

STEP 2: Supervisor should **assign a court employee** (CSR, Administrative Assistant, etc.) to be responsible for distributing the *Wait Time Tracking Slips* at designated times.

STEP 3: **Provide staff with instruction sheet** to track wait times and **brief staff on their responsibilities.**

STEP 4: **Collect *Wait Time Tracking Slips* from staff at end of each sample day.** Staff should be instructed to return these slips to you or a designated person at the end of the sample day or at the end of their shift.

STEP 5: **Record wait time data** on the *Quarterly Wait Time Tracking Form* at end of each sample day. Four (4) wait time samples must be taken on each sample day. If your site has separate counters for the different business lines, each business line must collect four (4) wait time samples per day, excluding Criminal. Please read staff instructions to become familiar with the wait time sampling process.

STEP 6: **Return the completed form to your regional Manager of Business Support via email.**

For Estimation of Total Number of Walk-in Clients Served in a Day

STEP 1: **Instruct ALL CSRs or counter staff at your location to maintain a tally of clients** that they served each day during the sample period (i.e. the same five consecutive business days that were selected for the wait time sampling).

STEP 2: Instruct these staff to provide you with the total number of clients they served in-person each sample day (or throughout their shift).

STEP 3: **Record the total number of clients served** at the end of each sample day during the sample period on the *Quarterly Wait Time Tracking Form.*

STEP 4: **Return the completed form to your regional Manager of Business Support via email.**

***IMPORTANT NOTE*:** You may want to hold a staff meeting to brief all staff on the wait time auditing and estimation of walk-in clients. **Staff should be aware that these audits are being conducted in compliance with the Treasury Board Secretariat's reporting requirements for the OPS Common Service Standards as well as CSD's internal performance measure for wait times.**

! OTHER IMPORTANT INFORMATION!

- The wait time sample will run for five (5) consecutive business days.
- Each day, over the five-day period, a selected staff member (e.g. CSR, Administrative Assistant, etc.) will conduct the wait time sampling for clients. They will use the *Wait Time Tracking Slip.*
- A minimum **of four (4) wait time samples will be taken each sample day, over the five (5) day sample period (i.e. 20 samples).**
- Suggested start times for wait time sampling are: approximately **9:30 am, 11:30 am, 1:30 pm and 3:30 pm.**
- The designated staff member should record the time that the individual started waiting in line as the "start time."
- If clients in your location experience no wait time (i.e. they do not wait in a line up and can be served immediately), please record the same start time and end time on the wait time tracking slip.
- If there are no clients at the suggested start times, staff should be instructed to wait up to 15 minutes to hand out a slip. If there are no clients in line after waiting 15 minutes to

hand out a wait time tracking slip, staff should record "No clients available" on the wait time tracking slip. Mark an X beside the corresponding wait time on the *Quarterly Wait Time Tracking Form*.

- Wait time tracking is for clients in all business lines, excluding criminal. Slips can be handed out to clients with either single or multiple filings.
- The designated staff member should follow the instructions and suggested script that has been provided on the staff instruction sheet.
- All CSRs will be required to record the end time on the *Wait Time Tracking Slip* should they receive one from a client who approaches their service counter to receive service. The end time should be recorded by the counter staff as the approximate time the client reached the counter to be served.
- The CSR should return the *Wait Time Tracking Slip* to their Supervisor who will record the wait times on the *Quarterly Wait Time Tracking Form.*
- Wait time tracking will be repeated for five consecutive business days (i.e. a total of 20 wait times will be recorded) over the sample period.
- If the court location has separate counters for Civil, SCC, or Family, separate tracking forms must be completed (e.g. if a court location has a Civil counter(s) and a Family counter(s), the location completes two forms, or takes 40 wait time samples in total over the five day period). The excel sheet has separate tabs to enable courts to use one tracking sheet for all business lines.
- The supervisor in charge of recording the wait times on the *Quarterly Wait Time Tracking Form* is required to **return the populated sheet to his/her regional Manager of Business Support as soon as possible via email.**

Wait Time Tracking
Instructions for Supervisors

The following instructions will enable the division to gather wait time data for the OPS Common Service Standards. This data will be requested once per quarter.

Reporting Period	Due Dates	What do I submit?
Q1 2017-18 (April 1 to June 30, 2017)	*Data was not requested and reporting period has passed.*	✓ For manual sites, submit individual wait time tracking sheets (verify that the correct version of sheet is being used and filled in properly) ✓ For automated sites, please submit a copy of the data extract from Qmatic or other system ✓ Complete 5 minute surveymonkey with data from the Quarterly Wait Time Tracking (for manual), or data from the automated reports (for automated sites).
Q2 2017-18 (July 1 to September 30, 2017)	October 6, 2017	
Q3 2017-18 (October 1 to December 31, 2017)	January 12, 2018	
Q4 2017-18 (January 1 to March 31, 2018)	April 6, 2018	

For manual tracking - Please read 'A', 'B' and 'C'. The Quarterly Wait Time Tracking Form and Wait Time Tracking Slips are attached to the email. The tracking form outlines instructions for completion. **Please enter the data that you collect into surveymonkey.** Link and instructions are found below.

For automated tracking – Please skip to 'C'. Using your automated reports, enter the data onto surveymonkey. Link and instructions are found below.

In order to meet the reporting requirements, the supervisors are required to do the following:

A) For Wait Time (manual) Tracking

STEP 1: **Select sample week.** Working with the regional Manager of Business Support, the Supervisor must select **one week each quarter** to conduct the wait time sample at their court location.

STEP 2: Supervisor should **assign a court employee** (CSR, Administrative Assistant, etc.) to be responsible for distributing the *Wait Time Tracking Slips* at designated times.

STEP 3: **Provide staff with instruction sheet** to track wait times and **brief staff on their responsibilities.**

STEP 4: **Collect *Wait Time Tracking Slips* from staff at end of each sample day.** Staff should be instructed to return these slips to you or a designated person at the end of the sample day or at the end of their shift.

STEP 5: **Record wait time data** on the *Quarterly Wait Time Tracking Form* at end of each sample day. Four (4) wait time samples must be taken on each sample day. If your site has separate counters for the different business lines, each business line must collect four (4) wait time samples per day, excluding Criminal. Please read staff instructions to become familiar with the wait time sampling process.

STEP 6: **Forward the collected Wait Time Tracking Slips via email to, Kasia Gierejkiewicz, and if required, to his/her regional Manager of Business Support, based on regional process.**

B) For (manual) Estimation of Total Number of Walk-in Clients Served in a Day

STEP 1: **Instruct ALL CSRs or counter staff at your location to maintain a tally of clients** that they served each day during the sample period (i.e. the same five consecutive business days that were selected for the wait time sampling).

STEP 2: Instruct these staff to provide you with the total number of clients they served in-person each sample day (or throughout their shift).

STEP 3: **Record the total number of clients served** at the end of each sample day during the sample period on the *Quarterly Wait Time Tracking Form*.

STEP 4: **Forward the completed form via email to Kasia Gierejkiewicz, and if required, to his/her regional Manager of Business Support, based on regional process.**

C) Rolling-up (manual and automated) data into SurveyMonkey

STEP 1: **Click on the survey link:** https://www.surveymonkey.com/r/WaitTimeTracking

STEP 2: **Using the data collected onto the *manual* 'wait time tracking form', or data from the *automated* reports, complete and submit one survey (13 questions) for each business line. This should take approximately 5 minutes.**

Note: If you have combined business line counters, e.g. Civil and OCJ Family, you only need to complete one survey for the combined business lines. If you have separate counters for your business lines, you must complete the survey for each separate business line.

***IMPORTANT NOTE*:** You may want to hold a staff meeting to brief all staff on the wait time auditing and estimation of walk-in clients. **Staff should be aware that these audits are being conducted in compliance with the Treasury Board Secretariat's reporting requirements for the OPS Common Service Standards as well as CSD's internal performance measure for wait times.**

!OTHER IMPORTANT INFORMATION for MANUAL TRACKING!

- The wait time sample will run for five (5) consecutive business days.
- Each day, over the five-day period, a selected staff member (e.g. CSR, Administrative Assistant, etc.) will conduct the wait time sampling for clients. They will use the *Wait Time Tracking Slip.*
- A minimum **of four (4) wait time samples will be taken each sample day, over the five (5) day sample period (i.e. 20 samples).**
- Suggested start times for wait time sampling are: approximately **9:30 am, 11:30 am, 1:30 pm and 3:30 pm**.
- The designated staff member should record the time that the individual started waiting in line as the "start time."
- If clients in your location experience no wait time (i.e. they do not wait in a line up and can be served immediately), please record the same start time and end time on the wait time tracking slip.
- If there are no clients at the suggested start times, staff should be instructed to wait up to 15 minutes to hand out a slip. If there are no clients in line after waiting 15 minutes to hand out a wait time tracking slip, staff should record "No clients available" on the wait time tracking slip. Mark an X beside the corresponding wait time on the *Quarterly Wait Time Tracking Form.*
- Wait time tracking is for clients in all business lines, excluding criminal. Slips can be handed out to clients with either single or multiple filings.
- The designated staff member should follow the instructions and suggested script that has been provided on the staff instruction sheet.
- All CSRs will be required to record the end time on the *Wait Time Tracking Slip* should they receive one from a client who approaches their service counter to receive service. The end time should be recorded by the counter staff as the approximate time the client reached the counter to be served.

- The CSR should return the *Wait Time Tracking Slip* to their Supervisor who will record the wait times on the *Quarterly Wait Time Tracking Form.*

- Wait time tracking will be repeated for five consecutive business days (i.e. a total of 20 wait times will be recorded) over the sample period.

- If the court location has separate counters for Civil, SCC, or Family, separate tracking forms must be completed. If a court location has a Civil counter(s) and a Family counter(s), the location completes two forms, or takes 40 wait time samples in total over the five day period. The excel sheet has separate tabs to enable courts to use one tracking sheet for each counter business line.

- The supervisor in charge of recording the wait times on the *Quarterly Wait Time Tracking Form* is required to forward via email the **populated form along with the client Wait Time Tracking slips (manual) or automated reports (automated) to, Kasia Gierejkiewicz, and if required, to his/her regional Manager of Business Support, based on regional process, as soon as possible.**

Helping to Serve You Better!

Wait Time Tracking Slip

Thank you for your assistance. Please return this postcard to the Client Services Representative once you have reached the service counter.

This section is to be completed by Court Services employees only:

Date:	Business Line:
Start Time:	End Time:

Court Services Division
Ministry of the Attorney General

Ontario

Helping to Serve You Better!

Wait Time Tracking Slip

Thank you for your assistance. Please return this postcard to the Client Services Representative once you have reached the service counter.

This section is to be completed by Court Services employees only:

Date:	Business Line:
Start Time:	End Time:

Court Services Division
Ministry of the Attorney General

Ontario

A0064982_134-000345

À votre service!

Suivi du temps d'attente

Merci de nous aider. Veuillez remettre le présent feuillet au préposé aux services à la clientèle qui vous répondra au comptoir.

À l'usage du personnel de la Division des services aux tribunaux seulement

Date :	Service:
Début :	Fin :

Division des services aux tribunaux
Ministère du Procureur général

Ontario

À votre service!

Suivi du temps d'attente

Merci de nous aider. Veuillez remettre le présent feuillet au préposé aux services à la clientèle qui vous répondra au comptoir.

À l'usage du personnel de la Division des services aux tribunaux seulement

Date :	Service:
Début :	Fin :

Division des services aux tribunaux
Ministère du Procureur général

Ontario

Cha, Sarah (MAG)

From: Mignardi, Susan (MAG)
Sent: April-03-17 1:19 PM
To: Pagliaroli, Catherine (MAG); Caon, Danny (MAG); Latina, Maria (MAG)
Cc: Flint, Paige (MAG); Simion, Monica (MAG)
Subject: RE: Family OCJ - Q4 Wait Time Tracking 2016-2017
Attachments: Copy of Quarterly wait time tracking form-FINAL week of March 27 to 31 2017.xlsx; Family OCJ wait time for week of Mar 27 to 31 2017.pdf

Hi Danny and Maria,

Attached are the Q4 (March 27-31/17) wait time tracking reports for Family OCJ (47 Sheppard). The Qmatic reports corresponding to the same time period are also attached.

Please let me know if anything further is needed.

Susan Mignardi
Supervisor, Court Operations
Ontario Court of Justice – Family
47 Sheppard Avenue East
Toronto, Ontario M2N 5N1

T: 416.326.3033
Susan.Mignardi@ontario.ca

From: Pagliaroli, Catherine (MAG)
Sent: April-03-17 11:53 AM
To: Caon, Danny (MAG); Latina, Maria (MAG)
Cc: Flint, Paige (MAG); Simion, Monica (MAG); Mignardi, Susan (MAG)
Subject: TSCC - Q4 Wait Time Tracking 2016-2017
Importance: High

Hi Danny and Maria,

Please find attached Q4 wait time tracking for Toronto Small Claims Court which was conducted for 5 consecutive days commencing March 27, 2017. Qmatic reports for this time period are also attached.

Please let me know if you require anything further.

Thank you,

Catherine

Catherine Pagliaroli
Manager, Toronto Small Claims Court
47 Sheppard Avenue East, 3rd Floor

Toronto ON M2N 5N1

☎ 416-326-4691 | 🖷 416-326-3570



Please consider the environment before printing this e-mail.

Weekly Waiting Time

Branch Office

Name: Local server
Street:
City:
Phone:

Menu Settings

This Report Printed:	3/4/17
at:	10:28
From:	08:00
To:	17:00
Period:	0:30:00
Interval:	0:02:00
No Shows:	0:00:20

Included in Statistics

27/3/17, Monday - 31/3/17, Friday
All available branches are selected
All available ticket buttons are selected
All available categories are selected
All available workstations are selected
All available ticket printers are selected
All available user login codes are selected
All available matter codes are selected

Summary

Tickets Taken	1008
Customers Served	739
No Shows	267
No Shows %	26.55

Summary per Category

No. & Name of Category		No. of Cus	No Shows
1	Represented - Family Cor	186	0
2	Unrepresented - Family C	153	3
4	Expedite - Family Court	5	1
5	Info Desk - Family Court	12	209
10	General - Small Claims C	396	0
11	Expedite - Small Claims (	2	0
12	Info Desk - Small Claims	5	54

Mar 27-31/17 Family Clients Served 336

Daily Transaction Time

Branch Office

Name: Local server
Street:
City:
Phone:

Menu Settings

This Report Printed:	3/4/17
at:	10:31
From:	08:00
To:	22:00
Period:	0:30:00
Interval:	0:02:00
No Shows:	0:00:20

Included in Statistics

27/3/17, Monday
All available branches are selected
All available ticket buttons are selected
All available categories are selected
All available workstations are selected
All available ticket printers are selected
All available user login codes are selected
All available matter codes are selected

Summary

Tickets Taken	224
Customers Served	163
No Shows	61
No Shows %	27.24

Summary per Category

No. & Name of Category		No. of Cus	No Shows
1	Represented - Family Cou	30	0
2	Unrepresented - Family C	41	0
4	Expedite - Family Court	2	0
5	Info Desk - Family Court	1	59
10	General - Small Claims C	87	0
11	Expedite - Small Claims C	1	0
12	Info Desk - Small Claims	1	2

Mar 27/17
Family OCJ 7#

Daily Transaction Time

Branch Office

Name: Local server
Street:
City:
Phone:

Menu Settings

This Report Printed:	3/4/17
at:	10:32
From:	08:00
To:	22:00
Period:	0:30:00
Interval:	0:02:00
No Shows:	0:00:20

Included In Statistics

28/3/17, Tuesday
All available branches are selected
All available ticket buttons are selected
All available categories are selected
All available workstations are selected
All available ticket printers are selected
All available user login codes are selected
All available matter codes are selected

Summary

Tickets Taken	194
Customers Served	141
No Shows	53
No Shows %	27.32

Summary per Category

No. & Name of Category		No. of Cus	No Shows
1	Represented - Family Cot	42	0
2	Unrepresented - Family C	26	2
4	Expedite - Family Court	1	0
5	Info Desk - Family Court	1	35
10	General - Small Claims C	71	0
12	Info Desk - Small Claims	0	16

Mar 28/17
Family OCJ 70

Daily Transaction Time

Branch Office

Name: Local server
Street:
City:
Phone:

Menu Settings

This Report Printed:	3/4/17
at:	10:33
From:	08:00
To:	22:00
Period:	0:30:00
Interval:	0:02:00
No Shows:	0:00:20

Included in Statistics

29/3/17, Wednesday
All available branches are selected
All available ticket buttons are selected
All available categories are selected
All available workstations are selected
All available ticket printers are selected
All available user login codes are selected
All available matter codes are selected

Summary

Tickets Taken	190
Customers Served	155
No Shows	35
No Shows %	18.43

Summary per Category

No. & Name of Category		No. of Cus	No Shows
1	Represented - Family Cot	30	0
2	Unrepresented - Family C	32	1
4	Expedite - Family Court	1	1
5	Info Desk - Family Court	7	20
10	General - Small Claims C	83	0
11	Expedite - Small Claims (	1	0
12	Info Desk - Small Claims	1	13

March 29/17
family OCJ 70

A0064982_141-000352

Daily Transaction Time

Branch Office

Name: Local server
Street:
City:
Phone:

Menu Settings

This Report Printed:	3/4/17
at:	10:33
From:	08:00
To:	22:00
Period:	0:30:00
Interval:	0:02:00
No Shows:	0:00:20

Included In Statistics

30/3/17, Thursday
All available branches are selected
All available ticket buttons are selected
All available categories are selected
All available workstations are selected
All available ticket printers are selected
All available user login codes are selected
All available matter codes are selected

Summary

Tickets Taken	226
Customers Served	145
No Shows	81
No Shows %	35.85

Summary per Category

No. & Name of Category		No. of Cus	No Shows
1	Represented - Family Cou	36	0
2	Unrepresented - Family C	27	0
5	Info Desk - Family Court	3	65
10	General - Small Claims C	76	1
12	Info Desk - Small Claims	3	15

March 30/17
Family ocJ 66

Daily Transaction Time

Branch Office

Name: Local server
Street:
City:
Phone:

Menu Settings

This Report Printed:	3/4/17
at:	10:34
From:	08:00
To:	22:00
Period:	0:30:00
Interval:	0:02:00
No Shows:	0:00:20

Included In Statistics

31/3/17, Friday
All available branches are selected
All available ticket buttons are selected
All available categories are selected
All available workstations are selected
All available ticket printers are selected
All available user login codes are selected
All available matter codes are selected

Summary

Tickets Taken	173
Customers Served	135
No Shows	38
No Shows %	21.97

Summary per Category

No. & Name of Category		No. of Cus	No Shows
1	Represented - Family Cou	28	0
2	Unrepresented - Family C	27	0
4	Expedite - Family Court	1	0
5	Info Desk - Family Court	0	30
10	General - Small Claims C	79	0
12	Info Desk - Small Claims	0	8

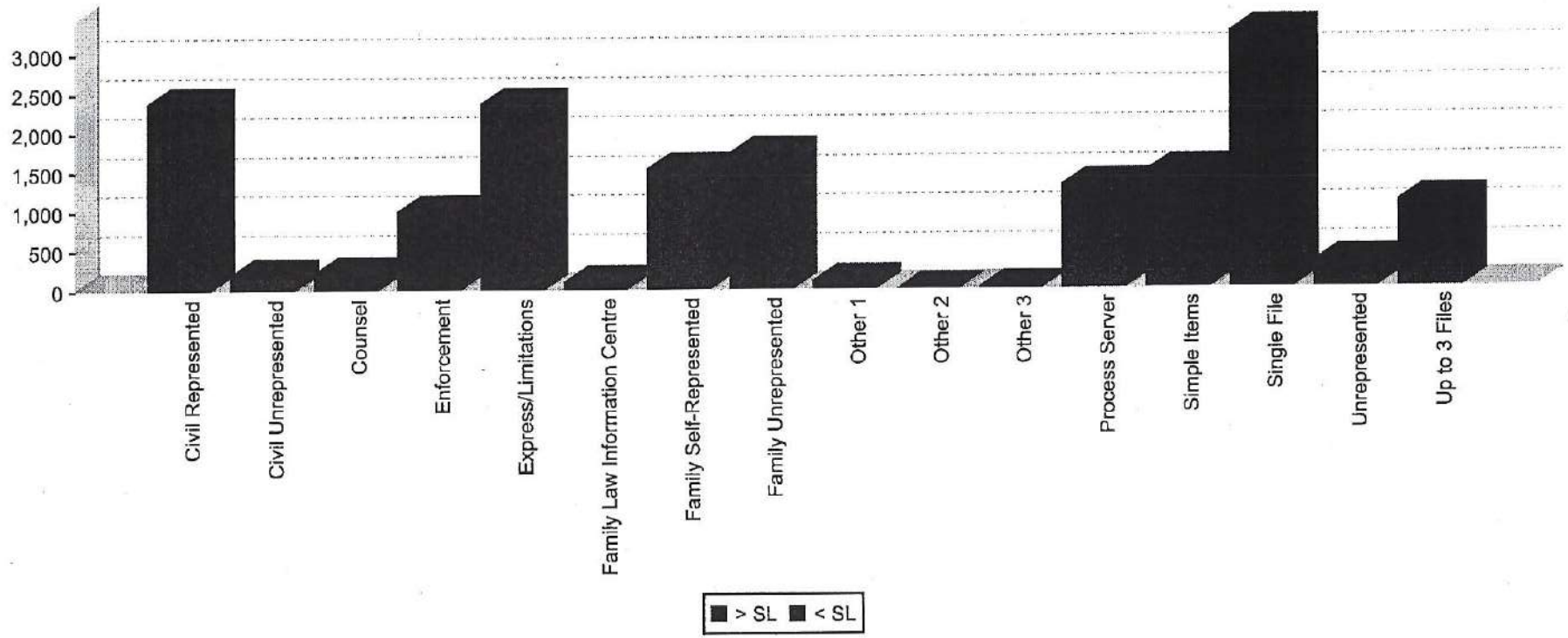
March 31/17
Family OCJ 56

A0064982_143-000354

Service summary

Report date / time 01/09/2017 16:45:18
Created by Pauline Labelle
Number of days with statistics 61

	Customer transactions					Transaction time			Waiting time				
Service	Arrived	Served	%	No Shows	%	Workload	Average	Max	< SL	> SL	%	Average	Max
Civil Represented	2,552	2,387	93.5 %	165	6.5 %	731:15:28	0:18:22	1:19:56	455	1932	80.9 %	1:09:44	3:39:20
Civil Unrepresented	225	206	91.6 %	19	8.4 %	59:22:10	0:17:17	1:14:38	23	183	88.8 %	1:20:44	3:28:54
Counsel	262	226	86.3 %	36	13.7 %	65:50:56	0:17:28	1:19:46	86	140	61.9 %	0:34:09	2:20:26
Enforcement	1,055	1,011	95.8 %	44	4.2 %	130:57:26	0:07:46	0:42:28	989	22	2.2 %	0:04:51	0:38:58
Express/Limitations	2,506	2,372	94.7 %	134	5.3 %	321:41:00	0:08:08	1:20:00	1072	1300	54.8 %	0:29:34	2:33:46
Family Law	137	104	75.9 %	33	24.1 %	33:11:04	0:19:08	1:19:20	103	1	1.0 %	0:00:12	0:21:50
Family Self-	1,695	1,542	91.0 %	153	9.0 %	507:11:16	0:19:44	1:19:58	326	1216	78.9 %	1:01:22	3:42:06
Family Unrepresented	1,895	1,741	91.9 %	154	8.1 %	730:35:08	0:25:10	1:19:58	259	1482	85.1 %	1:14:10	4:09:18
Other 1	177	114	64.4 %	63	35.6 %	74:06:46	0:39:00	1:20:00	114	0	0.0 %	0:00:00	0:00:00
Other 2	3	2	66.7 %	1	33.3 %	0:37:24	0:18:42	0:30:54	2	0	0.0 %	0:00:00	0:00:00
Other 3	23	20	87.0 %	3	13.0 %	13:35:30	0:40:46	1:19:42	20	0	0.0 %	0:00:00	0:00:00
Process Server	1,471	1,324	90.0 %	147	10.0 %	467:19:26	0:21:10	1:19:56	435	889	67.1 %	0:40:10	3:02:28
Simple Items	1,615	1,494	92.5 %	121	7.5 %	359:35:18	0:14:26	1:19:58	550	944	63.2 %	0:36:33	2:53:18
Single File	3,369	3,267	97.0 %	102	3.0 %	628:15:36	0:11:32	1:20:00	2476	791	24.2 %	0:14:03	1:21:24
Unrepresented	361	339	93.9 %	22	6.1 %	165:40:50	0:29:19	1:19:58	151	188	55.5 %	0:33:29	2:37:44
Up to 3 Files	1,131	1,099	97.2 %	32	2.8 %	357:54:46	0:19:32	1:19:52	806	293	26.7 %	0:14:22	1:05:44
Total	**18,477**	**17,248**	**93.3 %**	**1229**	**6.7 %**	**4647:10:04**			**7867**	**9381**	**54.4 %**		
Max	**3,369**	**3,267**		**165**		**731:15:28**	**0:40:46**	**1:20:00**	**2476**	**1932**		**1:20:44**	**4:09:18**


3,000
2,500
2,000
1,500
1,000
500
0
Civil Represented
Civil Unrepresented
Counsel
Enforcement
Express/Limitations
Family Law Information Centre
Family Self-Represented
Family Unrepresented
Other 1
Other 2
Other 3
Process Server
Simple Items
Single File
Unrepresented
Up to 3 Files
> SL
< SL

Report settings

Selected date intervals

10/01/2016 - 12/31/2016

Weekdays

Monday, Tuesday, Wednesday, Thursday, Friday, Saturday, Sunday

Service

Civil Represented
Civil Unrepresented
Counsel
Enforcement
Express/Limitations
Family Law Information Centre
Family Self-Represented
Family Unrepresented
Other 1
Other 2
Other 3
Process Server
Simple Items
Single File
Unrepresented
Up to 3 Files

Queue

Brampton
- Civil Represented
- Civil Unrepresented
- Enforcement
- Family
- Other
- SCJ Express/limitations
- SCJ Family Rep
- SCJ Family Self Rep
- Small Claims Court

Branch

All available

Workstation

All available

Staff Member

All available

Priority

All available

Printer

All available

Calculation settings

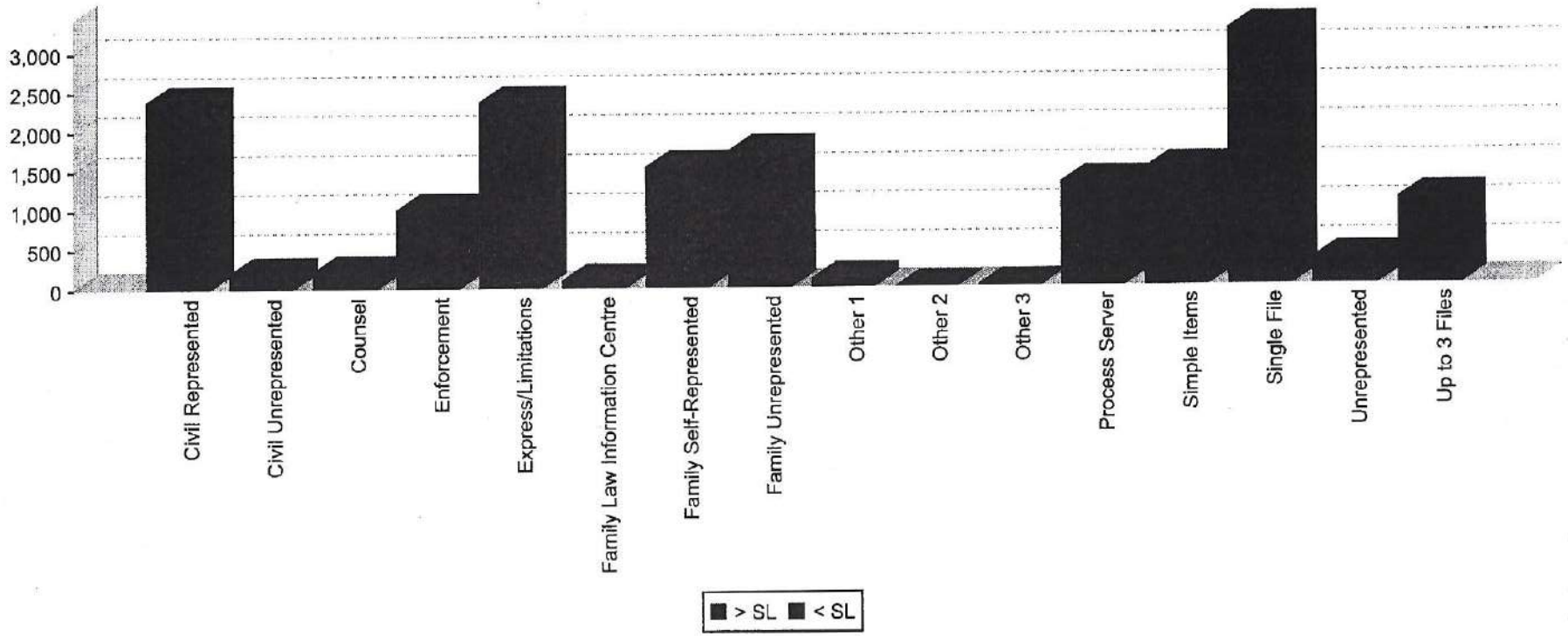
No Show Time	00:00:20
Service level waiting time	00:20:00

Service summary

Report date / time 01/09/2017 13:43:22
Created by Pauline Labelle
Number of days with statistics 61

	Customer transactions					Transaction time			Waiting time				
Service	Arrived	Served	%	No Shows	%	Workload	Average	Max	< SL	> SL	%	Average	Max
Civil Represented	2,552	2,387	93.5 %	165	6.5 %	731:15:28	0:18:22	1:19:56	634	1753	73.4 %	1:09:44	3:39:20
Civil Unrepresented	225	206	91.6 %	19	8.4 %	59:22:10	0:17:17	1:14:38	34	172	83.5 %	1:20:44	3:28:54
Counsel	262	226	86.3 %	36	13.7 %	65:50:56	0:17:28	1:19:46	121	105	46.5 %	0:34:09	2:20:26
Enforcement	1,055	1,011	95.8 %	44	4.2 %	130:57:26	0:07:46	0:42:28	1006	5	0.5 %	0:04:51	0:38:58
Express/Limitations	2,506	2,372	94.7 %	134	5.3 %	321:41:00	0:08:08	1:20:00	1478	894	37.7 %	0:29:34	2:33:46
Family Law	137	104	75.9 %	33	24.1 %	33:11:04	0:19:08	1:19:20	104	0	0.0 %	0:00:12	0:21:50
Family Self-	1,695	1,542	91.0 %	153	9.0 %	507:11:16	0:19:44	1:19:58	495	1047	67.9 %	1:01:22	3:42:06
Family Unrepresented	1,895	1,741	91.9 %	154	8.1 %	730:35:08	0:25:10	1:19:58	392	1349	77.5 %	1:14:10	4:09:18
Other 1	177	114	64.4 %	63	35.6 %	74:06:46	0:39:00	1:20:00	114	0	0.0 %	0:00:00	0:00:00
Other 2	3	2	66.7 %	1	33.3 %	0:37:24	0:18:42	0:30:54	2	0	0.0 %	0:00:00	0:00:00
Other 3	23	20	87.0 %	3	13.0 %	13:35:30	0:40:46	1:19:42	20	0	0.0 %	0:00:00	0:00:00
Process Server	1,471	1,324	90.0 %	147	10.0 %	467:19:26	0:21:10	1:19:56	602	722	54.5 %	0:40:10	3:02:28
Simple Items	1,615	1,494	92.5 %	121	7.5 %	359:35:18	0:14:26	1:19:58	742	752	50.3 %	0:36:33	2:53:18
Single File	3,369	3,267	97.0 %	102	3.0 %	628:15:36	0:11:32	1:20:00	2911	356	10.9 %	0:14:03	1:21:24
Unrepresented	361	339	93.9 %	22	6.1 %	165:40:50	0:29:19	1:19:58	183	156	46.0 %	0:33:29	2:37:44
Up to 3 Files	1,131	1,099	97.2 %	32	2.8 %	357:54:46	0:19:32	1:19:52	980	119	10.8 %	0:14:22	1:05:44
Total	**18,477**	**17,248**	**93.3 %**	**1229**	**6.7 %**	**4647:10:04**			**9818**	**7430**	**43.1 %**		
Max	**3,369**	**3,267**		**165**		**731:15:28**	**0:40:46**	**1:20:00**	**2911**	**1753**		**1:20:44**	**4:09:18**

A0064982_148-000359


3,000
2,500
2,000
1,500
1,000
500
0
Civil Represented
Civil Unrepresented
Counsel
Enforcement
Express/Limitations
Family Law Information Centre
Family Self-Represented
Family Unrepresented
Other 1
Other 2
Other 3
Process Server
Simple Items
Single File
Unrepresented
Up to 3 Files
> SL
< SL

Report settings

Selected date intervals

10/01/2016 - 12/31/2016

Weekdays

Monday, Tuesday, Wednesday, Thursday, Friday, Saturday, Sunday

Service

Civil Represented
Civil Unrepresented
Counsel
Enforcement
Express/Limitations
Family Law Information Centre
Family Self-Represented
Family Unrepresented
Other 1
Other 2
Other 3
Process Server
Simple Items
Single File
Unrepresented
Up to 3 Files

Queue

Brampton
- Civil Represented
- Civil Unrepresented
- Enforcement
- Family
- Other
- SCJ Express/limitations
- SCJ Family Rep
- SCJ Family Self Rep
- Small Claims Court

Branch

All available

Workstation

All available

Staff Member

All available

Priority

All available

Printer

All available

Calculation settings

No Show Time	00:00:20
Service level waiting time	00:30:00

A0064982_150-000361

A0064982_151-000362

Ottawa Q3 2016-17 Wait Times

Civil	Total Clients	Avg Wait Time	Total Wait Time	Client Served in 20 mins or less	Clients Served in 30 mins or less
Oct	1631	0:12:49	348:23:59	1266	1514
Nov	1721	0:17:17	495:44:37	1105	1418
Dec	1399	0:18:40	435:14:40	869	1140
Q3	**4751**	**0:16:09**	**1279:23:16**	**3240**	**4072**

Family	Total Clients	Avg Wait Time	Total Wait Time	Client Served in 20 mins or less	Clients Served in 30 mins or less
Oct	2072	0:22:37	781:01:44	1147	1490
Nov	2230	0:29:51	1109:25:30	875	1225
Dec	1804	0:20:03	602:50:12	1051	1382
Q3	**6106**	**0:24:30**	**2493:17:26**	**3073**	**4097**

SCC	Total Clients	Avg Wait Time	Total Wait Time	Client Served in 20 mins or less	Clients Served in 30 mins or less
Oct	1346	0:10:53	244:08:58	1129	1288
Nov	1304	0:19:58	433:56:32	709	990
Dec	1029	0:12:10	208:39:30	790	962
Q3	**3679**	**0:14:28**	**886:45:00**	**2628**	**3240**

Ottawa Q4 2016-17 Wait Times

Civil	Total Clients	Avg Wait Time	Total Wait Time	Client Served in 20 mins or less	Clients Served in 30 mins or less
Jan	1641	0:16:11	442:36:51	1088	1436
Feb	1443	0:21:31	517:28:33	824	1053
Mar	1722	0:20:40	593:08:00	915	1276
Q4	**4806**	**0:19:23**	**1553:13:24**	**2827**	**3765**

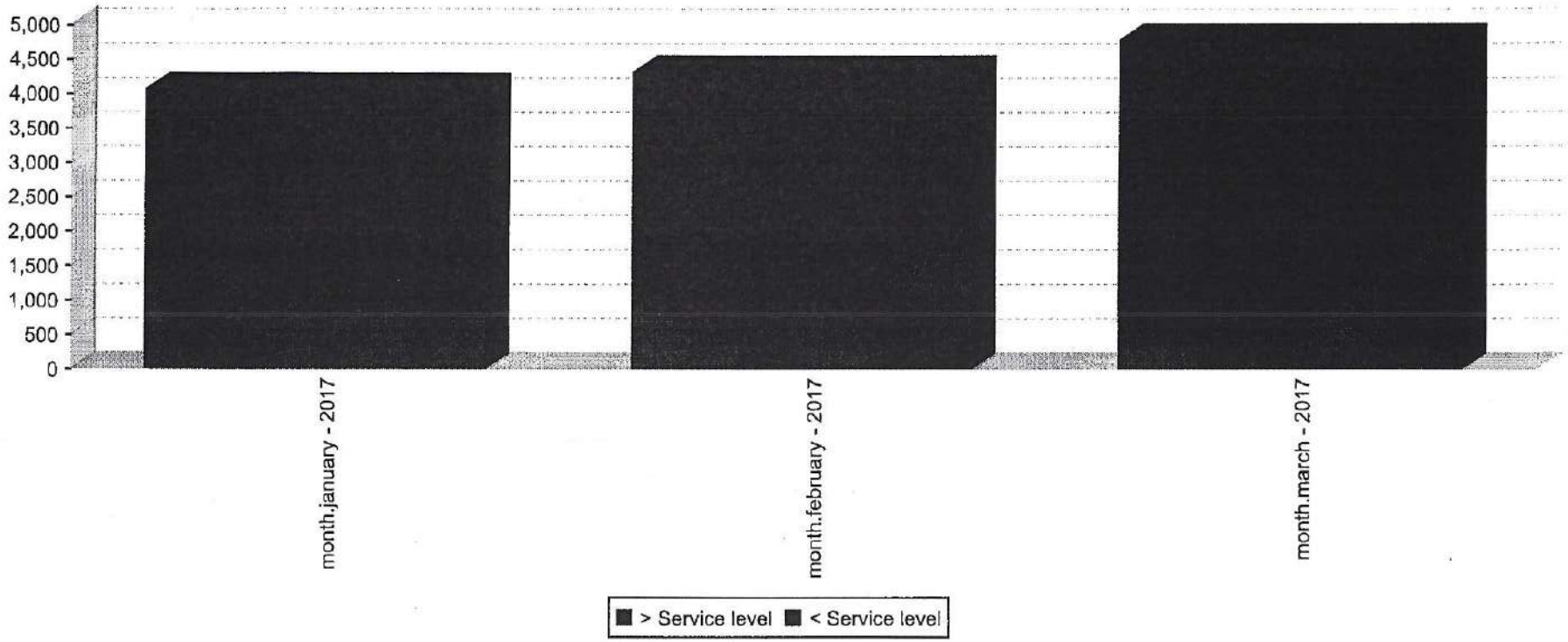
Family	Total Clients	Avg Wait Time	Total Wait Time	Client Served in 20 mins or less	Clients Served in 30 mins or less
Jan	2182	0:22:13	807:56:46	1117	1575
Feb	1915	0:20:12	644:43:00	1047	1484
Mar	2365	0:21:53	862:34:05	1189	1733
Q4	**6462**	**0:21:30**	**2315:13:51**	**3353**	**4792**

SCC	Total Clients	Avg Wait Time	Total Wait Time	Client Served in 20 mins or less	Clients Served in 30 mins or less
Jan	1303	0:13:03	283:24:09	999	1181
Feb	1123	0:14:43	275:26:49	813	992
Mar	1415	0:13:40	322:18:20	1050	1266
Q4	**3841**	**0:13:46**	**881:09:18**	**2862**	**3439**

Overview - per month

Report date / time 03/30/2017 11:58:09
Created by Joseph Doria
Number of days with statistics 61

		Customer transactions					Transaction time			Waiting time			
Month	Stat.days	Arrived	Served	%	No Shows	%	Workload	Average	Max	> SL	%	Average	Max
month.january -	20	4,165	4,073	97.8 %	92	2.2 %	1415:48:48	0:20:51	1:22:44	2,025	49.7 %	0:24:41	1:50:32
month.february -	19	4,409	4,329	98.2 %	80	1.8 %	1572:38:50	0:21:47	1:20:00	1,702	39.3 %	0:19:01	1:21:30
month.march -	22	4,858	4,797	98.7 %	61	1.3 %	1733:38:08	0:21:41	1:20:00	1,965	41.0 %	0:18:38	1:16:08
Total		13,432	13,199	98.3 %	233	1.7 %	4722:05:46			5,692			
Average		4,477	4,399		77		1574:01:55	0:21:27		1,897		0:20:38	
Max		4,858	4,797		92		1733:38:08		1:22:44	2,025			1:50:32


5,000
4,500
4,000
3,500
3,000
2,500
2,000
1,500
1,000
500
0
month.january - 2017
month.february - 2017
month.march - 2017
> Service level
< Service level

Report settings

Selected date intervals

01/02/2017 - 03/30/2017

Excluded dates

01/23/2017

Weekdays

Monday, Tuesday, Wednesday, Thursday, Friday, Saturday, Sunday

Time period

08:00 - 22:00

Service

C-Miscellaneous
C-Miscellaneous/Urgent
C-Motions
C-Process Servers/Counsel
C-Self-Represented Litigant

Queue

All available

Branch

MAG

Workstation

All available

Staff Member

All available

Priority

All available

Printer

All available

Calculation settings

No Show Time	00:02:00
Service level waiting time	00:20:00
Period time	00:15:00

A0064982_159-000370

Cha, Sarah (MAG)

From:	Costa, Rosa (MAG)
Sent:	July-19-17 4:43 PM
To:	Kamalanathan, Sujani (MAG)
Cc:	Sessions, Livia (MAG)
Subject:	2017-18 Q1 Quarterly Wait Time Tracking / Est. Walk-ins / Hours of Operation
Attachments:	Brampton Q1 April 1 to June 30, 2017 20min.pdf; Brampton Q1 April 1 to June 30, 2017 30mins.pdf; Brantford OCJ Q1 Quarterly Wait Time.xlsx; Brantford SCJ Q1 Quarterly Wait Times.xlsx; Burlington Q1 SCC Quarterly Wait Times.xlsx; Cayuga Q1 Quarterly Wait Times.xlsx; Hamilton Q1 Quarterly Wait Times.xlsx; Milton Q1 Family and Civil Quarterly Wait Times.xlsx; Milton Q1 SCC Quarterly Wait Times.xlsx; Orangeville Q1 Quarterly Wait Times.xlsx; Simcoe Q1 Quarterly Wait Times.xlsx; St Catharines Q1 Family SCC Quarterly Wait Times.xlsx; Welland Q1 Family Quarterly Wait Times.xlsx; Welland Q1 SCC&Civil Quarterly Wait Times.xlsx; Central West Q1 - CSD wait time tracking_Regional Roll up-Apr-June-2017.xlsx

Good afternoon Sujani,

Attached is the Q1 Quarterly Wait Time Tracking report for the CWR as well as the supporting documentation from each court location.

Please let me know if any other information is required.

As well, wondering if you will be forwarding the Quarterly Wait Time schedule for 2017-18.

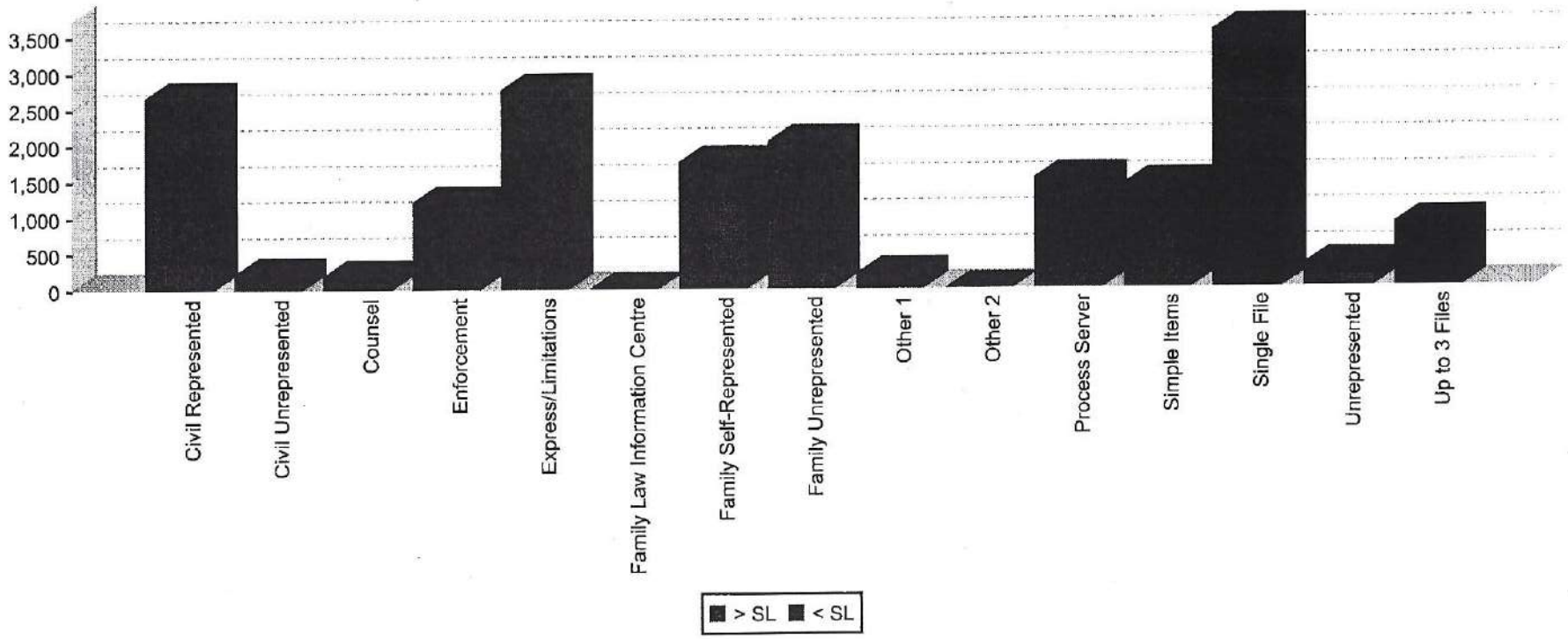
Thanks,
Rosa Costa
A/Business Analyst
Central West Region
Ministry of Attorney General
45 Main Street East
Hamilton, ON L8N 2B7
905-645-5327

Service summary

Report date / time 07/07/2017 09:23:52
Created by Pauline Labelle
Number of days with statistics 62

	Customer transactions					Transaction time			Waiting time				
Service	Arrived	Served	%	No Shows	%	Workload	Average	Max	< SL	> SL	%	Average	Max
Civil Represented	2,816	2,669	94.8 %	147	5.2 %	833:16:46	0:18:43	1:19:58	985	1684	63.1 %	0:53:08	3:13:08
Civil Unrepresented	251	225	89.6 %	26	10.4 %	72:10:06	0:19:14	1:19:58	90	135	60.0 %	0:52:50	2:55:10
Counsel	234	197	84.2 %	37	15.8 %	42:00:50	0:12:47	1:19:34	99	98	49.7 %	0:35:13	2:15:10
Enforcement	1,270	1,216	95.7 %	54	4.3 %	155:45:08	0:07:41	1:19:18	1203	13	1.1 %	0:06:14	0:55:16
Express/Limitations	2,921	2,770	94.8 %	151	5.2 %	380:09:12	0:08:14	1:20:00	1817	953	34.4 %	0:25:54	2:00:50
Family Law	13	11	84.6 %	2	15.4 %	2:57:00	0:16:05	0:33:18	10	1	9.1 %	0:02:44	0:30:14
Family Self-	1,964	1,759	89.6 %	205	10.4 %	508:27:12	0:17:20	1:19:50	545	1214	69.0 %	1:02:04	3:55:10
Family Unrepresented	2,211	2,046	92.5 %	165	7.5 %	754:31:56	0:22:07	1:20:00	393	1653	80.8 %	1:19:58	3:57:18
Other 1	252	211	83.7 %	41	16.3 %	98:04:22	0:27:53	1:19:58	211	0	0.0 %	0:00:00	0:00:00
Other 2	4	0	0.0 %	4	100.0 %			0:00:04	0	0	0.0 %		
Process Server	1,700	1,525	89.7 %	175	10.3 %	367:01:48	0:14:26	1:20:00	728	797	52.3 %	0:35:57	2:33:22
Simple Items	1,706	1,440	84.4 %	266	15.6 %	286:44:38	0:11:56	1:19:56	716	724	50.3 %	0:35:27	2:47:36
Single File	3,672	3,559	96.9 %	113	3.1 %	549:04:30	0:09:15	1:19:58	3510	49	1.4 %	0:07:03	0:48:58
Unrepresented	377	318	84.4 %	59	15.6 %	136:49:42	0:25:49	1:19:50	168	150	47.2 %	0:33:46	2:34:36
Up to 3 Files	906	885	97.7 %	21	2.3 %	228:54:08	0:15:31	1:19:48	874	11	1.2 %	0:07:04	0:42:40
Total	**20,297**	**18,831**	**92.8 %**	**1466**	**7.2 %**	**4415:57:18**			**11349**	**7482**	**39.7 %**		
Max	**3,672**	**3,559**		**266**		**833:16:46**	**0:27:53**	**1:20:00**	**3510**	**1684**		**1:19:58**	**3:57:18**

A0064983_2-000378


3,500
3,000
2,500
2,000
1,500
1,000
500
0
Civil Represented
Civil Unrepresented
Counsel
Enforcement
Express/Limitations
Family Law Information Centre
Family Self-Represented
Family Unrepresented
Other 1
Other 2
Process Server
Simple Items
Single File
Unrepresented
Up to 3 Files
> SL
< SL

Report settings

Selected date intervals

04/01/2017 - 06/30/2017

Weekdays

Monday, Tuesday, Wednesday, Thursday, Friday, Saturday, Sunday

Service

Civil Represented
Civil Unrepresented
Counsel
Enforcement
Express/Limitations
Family Law Information Centre
Family Self-Represented
Family Unrepresented
Other 1
Other 2
Other 3
Process Server
Simple Items
Single File
Unrepresented
Up to 3 Files

Queue

Brampton
- Civil Represented
- Civil Unrepresented
- Enforcement
- Family
- Other
- SCJ Express/limitations
- SCJ Family Rep
- SCJ Family Self Rep
- Small Claims Court

Branch

All available

Workstation

All available

Staff Member

All available

Priority

All available

Printer

All available

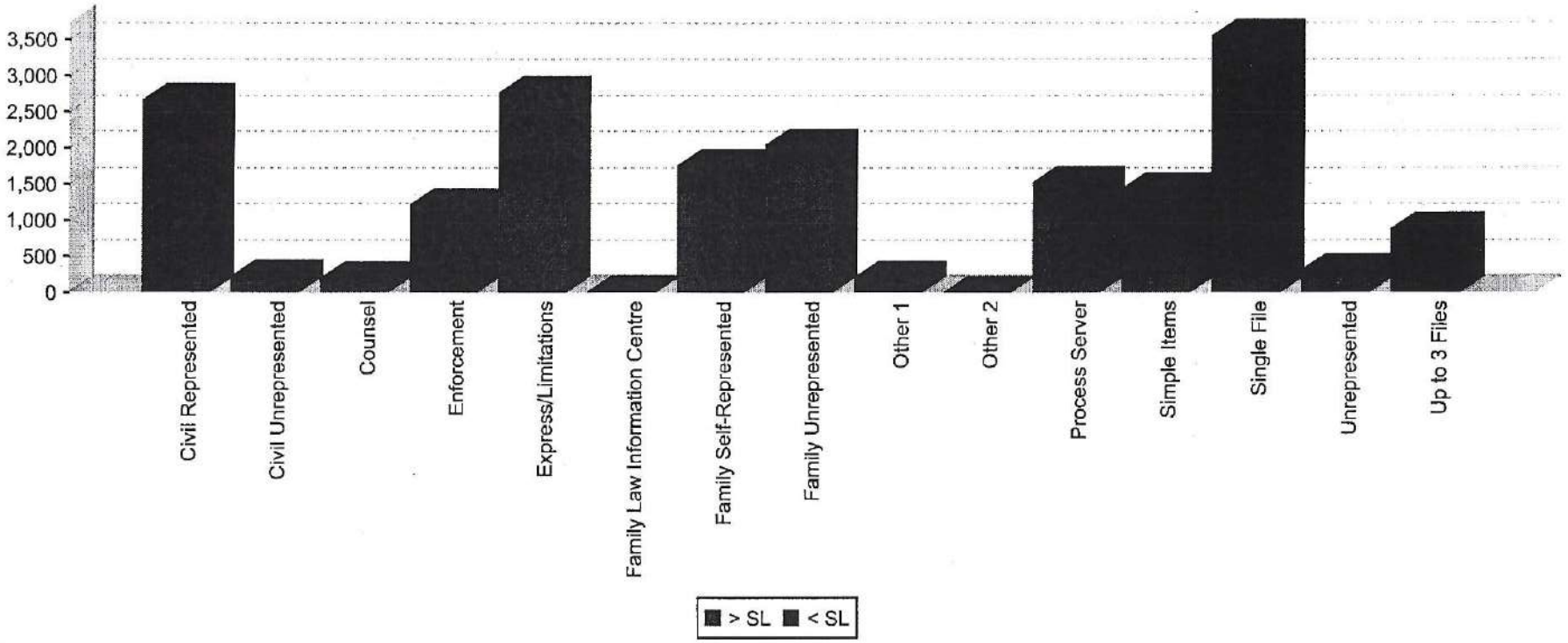
Calculation settings

No Show Time	00:00:20
Service level waiting time	00:30:00

Service summary

Report date / time 07/07/2017 09:26:49
Created by Pauline Labelle
Number of days with statistics 62

	Customer transactions					Transaction time			Waiting time				
Service	Arrived	Served	%	No Shows	%	Workload	Average	Max	< SL	> SL	%	Average	Max
Civil Represented	2,816	2,669	94.8 %	147	5.2 %	833:16:46	0:18:43	1:19:58	747	1922	72.0 %	0:53:08	3:13:08
Civil Unrepresented	251	225	89.6 %	26	10.4 %	72:10:06	0:19:14	1:19:58	68	157	69.8 %	0:52:50	2:55:10
Counsel	234	197	84.2 %	37	15.8 %	42:00:50	0:12:47	1:19:34	64	133	67.5 %	0:35:13	2:15:10
Enforcement	1,270	1,216	95.7 %	54	4.3 %	155:45:08	0:07:41	1:19:18	1161	55	4.5 %	0:06:14	0:55:16
Express/Limitations	2,921	2,770	94.8 %	151	5.2 %	380:09:12	0:08:14	1:20:00	1314	1456	52.6 %	0:25:54	2:00:50
Family Law	13	11	84.6 %	2	15.4 %	2:57:00	0:16:05	0:33:18	10	1	9.1 %	0:02:44	0:30:14
Family Self-	1,964	1,759	89.6 %	205	10.4 %	508:27:12	0:17:20	1:19:50	393	1366	77.7 %	1:02:04	3:55:10
Family Unrepresented	2,211	2,046	92.5 %	165	7.5 %	754:31:56	0:22:07	1:20:00	250	1796	87.8 %	1:19:58	3:57:18
Other 1	252	211	83.7 %	41	16.3 %	98:04:22	0:27:53	1:19:58	211	0	0.0 %	0:00:00	0:00:00
Other 2	4	0	0.0 %	4	100.0 %			0:00:04	0	0	0.0 %		
Process Server	1,700	1,525	89.7 %	175	10.3 %	367:01:48	0:14:26	1:20:00	492	1033	67.7 %	0:35:57	2:33:22
Simple Items	1,706	1,440	84.4 %	266	15.6 %	286:44:38	0:11:56	1:19:56	497	943	65.5 %	0:35:27	2:47:36
Single File	3,672	3,559	96.9 %	113	3.1 %	549:04:30	0:09:15	1:19:58	3338	221	6.2 %	0:07:03	0:48:58
Unrepresented	377	318	84.4 %	59	15.6 %	136:49:42	0:25:49	1:19:50	126	192	60.4 %	0:33:46	2:34:36
Up to 3 Files	906	885	97.7 %	21	2.3 %	228:54:08	0:15:31	1:19:48	841	44	5.0 %	0:07:04	0:42:40
Total	**20,297**	**18,831**	**92.8 %**	**1466**	**7.2 %**	**4415:57:18**			**9512**	**9319**	**49.5 %**		
Max	**3,672**	**3,559**		**266**		**833:16:46**	**0:27:53**	**1:20:00**	**3338**	**1922**		**1:19:58**	**3:57:18**


3,500
3,000
2,500
2,000
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500
0
Civil Represented
Civil Unrepresented
Counsel
Enforcement
Express/Limitations
Family Law Information Centre
Family Self-Represented
Family Unrepresented
Other 1
Other 2
Process Server
Simple Items
Single File
Unrepresented
Up to 3 Files
> SL
< SL

Report settings

Selected date intervals

04/01/2017 - 06/30/2017

Weekdays

Monday, Tuesday, Wednesday, Thursday, Friday, Saturday, Sunday

Service

Civil Represented
Civil Unrepresented
Counsel
Enforcement
Express/Limitations
Family Law Information Centre
Family Self-Represented
Family Unrepresented
Other 1
Other 2
Other 3
Process Server
Simple Items
Single File
Unrepresented
Up to 3 Files

Queue

Brampton
- Civil Represented
- Civil Unrepresented
- Enforcement
- Family
- Other
- SCJ Express/limitations
- SCJ Family Rep
- SCJ Family Self Rep
- Small Claims Court

Branch

All available

Workstation

All available

Staff Member

All available

Priority

All available

Printer

All available

Calculation settings

No Show Time	00:00:20
Service level waiting time	00:20:00

	2016/17 - Q2	2017/18 - Q2
# of clients sampled (manual and auto)	72,529	82,622
Avg wait time	0:13:34	0:21:29
% clients served within 20 min	77%	62%
% clients served within 30 min	84%	73%

* Three Ottawa business lines did not submit wait time data. Waiting for George Chin to provide update if data was collected for Q2?

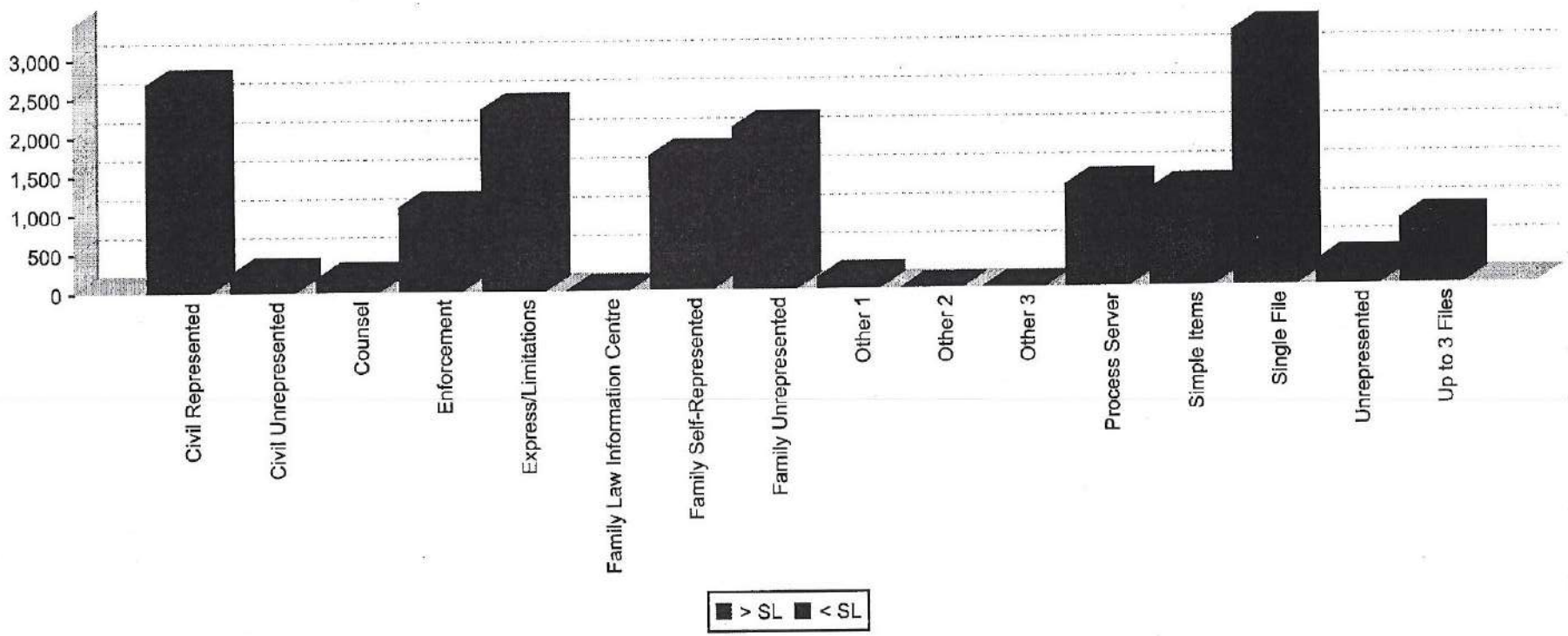
* 393 University wait time data up from last year (Civil 0:19:34/0:33:02 and Family 0:27:00/0:36:10)

* Increase in automated sample size due to some Kitchener sites not collecting Q2 wait time data in 16/17 and London has been added to the automated list of wait time data

Service summary

Report date / time 01/10/2018 11:59:37
Created by Pauline Labelle
Number of days with statistics 61

	Customer transactions					Transaction time			Waiting time				
Service	Arrived	Served	%	No Shows	%	Workload	Average	Max	< SL	> SL	%	Average	Max
Civil Represented	2,841	2,684	94.5 %	157	5.5 %	892:59:14	0:19:57	18:10:06	779	1905	71.0 %	0:48:56	2:38:12
Civil Unrepresented	291	253	86.9 %	38	13.1 %	86:38:20	0:20:32	1:19:58	61	192	75.9 %	0:52:05	3:09:08
Counsel	224	187	83.5 %	37	16.5 %	37:29:28	0:12:01	1:19:50	60	127	67.9 %	0:41:24	2:00:30
Enforcement	1,129	1,094	96.9 %	35	3.1 %	112:51:36	0:06:11	0:54:50	1067	27	2.5 %	0:05:56	1:05:24
Express/Limitations	2,474	2,344	94.7 %	130	5.3 %	327:15:06	0:08:22	17:34:04	1186	1158	49.4 %	0:24:34	2:07:28
Family Law	2	1	50.0 %	1	50.0 %	0:13:10	0:13:10	0:13:10	0	1	100.0 %	1:31:24	1:31:24
Family Self-	1,941	1,734	89.3 %	207	10.7 %	531:44:58	0:18:23	17:48:08	436	1298	74.9 %	0:52:10	3:10:40
Family Unrepresented	2,239	2,089	93.3 %	150	6.7 %	793:02:44	0:22:46	17:37:00	378	1711	81.9 %	1:06:10	3:33:28
Other 1	193	144	74.6 %	49	25.4 %	86:47:12	0:36:09	1:19:56	144	0	0.0 %	0:00:00	0:00:00
Other 2	4	1	25.0 %	3	75.0 %	0:01:04	0:01:04	0:01:04	1	0	0.0 %	0:00:00	0:00:00
Other 3	13	8	61.5 %	5	38.5 %	1:51:10	0:13:53	0:32:54	8	0	0.0 %	0:00:00	0:00:00
Process Server	1,468	1,311	89.3 %	157	10.7 %	295:04:20	0:13:30	18:05:08	380	931	71.0 %	0:43:48	2:35:16
Simple Items	1,529	1,243	81.3 %	286	18.7 %	242:06:20	0:11:41	1:19:58	398	845	68.0 %	0:40:46	2:26:16
Single File	3,408	3,282	96.3 %	126	3.7 %	530:48:08	0:09:42	17:35:18	3029	253	7.7 %	0:08:02	0:52:18
Unrepresented	370	306	82.7 %	64	17.3 %	112:03:34	0:21:58	17:36:54	70	236	77.1 %	0:47:57	2:20:28
Up to 3 Files	862	840	97.4 %	22	2.6 %	214:42:52	0:15:20	1:19:58	773	67	8.0 %	0:07:53	0:36:48
Total	**18,988**	**17,521**	**92.3 %**	**1467**	**7.7 %**	**4265:39:16**			**8770**	**8751**	**49.9 %**		
Max	**3,408**	**3,282**		**286**		**892:59:14**	**0:36:09**	**18:10:06**	**3029**	**1905**		**1:31:24**	**3:33:28**


3,000
2,500
2,000
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0
Civil Represented
Civil Unrepresented
Counsel
Enforcement
Express/Limitations
Family Law Information Centre
Family Self-Represented
Family Unrepresented
Other 1
Other 2
Other 3
Process Server
Simple Items
Single File
Unrepresented
Up to 3 Files
> SL
< SL

Report settings

Selected date intervals

10/01/2017 - 12/31/2017

Weekdays

Monday, Tuesday, Wednesday, Thursday, Friday, Saturday, Sunday

Service

Civil Represented
Civil Unrepresented
Counsel
Enforcement
Express/Limitations
Family Law Information Centre
Family Self-Represented
Family Unrepresented
Other 1
Other 2
Other 3
Process Server
Simple Items
Single File
Unrepresented
Up to 3 Files

Queue

Brampton
- Civil Represented
- Civil Unrepresented
- Enforcement
- Family
- Other
- SCJ Express/limitations
- SCJ Family Rep
- SCJ Family Self Rep
- Small Claims Court

Branch

All available

Workstation

All available

Staff Member

All available

Priority

All available

Printer

All available

Calculation settings

No Show Time	00:00:20
Service level waiting time	00:20:00

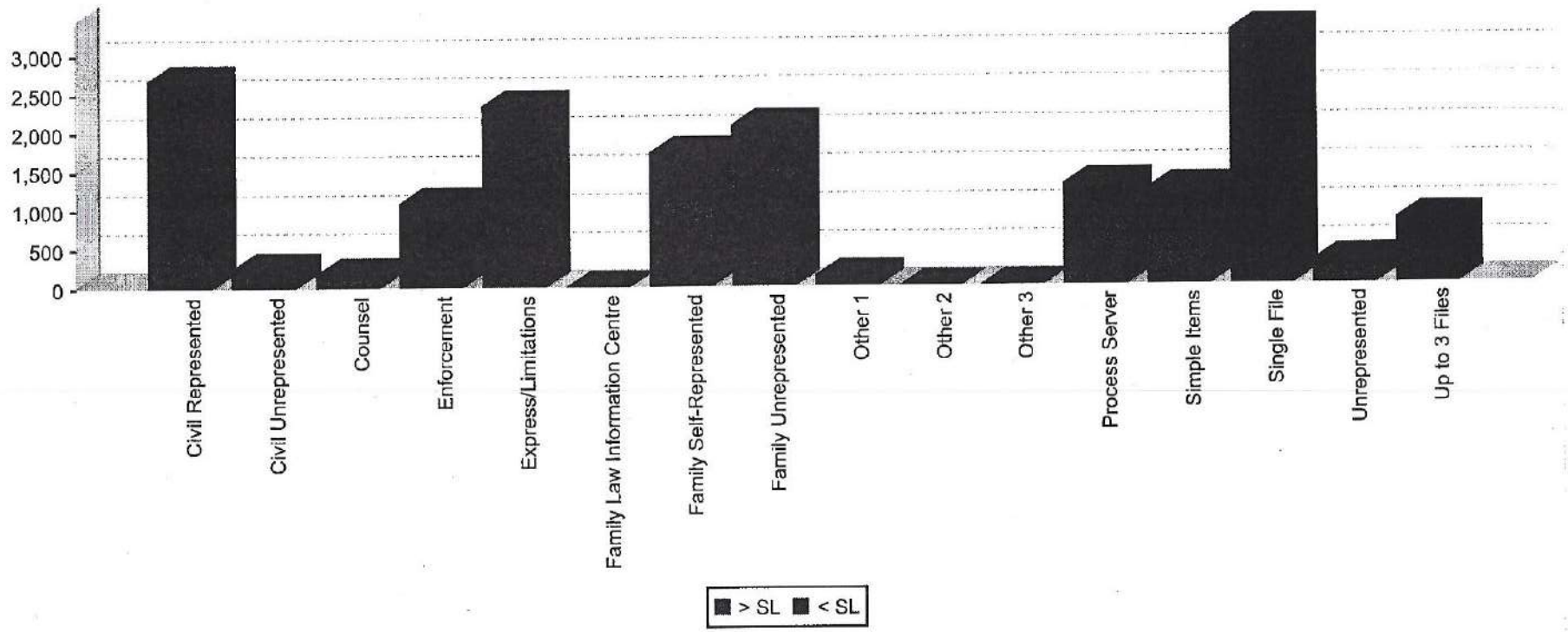
A0064983_25-000401

A0064983_26-000402

Service summary

Report date / time 01/10/2018 11:58:06
Created by Pauline Labelle
Number of days with statistics 61

	Customer transactions					Transaction time			Waiting time				
Service	Arrived	Served	%	No Shows	%	Workload	Average	Max	< SL	> SL	%	Average	Max
Civil Represented	2,841	2,684	94.5 %	157	5.5 %	892:59:14	0:19:57	18:10:06	1025	1659	61.8 %	0:48:56	2:38:12
Civil Unrepresented	291	253	86.9 %	38	13.1 %	86:38:20	0:20:32	1:19:58	88	165	65.2 %	0:52:05	3:09:08
Counsel	224	187	83.5 %	37	16.5 %	37:29:28	0:12:01	1:19:50	81	106	56.7 %	0:41:24	2:00:30
Enforcement	1,129	1,094	96.9 %	35	3.1 %	112:51:36	0:06:11	0:54:50	1091	3	0.3 %	0:05:56	1:05:24
Express/Limitations	2,474	2,344	94.7 %	130	5.3 %	327:15:06	0:08:22	17:34:04	1551	793	33.8 %	0:24:34	2:07:28
Family Law	2	1	50.0 %	1	50.0 %	0:13:10	0:13:10	0:13:10	0	1	100.0 %	1:31:24	1:31:24
Family Self-	1,941	1,734	89.3 %	207	10.7 %	531:44:58	0:18:23	17:48:08	624	1110	64.0 %	0:52:10	3:10:40
Family Unrepresented	2,239	2,089	93.3 %	150	6.7 %	793:02:44	0:22:46	17:37:00	545	1544	73.9 %	1:06:10	3:33:28
Other 1	193	144	74.6 %	49	25.4 %	86:47:12	0:36:09	1:19:56	144	0	0.0 %	0:00:00	0:00:00
Other 2	4	1	25.0 %	3	75.0 %	0:01:04	0:01:04	0:01:04	1	0	0.0 %	0:00:00	0:00:00
Other 3	13	8	61.5 %	5	38.5 %	1:51:10	0:13:53	0:32:54	8	0	0.0 %	0:00:00	0:00:00
Process Server	1,468	1,311	89.3 %	157	10.7 %	295:04:20	0:13:30	18:05:08	528	783	59.7 %	0:43:48	2:35:16
Simple Items	1,529	1,243	81.3 %	286	18.7 %	242:06:20	0:11:41	1:19:58	551	692	55.7 %	0:40:46	2:26:16
Single File	3,408	3,282	96.3 %	126	3.7 %	530:48:08	0:09:42	17:35:18	3236	46	1.4 %	0:08:02	0:52:18
Unrepresented	370	306	82.7 %	64	17.3 %	112:03:34	0:21:58	17:36:54	106	200	65.4 %	0:47:57	2:20:28
Up to 3 Files	862	840	97.4 %	22	2.6 %	214:42:52	0:15:20	1:19:58	827	13	1.5 %	0:07:53	0:36:48
Total	**18,988**	**17,521**	**92.3 %**	**1467**	**7.7 %**	**4265:39:16**			**10406**	**7115**	**40.6 %**		
Max	**3,408**	**3,282**		**286**		**892:59:14**	**0:36:09**	**18:10:06**	**3236**	**1659**		**1:31:24**	**3:33:28**


3,000
2,500
2,000
1,500
1,000
500
0
Civil Represented
Civil Unrepresented
Counsel
Enforcement
Express/Limitations
Family Law Information Centre
Family Self-Represented
Family Unrepresented
Other 1
Other 2
Other 3
Process Server
Simple Items
Single File
Unrepresented
Up to 3 Files
> SL
< SL

Report settings

Selected date intervals

10/01/2017 - 12/31/2017

Weekdays

Monday, Tuesday, Wednesday, Thursday, Friday, Saturday, Sunday

Service

Civil Represented
Civil Unrepresented
Counsel
Enforcement
Express/Limitations
Family Law Information Centre
Family Self-Represented
Family Unrepresented
Other 1
Other 2
Other 3
Process Server
Simple Items
Single File
Unrepresented
Up to 3 Files

Queue

Brampton
- Civil Represented
- Civil Unrepresented
- Enforcement
- Family
- Other
- SCJ Express/limitations
- SCJ Family Rep
- SCJ Family Self Rep
- Small Claims Court

Branch

All available

Workstation

All available

Staff Member

All available

Priority

All available

Printer

All available

Calculation settings

No Show Time	00:00:20
Service level waiting time	00:30:00

Cha, Sarah (MAG)

From: Mignardi, Susan (MAG)
Sent: December-27-17 11:46 AM
To: Gierejkiewicz, Kasia (MAG)
Cc: Simion, Monica (MAG); Caon, Danny (MAG); Latina, Maria (MAG)
Subject: Q3 wait time tracking and support documents - OCJ family 47 Sheppard
Attachments: Copy of Family OCJ 47 Sheppard 2017-2018 Q3 wait time tracking.xlsx; OCJ Family Q3 wait time tracking slips.pdf; OCJ Family Q3 weekly tracking stats_December 2017.pdf

Hi Kasia,

Please find the Q3 wait time tracking for Toronto (47 Sheppard Ave E) OCJ Family with Qmatic reporting and manual slips also attached for the week of Dec 18-22/17.

I have also completed the survey monkey questionnaire for Q3.

Please let me know if anything further is required.

Thank you.

Susan Mignardi
Supervisor, Court Operations
Ontario Court of Justice - Family
47 Sheppard Avenue East, 1st Floor
Toronto ON M2N 5N1
☎ 416-326-3033 | 🖷 416-326-3569
Email: Susan.Mignardi@ontario.ca

CSD **Supporting a Professional and Respectful Workplace**

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Please consider the environment before printing this email

Weekly Waiting Time

Branch Office

Name: Local server
Street:
City:
Phone:

Menu Settings

This Report Printed:	27/12/17
at:	10:42
From:	08:00
To:	17:00
Period:	0:30:00
Interval:	0:02:00
No Shows:	0:00:20

Included In Statistics

18/12/17, Monday - 22/12/17, Friday
All available branches are selected
All available ticket buttons are selected
All available categories are selected
All available workstations are selected
All available ticket printers are selected
All available user login codes are selected
All available matter codes are selected

Summary

Tickets Taken	969
Customers Served	611
No Shows	358
No Shows %	36.95

Summary per Category

No. & Name of Category		No. of Cus	No Shows
1	Represented - Family Cor	109	1
2	Unrepresented - Family C	116	0
4	Expedite - Family Court	15	1
5	Info Desk - Family Court	14	340
6	Express - Small Claims C	28	0
10	General - Small Claims C	323	0
11	Expedite - Small Claims C	1	0
12	Info Desk - Small Claims	5	16

Week of Dec 18 to 22/17

Family Clients Served

254

A0064983_39-000415

Daily Transaction Time

Branch Office

Name: Local server
Street:
City:
Phone:

Menu Settings

This Report Printed:	27/12/17
at:	10:44
From:	08:00
To:	22:00
Period:	0:30:00
Interval:	0:02:00
No Shows:	0:00:20

Included in Statistics

18/12/17, Monday
All available branches are selected
All available ticket buttons are selected
All available categories are selected
All available workstations are selected
All available ticket printers are selected
All available user login codes are selected
All available matter codes are selected

Summary

Tickets Taken	211
Customers Served	132
No Shows	79
No Shows %	37.45

Summary per Category

No. & Name of Category		No. of Cus	No Shows
1	Represented - Family Cot	25	0
2	Unrepresented - Family C	29	0
4	Expedite - Family Court	5	0
5	Info Desk - Family Court	2	77
10	General - Small Claims C	68	0
12	Info Desk - Small Claims	3	2

Dec 18/17

61 Family Clients Served.

Daily Transaction Time

Branch Office

Name: Local server
Street:
City:
Phone:

Menu Settings

This Report Printed:	27/12/17
at:	10:45
From:	08:00
To:	22:00
Period:	0:30:00
Interval:	0:02:00
No Shows:	0:00:20

Included in Statistics

19/12/17, Tuesday
All available branches are selected
All available ticket buttons are selected
All available categories are selected
All available workstations are selected
All available ticket printers are selected
All available user login codes are selected
All available matter codes are selected

Summary

Tickets Taken	193
Customers Served	129
No Shows	64
No Shows %	33.17

Summary per Category

No. & Name of Category		No. of Cus	No Shows
1	Represented - Family Cou	20	0
2	Unrepresented - Family C	27	0
4	Expedite - Family Court	2	0
5	Info Desk - Family Court	0	60
8	Express - Small Claims C	8	0
10	General - Small Claims C	71	0
11	Expedite - Small Claims C	1	0
12	Info Desk - Small Claims	0	4

Dec 19/17

49 Family Clients Served

Daily Transaction Time

Branch Office

Name: Local server
Street:
City:
Phone:

Menu Settings

This Report Printed:	27/12/17
at:	10:45
From:	08:00
To:	22:00
Period:	0:30:00
Interval:	0:02:00
No Shows:	0:00:20

Included in Statistics

20/12/17, Wednesday
All available branches are selected
All available ticket buttons are selected
All available categories are selected
All available workstations are selected
All available ticket printers are selected
All available user login codes are selected
All available matter codes are selected

Summary

Tickets Taken	191
Customers Served	119
No Shows	72
No Shows %	37.70

Summary per Category

No. & Name of Category		No. of Cus	No Shows
1	Represented - Family Cou	22	1
2	Unrepresented - Family C	23	0
4	Expedite - Family Court	4	0
5	Info Desk - Family Court	0	67
10	General - Small Claims C	70	0
12	Info Desk - Small Claims	0	4

Dec 20/17

49 Family Clients Served.

Daily Transaction Time

Branch Office

Name: Local server
Street:
City:
Phone:

Menu Settings

This Report Printed:	27/12/17
at:	10:45
From:	08:00
To:	22:00
Period:	0:30:00
Interval:	0:02:00
No Shows:	0:00:20

Included in Statistics

21/12/17, Thursday
All available branches are selected
All available ticket buttons are selected
All available categories are selected
All available workstations are selected
All available ticket printers are selected
All available user login codes are selected
All available matter codes are selected

Summary

Tickets Taken	179
Customers Served	125
No Shows	53
No Shows %	29.78

Summary per Category

No. & Name of Category		No. of Cus	No Shows
1	Represented - Family Cot	26	0
2	Unrepresented - Family C	16	0
4	Expedite - Family Court	1	0
5	Info Desk - Family Court	2	47
8	Express - Small Claims C	10	0
10	General - Small Claims C	68	0
12	Info Desk - Small Claims	2	6

Dec 21/17

45 Family Clients Served.

Daily Transaction Time

Branch Office

Name: Local server
Street:
City:
Phone:

Menu Settings

This Report Printed:	27/12/17
at:	10:46
From:	08:00
To:	22:00
Period:	0:30:00
Interval:	0:02:00
No Shows:	0:00:20

Included in Statistics

22/12/17, Friday
All available branches are selected
All available ticket buttons are selected
All available categories are selected
All available workstations are selected
All available ticket printers are selected
All available user login codes are selected
All available matter codes are selected

Summary

Tickets Taken	196
Customers Served	106
No Shows	90
No Shows %	45.92

Summary per Category

No. & Name of Category		No. of Cus	No Shows
1	Represented - Family Cou	16	0
2	Unrepresented - Family C	21	0
4	Expedite - Family Court	3	1
5	Info Desk - Family Court	10	89
8	Express - Small Claims C	10	0
10	General - Small Claims C	46	0

Dec 22/17

50 Family Clients Served.

A0064983_44-000420

Cha, Sarah (MAG)

From:	VanHooren, Scott (MAG)
Sent:	January-10-18 9:06 AM
To:	Gierejkiewicz, Kasia (MAG)
Cc:	Lampkin, Darcy (MAG)
Subject:	Q3 Wait Time - London
Attachments:	Quarter 3 - 2017.pdf

Hello Kasia,

Please find attached London's Q3 automated wait time data. Please advise if you require any further information.

Thank you,

Scott Van Hooren
Business Support Analyst
London – County of Middlesex
519.660.3137 – phone
519.660.3134 – facsimile

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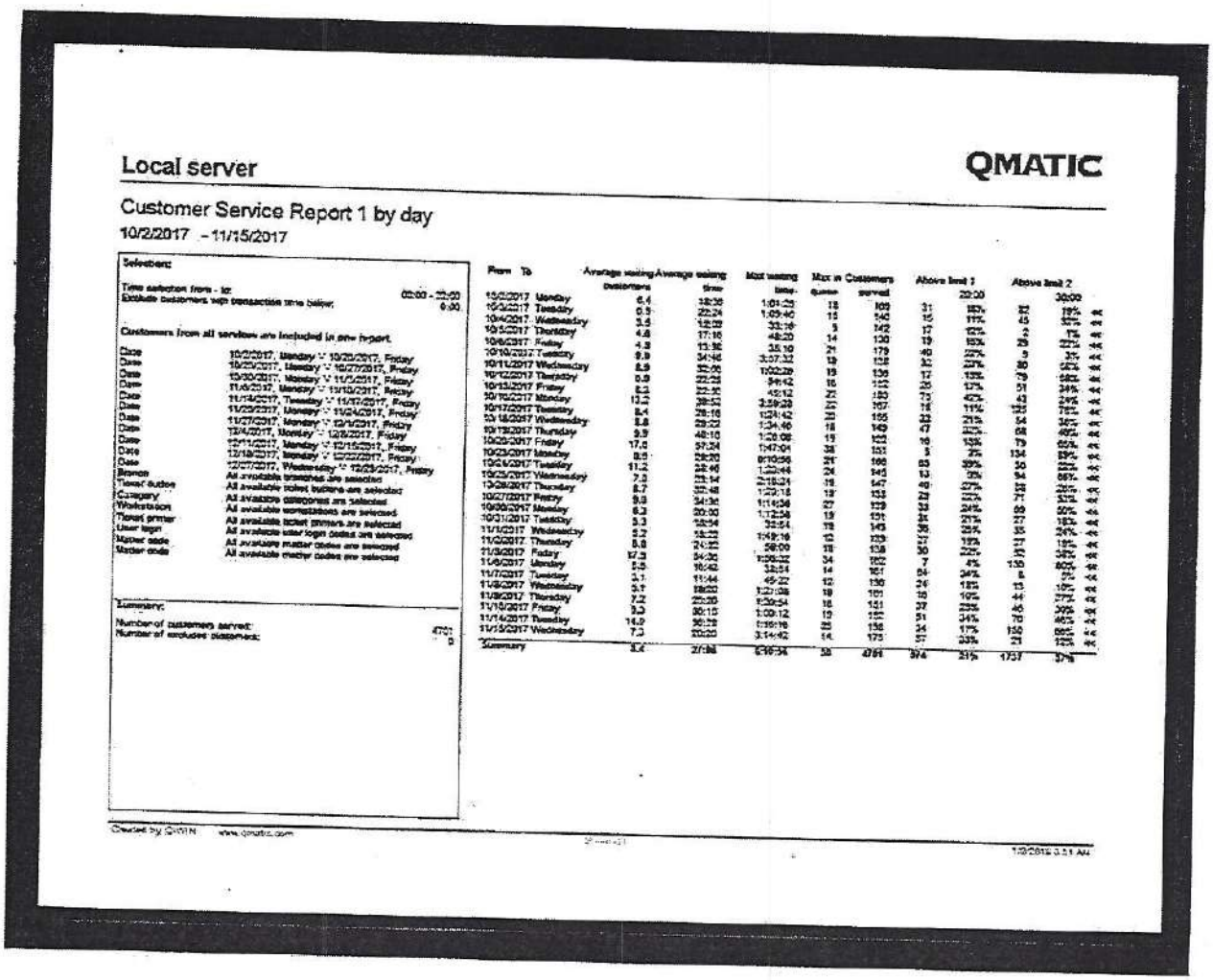


Local server

QMATIC

Customer Service Report 1 by day

10/2/2017 – 11/15/2017

Selection:

Time selection from - to: 00:00 - 23:59

Exclude customers with transaction time below: 0:00

Customers from all services are included in one report.

Date	10/2/2017, Monday -> 10/20/2017, Friday
Date	10/23/2017, Monday -> 10/27/2017, Friday
Date	10/30/2017, Monday -> 11/3/2017, Friday
Date	11/6/2017, Monday -> 11/10/2017, Friday
Date	11/14/2017, Tuesday -> 11/17/2017, Friday
Date	11/20/2017, Monday -> 11/24/2017, Friday
Date	11/27/2017, Monday -> 12/1/2017, Friday
Date	12/4/2017, Monday -> 12/8/2017, Friday
Date	12/11/2017, Monday -> 12/15/2017, Friday
Date	12/18/2017, Monday -> 12/22/2017, Friday
Date	12/27/2017, Wednesday -> 12/29/2017, Friday
Branch	All available branches are selected
Ticket button	All available ticket buttons are selected
Category	All available categories are selected
Workstation	All available workstations are selected
Ticket printer	All available ticket printers are selected
User login	All available user login codes are selected
Master code	All available master codes are selected
Marker code	All available marker codes are selected

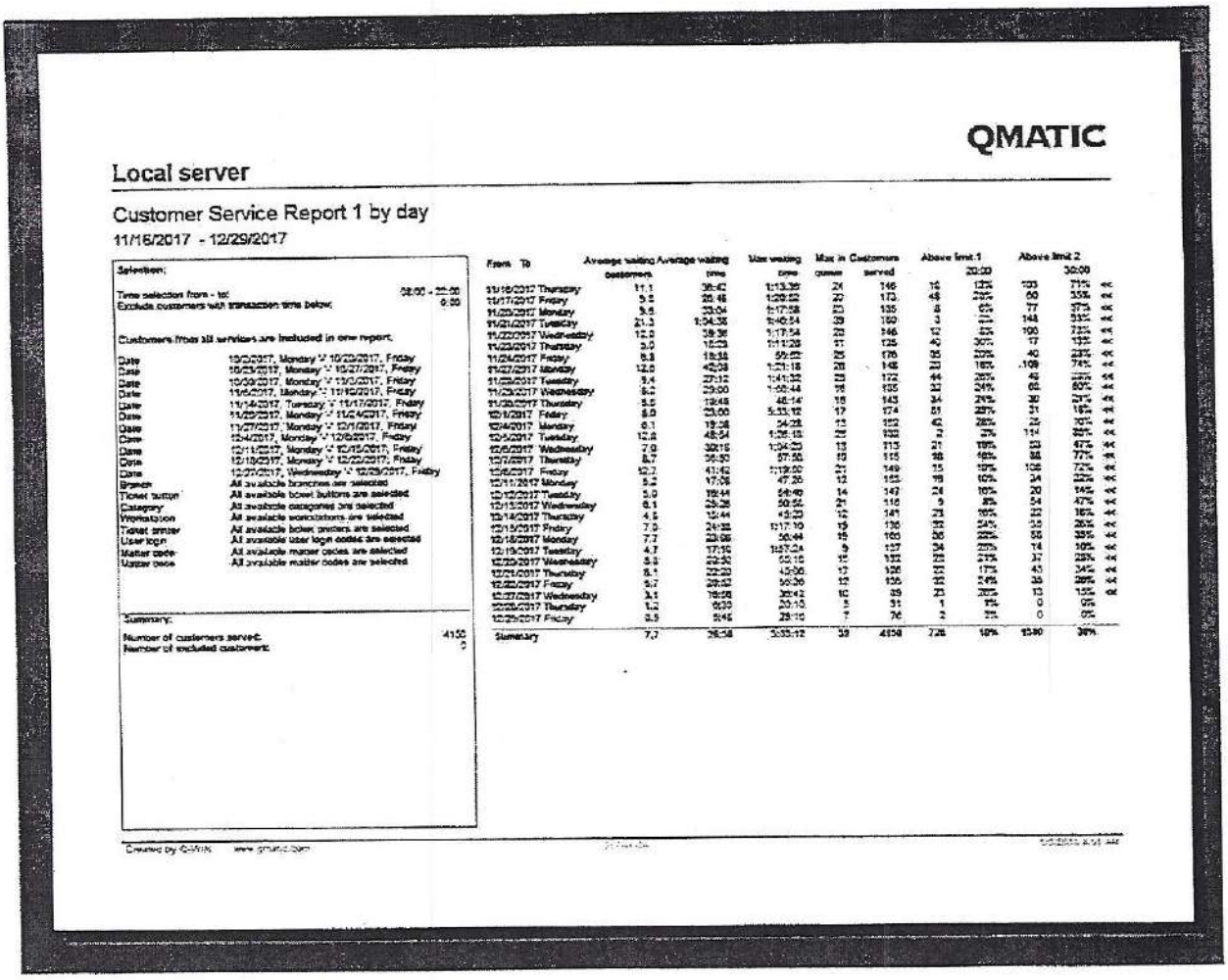
Summary:

Number of customers served:	4701
Number of excluded customers:	0

From To	Average waiting time Customers	Average waiting time	Most waiting time	Max in queue	Customers served	Above limit 1 20:00		Above limit 2 30:00	
10/2/2017 Monday	6:4	18:26	1:01:28	15	169	61	36%	17	10%
10/3/2017 Tuesday	9:5	20:24	1:09:45	15	168	81	48%	27	16%
10/4/2017 Wednesday	3:5	18:09	39:36	5	142	52	37%	17	12%
10/5/2017 Thursday	4:8	17:16	46:20	7	138	52	38%	17	12%
10/6/2017 Friday	4:8	13:36	35:16	7	139	39	28%	11	8%
10/10/2017 Tuesday	9:9	34:46	3:07:32	15	139	91	65%	49	35%
10/11/2017 Wednesday	8:8	28:26	1:00:39	15	138	82	59%	39	28%
10/12/2017 Thursday	8:8	28:26	54:42	15	138	82	59%	39	28%
10/13/2017 Friday	8:2	28:26	49:02	15	138	82	59%	39	28%
10/16/2017 Monday	8:2	28:26	49:02	15	138	82	59%	39	28%
10/17/2017 Tuesday	8:2	28:26	3:29:29	15	138	82	59%	39	28%
10/18/2017 Wednesday	8:2	28:26	1:04:42	15	138	82	59%	39	28%
10/19/2017 Thursday	8:2	28:26	1:04:42	15	138	82	59%	39	28%
10/20/2017 Friday	17:8	57:24	1:47:01	15	139	139	100%	139	100%
10/23/2017 Monday	8:8	28:26	1:28:08	15	138	82	59%	39	28%
10/24/2017 Tuesday	11:2	38:46	1:30:58	15	139	111	80%	72	52%
10/25/2017 Wednesday	7:8	24:46	1:02:44	15	139	71	51%	29	21%
10/26/2017 Thursday	8:7	28:26	1:09:16	15	138	82	59%	39	28%
10/27/2017 Friday	8:8	28:26	1:11:36	15	138	82	59%	39	28%
10/30/2017 Monday	8:2	28:26	1:12:58	15	138	82	59%	39	28%
10/31/2017 Tuesday	9:3	32:14	58:51	15	139	93	67%	56	40%
11/1/2017 Wednesday	8:2	28:26	1:49:16	15	138	82	59%	39	28%
11/2/2017 Thursday	8:8	28:26	58:00	15	138	82	59%	39	28%
11/3/2017 Friday	15:8	54:20	1:56:32	15	139	139	100%	139	100%
11/6/2017 Monday	15:8	54:20	1:56:32	15	139	139	100%	139	100%
11/7/2017 Tuesday	15:8	54:20	1:56:54	15	139	139	100%	139	100%
11/8/2017 Wednesday	11:1	41:44	1:49:22	15	139	111	80%	72	52%
11/9/2017 Thursday	7:2	28:26	1:22:06	15	138	82	59%	39	28%
11/10/2017 Friday	7:2	28:26	1:09:54	15	138	82	59%	39	28%
11/13/2017 Monday	8:3	30:15	1:09:12	15	139	93	67%	56	40%
11/14/2017 Tuesday	14:6	52:12	1:39:16	15	139	139	100%	139	100%
11/15/2017 Wednesday	7:0	26:22	3:14:42	15	139	139	100%	139	100%
Summary	9:4	27:36	6:16:34	15	4701	3974	31%	1737	37%

Created by QWIN www.qmatic.com

10/2/2018 9:51 AM



QMATIC

Local server

Customer Service Report 1 by day

11/16/2017 - 12/29/2017

Selection:

Time selection from - to:	00:00 - 23:59
Exclude customers with transaction time below:	0:00

Customers from all services are included in one report.

Date	10/2/2017, Monday -\- 10/20/2017, Friday
Date	10/23/2017, Monday -\- 10/27/2017, Friday
Date	10/30/2017, Monday -\- 11/3/2017, Friday
Date	11/6/2017, Monday -\- 11/10/2017, Friday
Date	11/14/2017, Tuesday -\- 11/17/2017, Friday
Date	11/20/2017, Monday -\- 11/24/2017, Friday
Date	11/27/2017, Monday -\- 12/1/2017, Friday
Date	12/4/2017, Monday -\- 12/8/2017, Friday
Date	12/11/2017, Monday -\- 12/15/2017, Friday
Date	12/18/2017, Monday -\- 12/20/2017, Friday
Date	12/27/2017, Wednesday -\- 12/29/2017, Friday
Branch	All available branches are selected
Ticket button	All available ticket buttons are selected
Category	All available categories are selected
Workstation	All available workstations are selected
Ticket printer	All available ticket printers are selected
User login	All available user login codes are selected
Matter code	All available matter codes are selected
Matter type	All available matter codes are selected

Summary:

Number of customers served:	4155
Number of excluded customers:	0

From To	Average waiting customers	Average waiting time	Max waiting time	Max in Customers queue	served	Above limit 1 20:00		Above limit 2 30:00	
11/16/2017 Thursday	11.1	36:41	1:13.38	24	146	46	31%	33	23%
11/17/2017 Friday	9.2	30:46	1:09.33	20	173	46	27%	30	17%
11/20/2017 Monday	3.6	33:04	1:17.58	8	135	6	4%	4	3%
11/21/2017 Tuesday	21.3	1:04.35	2:46.24	39	169	3	2%	1	1%
11/22/2017 Wednesday	12.9	38.36	1:17.54	22	166	33	20%	16	10%
11/23/2017 Thursday	9.0	12:03	1:11.28	21	126	20	16%	4	3%
11/24/2017 Friday	8.8	19.55	59.57	21	139	20	14%	4	3%
11/27/2017 Monday	12.5	42:08	1:21.18	22	146	46	32%	19	13%
11/28/2017 Tuesday	9.4	27:32	1:41.33	22	132	36	27%	16	12%
11/29/2017 Wednesday	9.2	29:00	1:58.44	18	155	34	22%	16	10%
11/30/2017 Thursday	8.5	19:48	48:14	18	145	34	23%	12	8%
12/1/2017 Friday	8.9	23:06	5:33.16	17	174	31	18%	11	6%
12/4/2017 Monday	9.1	19:38	54:08	19	113	45	40%	12	11%
12/5/2017 Tuesday	10.8	48:54	1:38.18	21	133	39	29%	17	13%
12/6/2017 Wednesday	7.9	30:16	1:04.03	23	113	31	27%	13	11%
12/7/2017 Thursday	8.7	36:50	57:55	23	115	38	33%	16	13%
12/8/2017 Friday	10.1	41:43	1:19.00	21	149	35	23%	16	10%
12/11/2017 Monday	5.2	17:26	47:26	17	103	18	17%	4	3%
12/12/2017 Tuesday	8.0	39:44	54:49	14	142	24	16%	20	13%
12/13/2017 Wednesday	8.1	35:26	59:52	17	116	9	7%	12	9%
12/14/2017 Thursday	4.8	15:14	43:03	17	141	21	14%	8	5%
12/15/2017 Friday	7.0	24:38	1:17.10	16	136	28	20%	8	5%
12/18/2017 Monday	7.7	33:08	56:44	18	103	28	27%	12	11%
12/19/2017 Tuesday	4.7	17:56	1:07.24	15	113	14	12%	4	3%
12/20/2017 Wednesday	5.8	22:52	55:16	15	113	17	15%	7	6%
12/21/2017 Thursday	5.1	22:03	45:06	15	122	17	14%	4	3%
12/22/2017 Friday	5.7	29:03	56:26	15	135	15	11%	6	4%
12/27/2017 Wednesday	3.1	16:58	39:42	11	69	3	4%	1	1%
12/28/2017 Thursday	1.2	6:33	23:15	4	51	1	2%	0	0%
12/29/2017 Friday	0.5	3:45	29:10	3	26	1	4%	0	0%
Summary	7.7	28:58	5:33.12	39	4158	728	18%	330	8%

Ottawa Q3 2017-18 Wait Times

Civil	Total Clients	Avg Wait Time	Total Wait Time	Client Served in 20 mins or less	Clients Served in 30 mins or less
Oct	1614	0:14:12	381:58:48	1174	1491
Nov	1677	0:17:42	494:42:54	1105	1397
Dec	1303	0:18:08	393:47:44	836	1085
Q3	**4594**	**0:16:36**	**1270:29:26**	**3115**	**3973**

Family	Total Clients	Avg Wait Time	Total Wait Time	Client Served in 20 mins or less	Clients Served in 30 mins or less
Oct	1946	0:36:42	1190:18:12	755	1066
Nov	1800	0:45:42	1371:00:00	676	874
Dec	1434	0:25:33	610:38:42	796	1059
Q3	**5180**	**0:36:44**	**3171:56:54**	**2227**	**2999**

SCC	Total Clients	Avg Wait Time	Total Wait Time	Client Served in 20 mins or less	Clients Served in 30 mins or less
Oct	1317	0:06:52	150:43:24	1253	1304
Nov	1250	0:08:18	172:55:00	1151	1233
Dec	989	0:09:20	153:50:40	886	964
Q3	**3556**	**0:08:03**	**477:29:04**	**3290**	**3501**

Wait Time Tracking Form - For manual tracking only

Sample Courthouse:	311 Jarvis Street					
Sample Week:	2017					
Business Line:			Family			
Date:	Sample Day	Start Time	End Time	Total wait time (hh:mm:ss)	No Client (X)	Comments
Example	*Day 0*	*9:30:00*	*10:45:00*	*1:15:00*		
November 13/17	Day 1	9:30:00	10:10:00	0:40:00		Process servers more than 1 document
November 13/17	Day 1	11:30:00	11:50:00	0:20:00		
November 13/17	Day 1	13:30:00	14:05:00	0:35:00		No out card--difficulties locating the file
November 13/17	Day 1	15:30:00	15:50:00	0:20:00		
November 14/17	Day 2	9:30:00	9:50:00	0:20:00		
November 14/17	Day 2	11:30:00	12:10:00	0:40:00		Client file with in judge's chamber
November 14/17	Day 2	13:30:00	14:10:00	0:40:00		Process servers more than 1 document
November 14/17	Day 2	15:30:00	15:30:00	0:00:00	x	
November 15/17	Day 3	9:30:00	9:45:00	0:15:00		
November 15/17	Day 3	11:30:00	11:55:00	0:25:00		
November 15/17	Day 3	13:30:00	13:49:00	0:19:00		
November 15/17	Day 3	15:30:00	16:05:00	0:35:00		
November 16/17	Day 4	9:30:00	9:30:00	0:00:00	x	
November 16/17	Day 4	11:30:00	11:50:00	0:20:00		
November 16/17	Day 4	13:30:00	14:10:00	0:40:00		Process Servers more than 1 document
November 16/17	Day 4	15:30:00	15:57:00	0:27:00		
November 17/17	Day 5	9:30:00	9:55:00	0:25:00		
November 17/17	Day 5	11:30:00	11:55:00	0:25:00		
November 17/17	Day 5	13:30:00	13:30:00	0:00:00	x	
November 17/17	Day 5	15:30:00	15:55:00	0:25:00		

Total Clients Sampled:	17
Total Time (hh:mm:ss):	7:51:00
Average Time (hh:mm:ss):	0:27:42

Cha, Sarah (MAG)

From: Kester, Gbemi (MAG)
Sent: March-26-18 8:48 AM
To: Mignardi, Susan (MAG)
Cc: McWade, Jami (MAG)
Subject: FW: Q4 wait time stats for family OCJ 47 Sheppard
Attachments: Copy of Family OCJ 47 Sheppard 2017-2018 Q4 wait time tracking.xlsx; wait time stats for Feb 26 to Mar 2 2018.pdf; Weekly wait time (Qmatic) Feb 26 to Mar 2 2018.pdf

Hi Susan,

It is nice to hear from you. I hope all is well.

I have copied my colleague Jami on this email who will be leading this portfolio and will be your contact going forward.

Have a great day!

Gbemi Kester
A/Senior Policy Business Analyst
Workforce Support and Planning Unit
Corporate Support Branch
Court Services Division
720 Bay St., 2nd Floor
Toronto, ON M7A 2S9
☎ *416-212-7579* | *gbemi.kester@ontario.ca*



From: Mignardi, Susan (MAG)
Sent: March 23, 2018 4:21 PM
To: Kester, Gbemi (MAG)
Subject: FW: Q4 wait time stats for family OCJ 47 Sheppard

Hi Gbemi,

I hope you are doing well. I understand you took over for Kasia so I am sending you the wait time stats for Q4 for Family OCJ 47 Sheppard.

Thank you

Susan Mignardi
Supervisor, Court Operations

Ontario Court of Justice - Family
47 Sheppard Avenue East, 1st Floor
Toronto ON M2N 5N1
☎ 416-326-3033 | 🖷 416-326-3569
Email: Susan.Mignardi@ontario.ca

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Please consider the environment before printing this email

From: Mignardi, Susan (MAG)
Sent: March-23-18 3:56 PM
To: Caon, Danny (MAG); Latina, Maria (MAG)
Cc: Simion, Monica (MAG)
Subject: Q4 wait time stats for family OCJ 47 Sheppard

Hi Danny and Maria,

Please find the Q4 wait time stats for Family OCJ – 47 Sheppard Ave E for the week of Feb 26 to March 2, 2018. Kasia's email who I would normally send this to indicates she's away on a leave.

Please let me know if you have any questions.

Thank you.

Susan Mignardi
Supervisor, Court Operations
Ontario Court of Justice - Family
47 Sheppard Avenue East, 1st Floor
Toronto ON M2N 5N1
☎ 416-326-3033 | 🖷 416-326-3569
Email: Susan.Mignardi@ontario.ca

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Please consider the environment before printing this email

Wait/Waiting Time

Branch Office

Name: Local server
Street:
City:
Phone:

Main Settings

This Report Printed:	23/3/18
at:	15:16
From:	08:00
To:	17:00
Period:	0:30:00
Interval:	0:02:00
No Shows:	0:00:20

Included in Statistics

26/2/18, Monday - 2/3/18, Friday
All available branches are selected
All available ticket buttons are selected
All available categories are selected
All available workstations are selected
All available ticket printers are selected
All available user login codes are selected
All available matter codes are selected

Summary

Tickets Taken	967
Customers Served	766
No Shows	201
No Shows %	20.79

Summary per Category

No. & Name of Category	No. of Cus	No Shows
1 Represented - Family Cou	121	0
2 Unrepresented - Family C	185	1
4 Expedite - Family Court	7	0
5 Info Desk - Family Court	4	142
8 Express - Small Claims C	2	1
10 General - Small Claims C	415	2
11 Expedite - Small Claims C	1	0
12 Info Desk - Small Claims	51	55

Feb 26 – Mar 2/18 Family Stats. for Family Clients Served
293

A0064983_57-000433

Daily Transaction Time

Branch Office

Name: Local server
Street:
City:
Phone:

Menu Settings

This Report Printed:	23/3/18
at:	15:20
From:	08:00
To:	22:00
Period:	0:30:00
Interval:	0:02:00
No Shows:	0:00:20

Included in Statistics

26/2/18, Monday
All available branches are selected
All available ticket buttons are selected
All available categories are selected
All available workstations are selected
All available ticket printers are selected
All available user login codes are selected
All available matter codes are selected

Summary

Tickets Taken	166
Customers Served	159
No Shows	7
No Shows: %	4.22

Summary per Category

No.	Name of Category	No. of Cus	No Shows
1	Represented - Family Cor	26	0
2	Unrepresented - Family C	35	0
4	Expedite - Family Court	4	0
10	General - Small Claims C	82	0
12	Info Desk - Small Claims	12	7

65 served.

A0064983_58-000434

Daily Transaction Time

Branch Office

Name: Local server
Street:
City:
Phone:

Menu Settings

This Report Printed:	23/3/18
at:	15:20
From:	08:00
To:	22:00
Period:	0:30:00
Interval:	0:02:00
No Shows:	0:00:20

Included in Statistics

27/2/18, Tuesday
All available branches are selected
All available ticket buttons are selected
All available categories are selected
All available workstations are selected
All available ticket printers are selected
All available user login codes are selected
All available matter codes are selected

Summary

Tickets Taken	226
Customers Served	159
No Shows	67
No Shows %	29.65

Summary Per Category

No. &	Name of Category	No. of Cus	No Shows
1	Represented - Family Cou	23	0
2	Unrepresented - Family C	42	0
4	Expedite - Family Court	1	0
5	Info Desk - Family Court	1	46
8	Express - Small Claims C	1	1
10	General - Small Claims C	90	0
12	Info Desk - Small Claims	1	20

66 served.

Q-MATIC Queue Management Systems , Report 001a 23/3/18 15:20

Daily Transaction Time

Branch Office

Name: Local server
Street:
City:
Phone:

Menu Settings

This Report Printed:	23/3/18
at:	15:21
From:	08:00
To:	22:00
Period:	0:30:00
Interval:	0:02:00
No Shows:	0:00:20

Included in Statistics

28/2/18, Wednesday
All available branches are selected
All available ticket buttons are selected
All available categories are selected
All available workstations are selected
All available ticket printers are selected
All available user login codes are selected
All available matter codes are selected

Summary

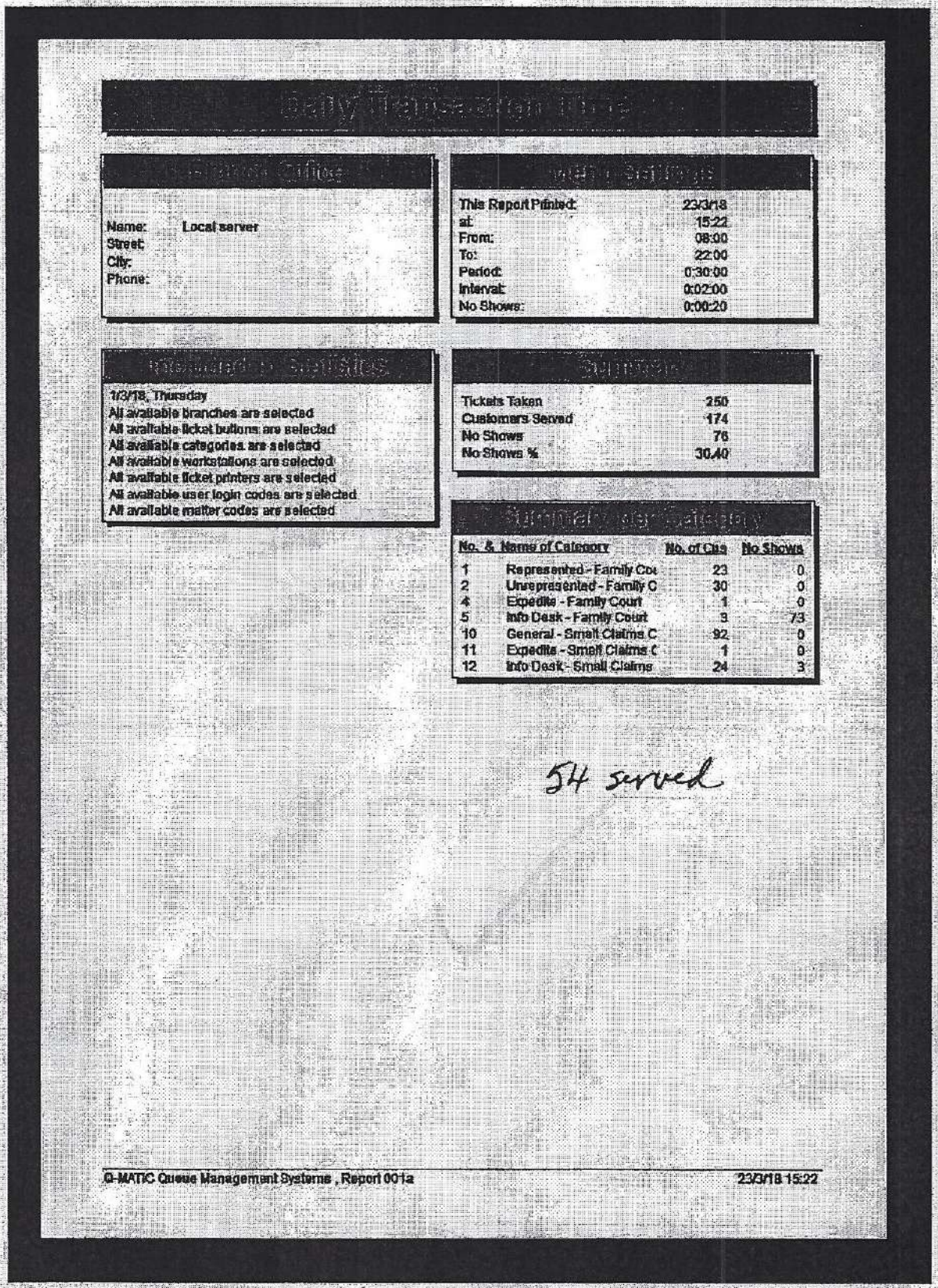
Tickets Taken	165
Customers Served	145
No Shows	20
No Shows %	12.13

Summary per Category

No. & Name of Category	No. of Cus	No Shows
1 Represented - Family Cot	28	0
2 Unrepresented - Family C	29	0
4 Expedite - Family Court	1	0
5 Info Desk - Family Court	0	5
8 Express - Small Claims C	1	0
10 General - Small Claims C	79	2
12 Info Desk - Small Claims	7	13

58 served

A0064983_60-000436



Daily Transaction Report

Branch Office

Name: Local server
Street:
City:
Phone:

Report Settings

This Report Printed:	23/3/18
at:	15:22
From:	08:00
To:	22:00
Period:	0:30:00
Interval:	0:02:00
No Shows:	0:00:20

Restricted to Selection

1/3/18, Thursday
All available branches are selected
All available ticket buttons are selected
All available categories are selected
All available workstations are selected
All available ticket printers are selected
All available user login codes are selected
All available matter codes are selected

Summary

Tickets Taken	250
Customers Served	174
No Shows	76
No Shows %	30.40

Summary per Category

No. & Name of Category	No. of Cus	No Shows
1 Represented - Family Cou	23	0
2 Unrepresented - Family C	30	0
4 Expedite - Family Court	1	0
5 Info Desk - Family Court	3	73
10 General - Small Claims C	92	0
11 Expedite - Small Claims C	1	0
12 Info Desk - Small Claims	24	3

54 served

Q-MATIC Queue Management Systems , Report 001a

23/3/18 15:22

A0064983_61-000437

Daily Transaction Time

Branch Office

Name: Local server
Street:
City:
Phone:

Weird Statistics

This Report Printed:	23/3/18
at:	15:22
From:	08:00
To:	22:00
Period:	0:30:00
Interval:	0:02:00
No Shows:	0:00:20

Included in Statistics

2/3/18, Friday
All available branches are selected
All available ticket buttons are selected
All available categories are selected
All available workstations are selected
All available ticket printers are selected
All available user login codes are selected
All available matter codes are selected

Summary

Tickets Taken	160
Customers Served	129
No Shows	31
No Shows %	19.38

Summary per Category

No. & Name of Category	No. of Cus	No Shows
1 Represented - Family Cot	21	0
2 Unrepresented - Family C	29	1
5 Info Desk - Family Court	0	18
10 General - Small Claims C	72	0
12 Info Desk - Small Claims	7	12

50 served.

A0064983_62-000438

Cha, Sarah (MAG)

From: Hosein, Shelley (MAG)
Sent: July-04-19 10:48 AM
To: JUS-G-MAG-CSD-WSPU
Cc: Simion, Monica (MAG); Jassal, Parveen (MAG)
Subject: FW: QUARTERLY WAIT TIMES - 311 Jarvis Q1
Attachments: 20190704104335275.pdf

Good Morning.

Survey Monkey Completed.

Shelley Hosein
Supervisor of Court Operations
311 Jarvis Street
Toronto, Ontario
M5B 2C4
416-327-6855 (ph.)
416-327-3634(fx.)

-----Original Message-----
From: ONM3F02535435@ontario.ca <ONM3F02535435@ontario.ca>
Sent: July 4, 2019 10:44 AM
To: Hosein, Shelley (MAG) <Shelley.Hosein@ontario.ca>
Subject: QUARTERLY WAIT TIMES - 311 Jarvis

This E-mail was sent from "ONM3F02535435" (MP 5054).

Scan Date: 07.04.2019 10:43:34 (-0400)
Queries to: ONM3F02535435@ontario.ca

Wait Time Tracking Form - For manual tracking only

Sample Courthouse:	Location: 211 Jarvis
Sample Week:	05/27/19
Business Line:	Family OCJ

Date:	Sample Day	Start Time	End Time	Total wait time (hh:mm:ss)	No Client (X)	Comments
Example	*Day 0*	*9:30:00*	*10:45:00*	*1:15:00*		
	Day 1	9:30:00	9:35:00	0:05:00		
	Day 1	11:30:00	11:38:00	0:08:00		
	Day 1	13:30:00	13:39:00	0:09:00		
	Day 1	15:30:00	15:40:00	0:10:00		
	Day 2	9:30:00	9:31:00	0:01:00		
	Day 2	11:30:00	11:45:00	0:15:00		
	Day 2	13:30:00	13:39:00	0:09:00		
	Day 2	15:30:00	15:35:00	0:05:00		
	Day 3	9:30:00	9:45:00	0:15:00		
	Day 3	11:30:00	11:40:00	0:10:00		
	Day 3	13:30:00	13:45:00	0:15:00		
	Day 3	15:30:00	15:50:00	0:20:00		
	Day 4	9:30:00	9:45:00	0:15:00		
	Day 4	11:30:00	12:20:00	0:50:00		
	Day 4	13:30:00	13:45:00	0:15:00		
	Day 4	15:30:00	16:15:00	0:45:00		
	Day 5	9:30:00	9:40:00	0:10:00		
	Day 5	11:30:00	12:00:00	0:30:00		
	Day 5	13:30:00	13:45:00	0:15:00		
	Day 5	15:30:00	15:50:00	0:20:00		

Total Clients Sampled:	20
Total Time (hh:mm:ss):	5:22:00
Average Time (hh:mm:ss):	0:16:06
Number of clients served within 20-minute standard	17

Helping to Serve You Better!

Wait Time Tracking Slip

Thank you for your assistance. Please return this postcard to the Client Services Representative once you have reached the service counter.

This section is to be completed by Court Services employees only:

Date: MAY 27 2019	Business Line:
Start Time: 9:30	End Time: 9:35

Court Services Division
Ministry of the Attorney General

Ontario

Helping to Serve You Better!

Wait Time Tracking Slip

Thank you for your assistance. Please return this postcard to the Client Services Representative once you have reached the service counter.

This section is to be completed by Court Services employees only:

Date: MAY 27 2019	Business Line:
Start Time: 11:30	End Time: 11:38

Court Services Division
Ministry of the Attorney General

Ontario

Cha, Sarah (MAG)

From:	Wardle, Laura (MAG)
Sent:	July-05-19 4:45 PM
To:	McWade, Jami (MAG); JUS-G-MAG-CSD-WSPU
Cc:	Valerio, Michael (MAG); Caon, Danny (MAG)
Subject:	Q1 Wait Times
Attachments:	CCSD wait time tracking Quarter 1 (April 1st-June 30th, 2019) Regional Roll up template.xlsx; Qmatic Extracts-Civil and Family.pdf; Qmatic Extracts-Bankruptcy, Estates and Commercial Part 1.pdf; Qmatic Extracts- Bankruptcy, Estates and Commercial Part 2.pdf

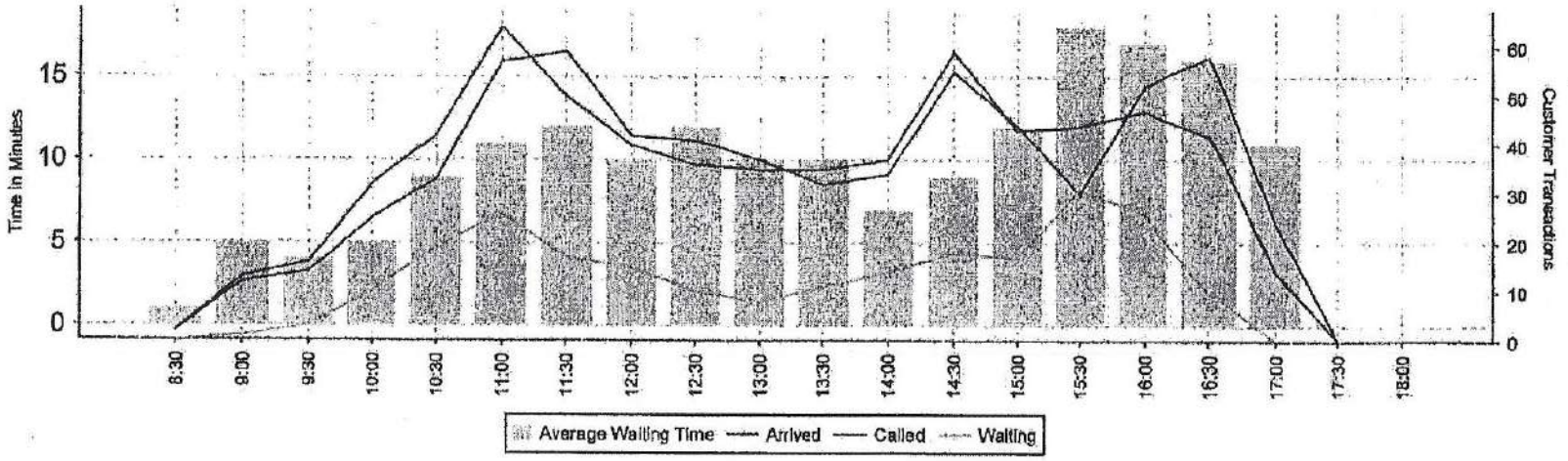
Good afternoon Jami,

Please see attached the Q1 (April 1 to June 30, 2019) wait times for the Civil, Family, Bankruptcy, Estates and Commercial departments. Also, please note that the **Assessments** portion has not been completed as the department has recently moved locations and they do not have QMatic or any type of tracking system. Therefore, the wait times have not been recorded and as a result there is no data to enter. This issue is being addressed at this time. If you have any questions please feel free to contact me.

Thank you,

Laura Wardle
A/Administrative Assistant to the
Manager of Court Operations-Civil, Family & Civil-Other
Ministry of the Attorney General
Superior Court of Justice
393 University Avenue, 10th Floor
Toronto, ON M5G 1E6
Tel: (416) 326-8188
Fax: (416) 326-8091
Email: laura.wardle@ontario.ca

A0064983_87-000463


Time in Minutes
15
10
5
0
60
50
40
30
20
10
0
Customer Transactions
8:30
9:00
9:30
10:00
10:30
11:00
11:30
12:00
12:30
13:00
13:30
14:00
14:30
15:00
15:30
16:00
16:30
17:00
17:30
18:00
Average Waiting Time
Arrived
Called
Waiting

QMATIC

Commercial - June Avg wait time

July 05, 2019 @ 12:35

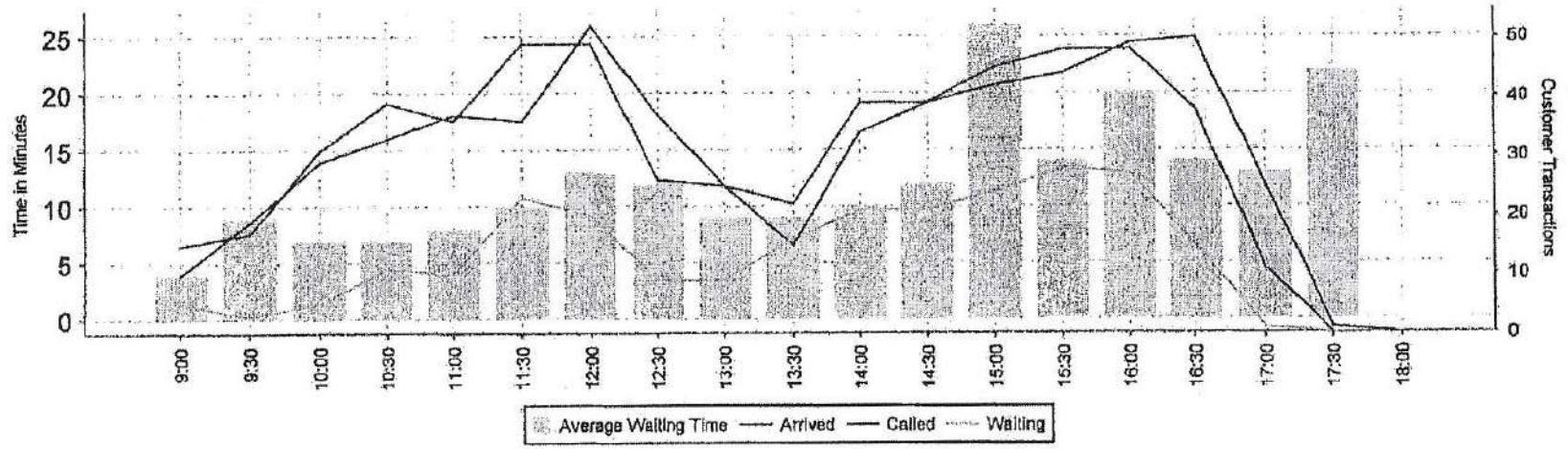
Overview Per Time Period

Number of days with statistics: 20

Removed Customers are not included.

	Customer transactions					Transaction time		Waiting time	
Period	Arrived	Called	Waiting	> SL	No Shows	Average	Max	Average	Max
8:30 - 9:00	15	10	5	3	0	00:04:35	00:10:23	00:04:55	00:18:15
9:00 - 9:30	17	19	3	9	0	00:09:42	00:19:05	00:09:07	00:43:10
9:30 - 10:00	31	29	5	15	0	00:10:27	00:37:33	00:07:07	00:31:20
10:00 - 10:30	39	33	11	16	0	00:10:09	00:35:02	00:07:07	00:27:14
10:30 - 11:00	36	37	10	21	0	00:11:23	01:19:01	00:08:27	00:24:48
11:00 - 11:30	49	36	23	25	0	00:09:59	00:30:29	00:10:28	00:29:33
11:30 - 12:00	49	52	20	42	0	00:08:13	00:31:36	00:13:05	00:38:01
12:00 - 12:30	26	37	9	27	0	00:10:27	00:36:38	00:12:31	01:08:05
12:30 - 13:00	25	25	9	14	0	00:08:35	00:24:48	00:09:35	00:31:36
13:00 - 13:30	22	15	16	9	0	00:09:07	00:23:04	00:09:41	00:43:25
13:30 - 14:00	39	34	21	29	0	00:10:35	00:37:17	00:10:27	00:24:03
14:00 - 14:30	39	39	21	32	0	00:08:47	00:24:57	00:12:22	00:38:54
14:30 - 15:00	45	42	24	34	0	00:08:53	00:58:47	00:26:54	03:18:27
15:00 - 15:30	48	44	28	34	1	00:08:21	01:01:58	00:14:23	00:40:00
15:30 - 16:00	48	49	27	40	0	00:08:24	00:41:19	00:20:00	00:56:17
16:00 - 16:30	38	50	15	42	1	00:09:08	00:33:37	00:14:48	00:50:41
16:30 - 17:00	11	25	1	18	0	00:07:49	00:27:29	00:13:11	00:34:55
17:00 - 17:30	0	1	0	1	0	00:24:35	01:59:30	00:22:53	00:22:53
17:30 - 18:00	0	0	0	0	0		01:27:07	00:00:00	00:00:00

Totals	577	577		411	2				
Averages						00:09:23		00:13:06	
Max	49	52	28	42	1	00:24:35	01:59:30	00:28:54	03:18:27


Time in Minutes
25
20
15
10
5
0
Customer Transactions
60
40
30
20
10
0
9:00
9:30
10:00
10:30
11:00
11:30
12:00
12:30
13:00
13:30
14:00
14:30
15:00
15:30
16:00
16:30
17:00
17:30
18:00
Average Waiting Time
Arrived
Called
Waiting

PSSReports - Monthly Wait Time Distribution Report For Service Estates

For April, 2019

Branch 999

Service Time Interval (min)	Number In Interval	Cummulative % Served Less Than
0-1	241	19.90
1-2	39	23.12
2-3	30	25.60
3-4	30	28.08
4-5	31	30.64
5-6	24	32.62
6-7	30	35.09
7-8	28	37.41
8-9	33	40.13
9-10	33	42.86
10-11	23	44.76
11-12	22	46.57
12-13	22	48.39
13-14	24	50.37
14-15	35	53.26
15-16	25	55.33
16-17	17	56.73
17-18	24	58.71
18-19	19	60.28
19-20	23	62.18
20-21	24	64.16
21-22	14	65.32
22-23	18	66.80
23-24	22	68.62
24-25	17	70.02
25-26	20	71.68
26-27	8	72.34
27-28	21	74.07
28-29	7	74.65
29-30	19	76.22
30-35	87	83.40
35-40	61	88.44
40-45	45	92.16
45-50	23	94.05
50-55	27	96.28
55-60	16	97.61
60-70	16	98.93
70-80	11	99.83
80-90	2	100.00
90-100	0	100.00
100-110	0	100.00
110-120	0	100.00
120+	0	100.00

Customer Arrivals:	1232	Customers Served:	1206
Walkup Customers:	0	Balked Customers:	0
Average Wait Time (min):	17.85	Maximum Wait Time (min):	85.94

Generated: Wednesday, May 08, 2019

QMATIC Estates - May July 05, 2019 @ 11.28

Waiting Time Per Month

RemovedCustomersandNoShowsarenotIncluded.

Month	0:05:00	0:10:00	0:15:00	0:20:00	0:25:00	0:30:00	0:35:00	0:40:00	0:45:00	Rest	Total	Above Service Level	%
April	62	21	10	3	2	4	6	3	0	1	111	49	44.1%
May	287	160	155	145	95	74	43	30	18	30	1,037	750	72.3%
Totals	349	181	165	148	97	78	49	33	18	31	1,148	799	69.5%
%	30.4%	15.7%	14.3%	12.8%	8.4%	6.7%	4.1%	2.8%	1.5%	2.7%			
% Cumulative	30.4%	46.1%	60.5%	73.4%	81.8%	88.5%	92.8%	95.7%	97.2%	100%			

843 175

A0064983_93-000469

Estates - June

QMATIC July 05, 2019 @ 11:29

Waiting Time Per Month

Removed Customers and No Shows are not included.

Month	0:05:00	0:10:00	0:15:00	0:20:00	0:25:00	0:30:00	0:35:00	0:40:00	0:45:00	Rest	Total	Above Service Level	%
June	246	135	145	85	77	51	29	27	22	29	846	600	70.9%
Totals	246	135	145	85	77	51	29	27	22	29	846	600	70.9%
%	29%	15.9%	17.1%	10%	9.1%	6%	3.4%	3.1%	2.6%	3.4%			
% Cumulative	29%	45%	62.1%	72.2%	81.3%	87.3%	90.7%	93.9%	96.6%	100%			

611 128

QMATIC Estates - May Average wait time July 05, 2019 @ 12:31

Overview Per Time Period

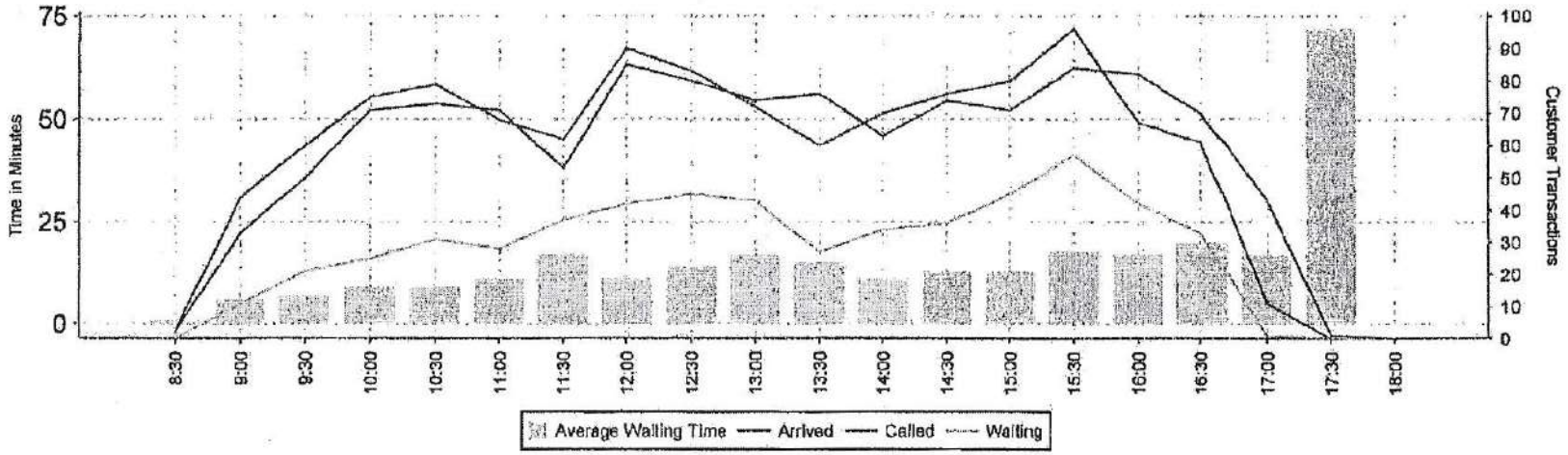
Number of days with statistics: 24

Removed Customers are not included.

	Customer transactions					Transaction time		Waiting time	
Period	Arrived	Called	Waiting	> SL	No Shows	Average	Max	Average	Max
8:00 - 8:30	2	2	0	0	0	00:00:11	00:00:16	00:01:49	00:01:57
8:30 - 9:00	44	33	11	16	0	00:05:58	00:14:38	00:08:12	00:18:04
9:00 - 9:30	60	60	21	23	0	00:08:08	00:34:10	00:07:39	00:45:24
9:30 - 10:00	75	71	25	39	0	00:10:40	00:47:14	00:09:07	00:37:01
10:00 - 10:30	79	73	31	41	0	00:12:06	00:52:12	00:09:13	00:32:17
10:30 - 11:00	68	71	28	41	1	00:10:54	01:39:40	00:11:19	00:44:16
11:00 - 11:30	62	63	37	38	0	00:13:00	00:48:29	00:17:19	01:11:04
11:30 - 12:00	90	85	42	50	0	00:12:17	01:13:43	00:11:52	01:14:06
12:00 - 12:30	83	80	46	60	0	00:11:39	00:35:36	00:14:03	01:02:48
12:30 - 13:00	72	74	43	59	0	00:11:23	00:36:44	00:17:50	00:52:48
13:00 - 13:30	60	76	27	62	0	00:11:37	00:49:15	00:15:22	00:36:06
13:30 - 14:00	70	83	34	48	0	00:11:43	00:55:23	00:11:22	00:48:40
14:00 - 14:30	76	74	36	53	1	00:12:15	00:44:19	00:13:15	00:48:41
14:30 - 15:00	80	71	45	46	1	00:13:48	00:52:01	00:13:32	00:55:18
15:00 - 15:30	96	84	57	69	1	00:11:36	01:05:43	00:18:17	00:48:33
15:30 - 16:00	67	82	42	64	4	00:12:41	01:00:02	00:17:44	00:57:29
16:00 - 16:30	81	70	33	58	0	00:11:44	01:10:52	00:20:12	01:00:25
16:30 - 17:00	11	43	1	37	0	00:10:10	01:48:51	00:17:46	00:50:58
17:00 - 17:30	0	1	0	1	0	00:16:34	01:24:51	01:12:30	01:12:30
17:30 - 18:00	0	0	0	0	0		01:16:29	00:00:00	00:00:00

A0064983_95-000471

Totals	1,166	1,166		804	8				
Averages						00:11:38		00:13:58	
Max	96	85	57	69	4	00:16:34	01:48:51	01:12:30	01:14:08


75
50
25
0
Time in Minutes
100
90
80
70
60
50
40
30
20
10
0
Customer Transactions
8:30
9:00
9:30
10:00
10:30
11:00
11:30
12:00
12:30
13:00
13:30
14:00
14:30
15:00
15:30
16:00
16:30
17:00
17:30
18:00
Average Waiting Time
Arrived
Called
Waiting

QMATIC Estates - June Aug waittime July 05, 2019 @ 12:34

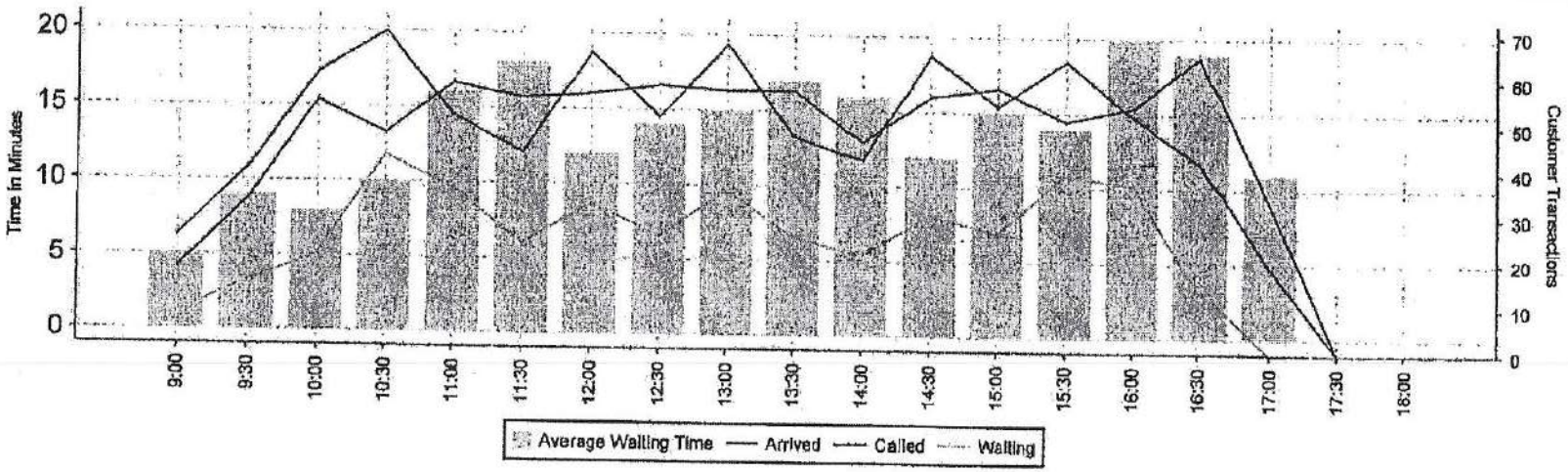
Overview Per Time Period

Number of days with statistics: 20

Removed Customers are not included.

	Customer transactions					Transaction time		Waiting time	
Period	Arrived	Called	Waiting	> SL	No Shows	Average	Max	Average	Max
8:30 - 9:00	24	17	7	8	0	00:08:31	00:19:09	00:05:58	00:23:38
9:00 - 9:30	39	32	14	15	0	00:09:02	00:48:58	00:09:24	00:42:19
9:30 - 10:00	60	64	20	33	0	00:11:64	00:45:25	00:08:33	00:26:42
10:00 - 10:30	89	47	42	31	0	00:09:40	00:49:38	00:10:55	00:31:39
10:30 - 11:00	51	58	35	46	0	00:11:05	01:17:53	00:16:34	01:02:15
11:00 - 11:30	43	55	23	36	0	00:09:49	00:48:59	00:16:26	01:16:38
11:30 - 12:00	68	56	32	34	1	00:12:45	00:37:43	00:12:40	00:51:41
12:00 - 12:30	61	58	26	43	1	00:12:52	00:59:31	00:14:46	00:67:55
12:30 - 13:00	67	57	35	47	0	00:12:38	00:35:39	00:15:41	00:52:48
13:00 - 13:30	47	67	25	46	1	00:08:39	00:40:16	00:17:09	00:59:05
13:30 - 14:00	42	46	21	37	0	00:10:21	00:47:19	00:16:29	00:49:24
14:00 - 14:30	65	66	30	37	0	00:09:55	00:51:44	00:12:09	00:37:37
14:30 - 15:00	54	58	26	41	2	00:11:31	00:51:41	00:15:33	02:11:25
15:00 - 15:30	64	61	39	30	0	00:12:52	00:44:27	00:14:26	02:01:53
15:30 - 16:00	62	54	37	45	2	00:14:31	02:47:37	00:20:07	00:43:32
16:00 - 16:30	42	66	14	50	1	00:09:30	00:46:14	00:19:50	01:00:31
16:30 - 17:00	19	33	0	24	0	00:12:35	00:52:09	00:11:46	00:47:00
17:00 - 17:30	0	0	0	0	0	00:29:46	00:55:32	00:00:00	00:00:00
17:30 - 18:00	0	0	0	0	0		01:12:58	00:00:00	00:00:00

Totals	854	854		608	8				
Averages						00:11:21		00:14:47	
Max	69	65	42	50	2	00:29:46	02:47:37	00:20:07	02:11:25


Time in Minutes
20
15
10
5
0
Customer Transactions
70
60
50
40
30
20
10
0
9:00
9:30
10:00
10:30
11:00
11:30
12:00
12:30
13:00
13:30
14:00
14:30
15:00
15:30
16:00
16:30
17:00
17:30
18:00
Average Waiting Time
Arrived
Called
Waiting

QUARTERLY CSD WAIT TIMES- 1ST QUARTER

CUSTOMER ARRIVALS	BANKRUPTCY	COMMERCIAL	ESTATES
APRIL	211	628	1232
MAY	218	642	1148
JUNE	219	575	846
TOTAL	648	1845	3226

AVERAGE WAIT TIME	BANKRUPTCY	COMMERCIAL	ESTATES
APRIL	4.34	11.3	18.25
MAY	10.57	11.51	13.58
JUNE	12.33	13.05	14.47
TOTAL	9.08	11.95333333	15.43333333

AVERAGE WAIT TIME (20 MIN)	BANKRUPTCY	COMMERCIAL	ESTATES
APRIL	97	492	753
MAY	179	515	843
JUNE	181	458	611
TOTAL	457	1465	2207

AVERAGE WAIT TIME (30 MIN)	BANKRUPTCY	COMMERCIAL	ESTATES
APRIL	6	70	170
MAY	27	76	175
JUNE	19	73	128
TOTAL	52	219	473

TOTAL AVERAGE WAIT TIME (30 MINS)	509	1684	2680

PSSReports - Monthly Wait Time Distribution Report For Service Bankruptcy

For April, 2019

Branch 999

Service Time Interval (min)	Number In Interval	Cummulative % Served Less Than
0-1	165	78.20
1-2	2	79.15
2-3	1	79.62
3-4	2	80.57
4-5	2	81.52
5-6	3	82.94
6-7	0	82.94
7-8	4	84.83
8-9	1	85.31
9-10	1	85.78
10-11	1	86.26
11-12	2	87.20
12-13	4	89.10
13-14	0	89.10
14-15	1	89.57
15-16	0	89.57
16-17	2	90.52
17-18	3	91.94
18-19	1	92.42
19-20	2	93.36
20-21	2	94.31
21-22	1	94.79
22-23	1	95.26
23-24	0	95.26
24-25	0	95.26
25-26	0	95.26
26-27	2	96.21
27-28	0	96.21
28-29	0	96.21
29-30	0	96.21
30-35	1	96.68
35-40	3	98.10
40-45	2	99.05
45-50	0	99.05
50-55	0	99.05
55-60	0	99.05
60-70	2	100.00
70-80	0	100.00
80-90	0	100.00
90-100	0	100.00
100-110	0	100.00
110-120	0	100.00
120+	0	100.00

Customer Arrivals:	211	Customers Served:	211
Walkup Customers:	0	Balked Customers:	0
Average Wait Time (min):	3.94	Maximum Wait Time (min):	66.21

Generated: Wednesday, May 08, 2019

Bankruptcy - May

QMATIC July 05, 2019 @ 11:27

Waiting Time Per Month

Removed Customers and No Shows are not included

Month	0:05:00	0:10:00	0:15:00	0:20:00	0:25:00	0:30:00	0:35:00	0:40:00	0:45:00	Rest	Total	Above Service Level	%
April	2	2	1	1	1	0	0	1	0	0	8	8	75%
May	76	49	30	18	17	9	3	4	3	1	210	134	63.8%
Totals	78	51	31	19	18	9	3	5	3	1	218	140	64.2%
%	35.7%	23.3%	14.2%	8.7%	8.2%	4.1%	1.3%	2.2%	1.3%	0.4%			
% Cumulative	35.7%	59.1%	73.3%	82.1%	90.3%	94.4%	95.8%	98.1%	99.5%	100%			

179 27

Bankruptcy

June

QMATIC

July 05, 2019 @ 11:26

Waiting Time Per Month

Removed Customers and No Shows are not included.

Month	0:05:00	0:10:00	0:15:00	0:20:00	0:25:00	0:30:00	0:35:00	0:40:00	0:45:00	Rest	Total	Above Service Level	%
June	67	51	35	28	13	6	7	4	1	7	219	152	69.4%
Totals	67	51	35	28	13	6	7	4	1	7	219	152	69.4%
%	30.5%	23.2%	15.9%	12.7%	5.9%	2.7%	3.1%	1.8%	0.4%	3.1%			
% Cumulative	30.5%	53.8%	69.8%	82.6%	88.5%	91.3%	94.5%	96.3%	96.8%	100%			

181 19

A0064983_104-000480

QMATIC Bankruptcy - May Average wait time.

July 05, 2019 @ 12:17

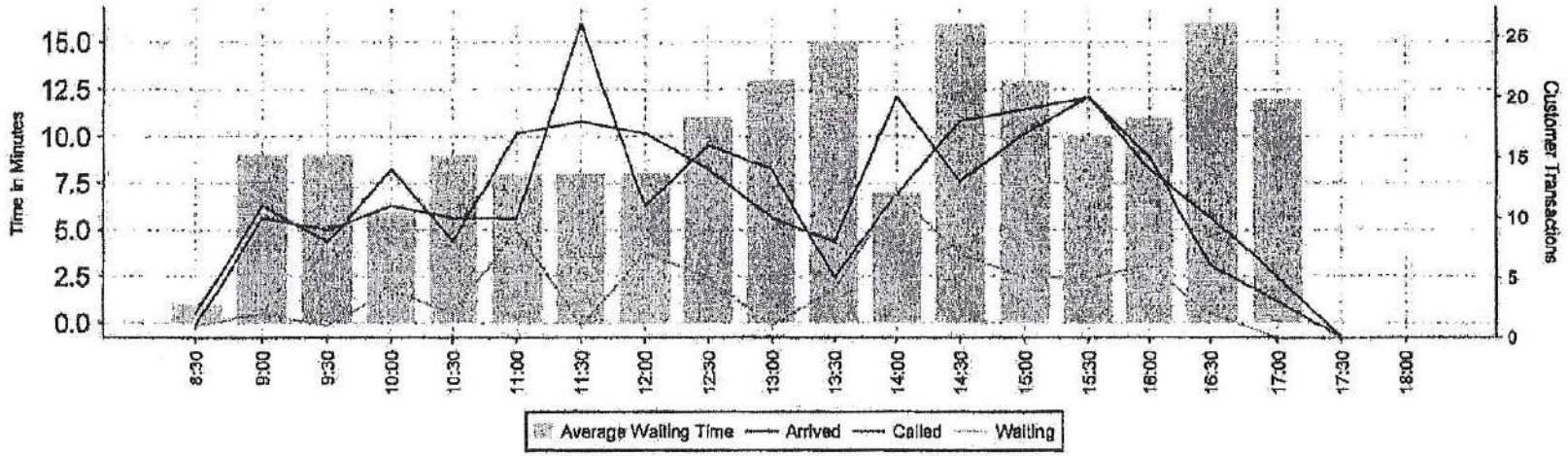
Overview Per Time Period

Number of days with statistics: 24

Removed Customers are not included.

	Customer transactions					Transaction time		Waiting time	
Period	Arrived	Called	Waiting	> SL	No Shows	Average	Max	Average	Max
8:00 - 8:30	2	1	1	0	0	00:00:24	00:00:24	00:01:17	00:01:17
8:30 - 9:00	11	10	2	7	0	00:05:18	00:13:23	00:09:56	00:22:07
9:00 - 9:30	8	9	1	5	0	00:06:26	00:16:57	00:09:00	00:29:56
9:30 - 10:00	14	11	4	6	0	00:08:43	00:39:12	00:08:47	00:18:04
10:00 - 10:30	8	10	2	6	0	00:09:24	00:37:42	00:09:08	00:30:47
10:30 - 11:00	17	10	9	7	0	00:07:53	01:13:21	00:08:10	00:23:26
11:00 - 11:30	18	26	1	18	0	00:08:24	00:26:54	00:08:04	00:39:33
11:30 - 12:00	17	11	7	7	0	00:11:36	00:27:41	00:08:47	00:22:06
12:00 - 12:30	14	16	5	11	0	00:05:22	00:18:18	00:11:09	00:33:05
12:30 - 13:00	10	14	1	9	0	00:11:26	00:30:34	00:13:11	00:41:14
13:00 - 13:30	8	5	4	5	0	00:12:35	01:15:16	00:15:12	00:20:11
13:30 - 14:00	20	12	12	6	0	00:06:22	00:42:52	00:07:02	00:20:03
14:00 - 14:30	13	18	7	13	1	00:07:36	00:41:57	00:16:47	00:39:13
14:30 - 15:00	17	19	5	11	0	00:06:51	00:40:28	00:13:47	00:56:41
15:00 - 15:30	20	20	6	9	1	00:09:49	01:00:44	00:10:11	00:40:02
15:30 - 16:00	15	14	6	10	1	00:06:57	00:16:34	00:11:59	00:26:38
16:00 - 16:30	6	10	2	9	0	00:13:20	01:26:55	00:16:20	00:24:36
16:30 - 17:00	3	5	0	4	0	00:04:46	00:06:49	00:12:46	00:26:56
17:00 - 17:30	0	0	0	0	0		00:30:00	00:00:00	00:00:00
17:30 - 18:00	0	0	0	0	0		00:46:57	00:00:00	00:00:00

Totals	221	221		142	3				
Averages						00:08:40		00:10:57	
Max	20	26	12	18	1	00:13:20	01:26:55	00:16:47	00:55:41


Time in Minutes
15.0
12.5
10.0
7.5
5.0
2.5
0.0
Customer Transactions
25
20
15
10
5
0
8:30
9:00
9:30
10:00
10:30
11:00
11:30
12:00
12:30
13:00
13:30
14:00
14:30
15:00
15:30
16:00
16:30
17:00
17:30
18:00
Average Waiting Time
Arrived
Called
Waiting

QMATIC Bankruptcy - June avg. wait time . July 05, 2019 @ 12:36

Overview Per Time Period

Number of days with statistics: 20

Removed Customers are not included.

Period	Customer transactions					Transaction time		Waiting time	
	Arrived	Called	Waiting	> SL	No Shows	Average	Max	Average	Max
8:30 - 9:00	20	14	6	7	0	00:01:57	00:04:41	00:07:56	00:26:08
9:00 - 9:30	9	10	5	9	1	00:05:36	00:17:24	00:14:37	00:35:58
9:30 - 10:00	14	14	5	5	0	00:08:01	00:18:35	00:09:07	00:41:42
10:00 - 10:30	18	16	8	11	0	00:08:31	00:23:22	00:15:29	00:58:07
10:30 - 11:00	15	19	4	13	0	00:07:40	00:27:37	00:09:46	00:26:27
11:00 - 11:30	14	12	6	6	0	00:07:20	00:30:01	00:09:53	00:30:43
11:30 - 12:00	9	13	2	13	1	00:10:29	00:47:18	00:15:12	00:39:33
12:00 - 12:30	16	15	3	11	0	00:08:25	01:05:01	00:09:14	00:20:07
12:30 - 13:00	8	8	3	4	0	00:10:30	00:20:51	00:06:55	00:21:24
13:00 - 13:30	14	8	9	7	0	00:09:03	00:29:05	00:15:55	00:26:47
13:30 - 14:00	5	11	3	9	0	00:06:25	00:17:09	00:14:49	00:31:56
14:00 - 14:30	12	11	4	5	0	00:06:38	00:14:07	00:06:12	00:20:36
14:30 - 15:00	18	12	10	6	0	00:11:38	01:05:17	00:15:00	01:31:26
15:00 - 15:30	19	16	13	11	0	00:08:11	00:20:07	00:11:13	00:32:24
15:30 - 16:00	13	20	6	18	0	00:06:15	00:13:10	00:16:49	01:01:51
16:00 - 16:30	17	16	7	10	0	00:07:16	00:30:01	00:11:19	00:49:00
16:30 - 17:00	0	6	1	6	0	00:09:15	00:24:22	00:25:11	01:08:15
17:00 - 17:30	0	1	0	1	0	00:00:04	00:00:04	00:34:23	00:34:23
Totals	221	221		154	2				
Averages						00:07:50		00:12:33	
Max	20	20	13	18	1	00:11:38	01:05:17	00:34:23	01:31:26

Orchestra 7 - Report version 7.0.0.0

PSSReports - Monthly Wait Time Distribution Report For Service Commercial

Branch 999

For April, 2019

Service Time Interval (min)	Number In Interval	Cummulative % Served Less Than
0-1	196	31.46
1-2	26	35.63
2-3	22	39.17
3-4	16	41.73
4-5	29	46.39
5-6	21	49.76
6-7	10	51.36
7-8	16	53.93
8-9	19	56.98
9-10	10	58.59
10-11	14	60.83
11-12	22	64.37
12-13	11	66.13
13-14	14	68.38
14-15	15	70.79
15-16	11	72.55
16-17	13	74.64
17-18	7	75.76
18-19	11	77.53
19-20	9	78.97
20-21	5	79.78
21-22	9	81.22
22-23	9	82.66
23-24	9	84.11
24-25	6	85.07
25-26	7	86.20
26-27	6	87.16
27-28	7	88.28
28-29	8	89.57
29-30	4	90.21
30-35	16	92.78
35-40	16	95.35
40-45	7	96.47
45-50	8	97.75
50-55	5	98.56
55-60	3	99.04
60-70	4	99.68
70-80	2	100.00
80-90	0	100.00
90-100	0	100.00
100-110	0	100.00
110-120	0	100.00
120+	0	100.00

Customer Arrivals:	628	Customers Served:	622
Walkup Customers:	0	Balked Customers:	0
Average Wait Time (min):	11.30	Maximum Wait Time (min):	77.19

Generated: Wednesday, May 08, 2019

QMATIC Commercial - May July 05, 2019 @ 11:28

Waiting Time Per Month

Removed Customers and No Shows are not included.

Month	0:05:00	0:10:00	0:15:00	0:20:00	0:25:00	0:30:00	0:35:00	0:40:00	0:45:00	Rest	Total	Above Service Level	%
April	18	9	12	3	5	0	0	2	0	0	49	31	63.2%
May	214	103	79	77	47	29	18	16	5	5	593	379	63.9%
Totals	232	112	91	80	52	29	18	18	5	5	642	410	63.8%
%	36.1%	17.4%	14.1%	12.4%	8%	4.5%	2.8%	2.8%	0.7%	0.7%			
% Cumulative	36.1%	53.5%	67.7%	80.2%	88.3%	92.8%	95.6%	98.4%	99.2%	100%			

515 76

A0064983_110-000486

QMATIC Commercial - June July 05, 2019 @ 11:30

Waiting Time Per Month

Removed Customers and No Shows are not Included.

Month	0:05:00	0:10:00	0:15:00	0:20:00	0:25:00	0:30:00	0:35:00	0:40:00	0:45:00	Rest	Total	Above Service Level	%
June	166	136	90	66	46	27	22	8	6	8	575	409	71.1%
Totals	166	136	90	66	46	27	22	8	6	8	575	409	71.1%
%	28.8%	23.6%	15.6%	11.4%	8%	4.6%	3.8%	1.3%	1%	1.3%			
% Cumulative	28.8%	52.5%	68.1%	79.6%	87.6%	92.3%	96.1%	97.5%	98.6%	100%			

458 73

QMATIC Commercial - may average wait July 05, 2019 @ 12:31

Overview Per Time Period

Number of days in statistics: 2

Removed Customers are not included.

	Customer transactions					Transaction time		Waiting time	
Period	Arrived	Called	Waiting	> SL	No Shows	Average	Max	Average	Max
8:00 - 8:30	2	2	0	0	0	00:00:28	00:00:37	00:01:23	00:02:12
8:30 - 9:00	13	12	1	4	0	00:07:24	00:17:46	00:05:08	00:17:33
9:00 - 9:30	16	14	3	5	0	00:11:12	00:40:01	00:04:49	00:17:56
9:30 - 10:00	32	25	10	10	0	00:07:35	00:19:08	00:05:22	00:21:08
10:00 - 10:30	42	33	19	18	0	00:11:29	00:41:24	00:09:29	00:37:41
10:30 - 11:00	64	57	26	42	0	00:09:24	00:39:37	00:11:56	00:31:09
11:00 - 11:30	50	59	17	40	0	00:08:56	00:24:59	00:12:17	00:32:09
11:30 - 12:00	40	42	15	28	0	00:09:11	00:30:18	00:10:44	00:39:36
12:00 - 12:30	36	41	10	24	0	00:10:58	00:35:48	00:12:18	00:46:58
12:30 - 13:00	35	37	8	15	2	00:09:50	00:33:26	00:10:48	00:40:41
13:00 - 13:30	35	32	11	22	0	00:11:20	00:43:10	00:10:07	00:36:06
13:30 - 14:00	37	34	14	21	0	00:10:03	00:32:11	00:07:37	00:23:21
14:00 - 14:30	59	55	18	32	2	00:09:33	00:53:19	00:09:12	00:27:09
14:30 - 15:00	43	44	17	28	0	00:12:26	00:51:05	00:12:52	00:46:39
15:00 - 15:30	44	30	31	24	1	00:12:29	00:38:11	00:18:23	00:41:34
15:30 - 16:00	47	52	26	44	2	00:07:01	00:35:33	00:17:44	00:46:52
16:00 - 16:30	42	58	10	46	2	00:09:30	00:46:48	00:16:51	00:52:14
16:30 - 17:00	14	24	0	16	0	00:14:28	00:41:47	00:11:17	00:35:48
17:00 - 17:30	0	0	0	0	0	00:14:11	01:33:26	00:00:00	00:00:00
17:30 - 18:00	0	0	0	0	0		01:07:53	00:00:00	00:00:00

Totals	661	661		419	9				
Averages						00:10:15		00:11:51	
Max	64	59	31	46	2	00:14:28	01:33:26	00:18:23	00:52:14

Civ - 20 min

verview - per month

Report date / time 07/02/2019 10:00:56
Created by Joseph Doria
Number of days with statistics 62

		Customer transactions					Transaction time			Waiting time			
Month	Stat days	Arrived	Served	%	No Shows	%	Workload	Average	Max	> SL	%	Average	Max
onth.april - 2019	20	4,683	4,172	89.1 %	511	10.9 %	1141:55:12	0:16:25	1:20:00	2,890	69.3 %	1:39:41	5:09:14
onth.may - 2019	22	5,531	5,126	92.7 %	405	7.3 %	1441:19:34	0:16:52	1:23:58	3,824	74.6 %	1:14:28	4:51:20
onth.june - 2019	20	4,417	4,184	94.7 %	233	5.3 %	1216:26:24	0:17:26	1:20:00	2,991	71.5 %	1:01:37	3:40:38
	Total	14,631	13,482	92.1 %	1,149	7.9 %	3799:41:10			9,705			
	Average	4,877	4,494		383		1266:33:43	0:16:54		3,235		1:18:17	
	Max	5,531	5,126		511		1441:19:34		1:23:58	3,824			5:09:14

A0064983_114-000490

Report settings

Selected date intervals

4/01/2019 - 07/01/2019

Weekdays

Monday, Tuesday, Wednesday, Thursday, Friday

Time period

8:00 - 22:00

Service

-Miscellaneous
-Miscellaneous/Urgent
-Motions
-Process Servers/Counsel
-Self-Represented Litigant

Queue

All available

Branch

AG

Workstation

All available

Staff Member

All available

Priority

All available

Printer

All available

Calculation settings

No Show Time	00:02:00
Service level waiting time	00:20:00
Period time	00:15:00

CV – 30 Min

Overview - per month

Report date / time: 07/02/2019 09:57:12
Created by: Joseph Doria
Number of days with statistics: 62

		Customer transactions					Transaction time			Waiting time			
Month	Stat days	Arrived	Served	%	No Shows	%	Workload	Average	Max	> SL	%	Average	Max
onth.april - 2019	20	4,683	4,172	89.1 %	611	10.9 %	1141:55:12	0:16:25	1:20:00	2,684	64.3 %	1:39:41	5:09:14
onth.may - 2019	22	5,531	5,126	92.7 %	405	7.3 %	1441:19:34	0:16:52	1:23:58	3,422	66.8 %	1:14:28	4:51:20
onth.June - 2019	20	4,417	4,184	94.7 %	233	5.3 %	1216:26:24	0:17:26	1:20:00	2,666	63.7 %	1:01:37	3:40:38
	Total	14,631	13,482	92.1 %	1,149	7.9 %	3799:41:10			8,772			
	Average	4,877	4,494		383		1266:33:43	0:16:54		2,924		1:18:17	
	Max	5,531	5,126		611		1441:19:34		1:23:58	3,422			5:09:14

Report settings

Selected date intervals

1/01/2019 - 07/01/2019

Weekdays

Monday, Tuesday, Wednesday, Thursday, Friday

Time period

8:00 - 22:00

Service

-Miscellaneous
-Miscellaneous/Urgent
-Motions
-Process Servers/Counsel
-Self-Represented Litigant

Queue

All available

Branch

AG

Workstation

All available

Staff Member

All available

Priority

All available

Printer

All available

Calculation settings

No Show Time	00:02:00
Service level waiting time	00:30:00
Period time	00:15:00

8AM -20 min

)verview - per month

Report date / time 07/02/2019 10:03:53
Created by Joseph Doria
Number of days with statistics 82

Month	Stat days	Customer transactions					Transaction time			Waiting time			
		Arrived	Served	%	No Shows	%	Workload	Average	Max	> SL	%	Average	Max
onth.april - 2019	20	3,042	2,990	98.3 %	52	1.7 %	685:50:34	0:13:45	1:20:00	1,377	46.1 %	0:28:54	2:30:16
onth.may - 2019	22	3,323	3,186	95.8 %	138	4.2 %	702:50:34	0:13:14	1:19:56	1,706	53.6 %	0:39:45	3:22:24
onth.June - 2019	20	2,883	2,819	97.8 %	64	2.2 %	658:49:20	0:14:01	1:20:00	1,171	41.5 %	0:26:37	3:47:28
	Total	9,248	8,994	97.3 %	254	2.7 %	2047:30:28			4,254			
	Average	3,082	2,998		84		682:30:09	0:13:39		1,418		0:32:02	
	Max	3,323	3,186		138		702:50:34		1:20:00	1,706			3:47:28

Report settings

Selected date intervals

4/01/2018 - 07/01/2019

Weekdays

Monday, Tuesday, Wednesday, Thursday, Friday

Time period

8:00 - 22:00

Service

-Divorce Certificate
-Miscellaneous/Urgent
-Process Servers/Counsel
-Self-Represented Litigant

Queue

All available

Branch

IAG

Workstation

All available

Staff Member

All available

Priority

All available

Printer

All available

Calculation settings

No Show Time	00:02:00
Service level waiting time	00:20:00
Period time	00:15:00

8am-30 min

Overview - per month

Report date / time 07/02/2019 10:07:19
Created by Joseph Doria
Number of days with statistics 62

		Customer transactions					Transaction time			Waiting time			
Month	Stat days	Arrived	Served	%	No Shows	%	Workload	Average	Max	> SL	%	Average	Max
onth.april - 2019	20	3,042	2,990	98.3 %	52	1.7 %	685:50:34	0:13:45	1:20:00	1,019	34.1 %	0:28:54	2:30:16
onth.may - 2019	22	3,323	3,185	95.8 %	138	4.2 %	702:50:34	0:13:14	1:19:56	1,313	41.2 %	0:39:45	3:22:24
onth.June - 2019	20	2,883	2,819	97.8 %	64	2.2 %	658:49:20	0:14:01	1:20:00	815	28.9 %	0:26:37	3:47:28
Total		9,248	8,994	97.3 %	254	2.7 %	2047:30:28			3,147			
Average		3,082	2,998		84		682:30:09	0:13:39		1,049		0:32:02	
Max		3,323	3,185		138		702:50:34		1:20:00	1,313			3:47:28

Report settings

Selected date intervals

1/01/2019 - 07/01/2019

Weekdays

Monday, Tuesday, Wednesday, Thursday, Friday

Time period

8:00 - 22:00

Service	Queue
Divorce Certificate Miscellaneous/Urgent Process Servers/Counsel Self-Represented Litigant	All available

Branch

AG

Workstation	Staff Member
All available	All available
Priority	**Printer**
All available	All available

Calculation settings

No Show Time	00:02:00
Service level waiting time	00:30:00
Period time	00:15:00

This spreadsheet court locations with **automated ticketing systems** that are able to generate the data requested below

Region name:	Toronto - 393 Univ. Ave.	Reporting Period:	Q1 (April 1 - June 30, 2019)							
In-person wait times - Offices with automated tracking systems										
In-person Offices	Service Standard posted (min)	Total Number of visits during quarter	Average wait time of all clients during quarter (h:mm:ss)	Total wait time (h:mm:ss)	Average wait time for clients at automated sites (h:mm:ss)	Number of clients served in within 20 mins	% Clients served in 20 mins	Number of client served in 30 mins	% Clients served in 30 mins	Comments
Total		9248		4937:24:16	0:32:02	4994	54%	6101	66.0%	
Family	30	9248	0:32:02	4937:24:16		4994		6101		
				0:00:00						
				0:00:00						
				0:00:00						
				0:00:00						

General Information	
Items in red carried to the OPS Ministry Summary	
	Instructions
Region Name	Enter the name of your region
Total Row (row 5)	This row will auto-populate. Do not overwrite this row
Column A	Enter name of each site with an automatic ticketing system
Column B	Do not change
Column C	Enter the total number of clients served at the counter during the quarter
Column D	Enter the average wait time of clients served at the counter during the quarter in h:mm:ss format
Column F	Average wait time of all sites will autopopulate
Column G	Enter number of clients served within 20 minute service standard
Column I	Enter number of clients served within 30 minute service standard
Column K	Insert any comments you may have

This spreadsheet court locations with automated ticketing systems that are able to generate the data requested below

Region name:	Toronto - 393 Univ. Ave.	Reporting Period:	Q1 (April 1 - June 30, 2019)							
In-person wait times - Offices with automated tracking systems										
In-person Offices	Service Standard posted (min)	Total Number of visits during quarter	Average wait time of all clients during quarter (h:mm:ss)	Total wait time (h:mm:ss)	Average wait time for clients at automated sites (h:mm:ss)	Number of clients served in within 20 mins	% Clients served in 20 mins	Number of client served in 30 mins	% Clients served in 30 mins	Comments
Total		**14631**		**19089:23:27**	**1:18:17**	**4296**	**29%**	**5859**	**40.0%**	
Civil	30	14631	1:18:17	19089:23:27		4296		5859		
				0:00:00						
				0:00:00						
				0:00:00						
				0:00:00						

General Information	
Items in red carried to the OPS Ministry Summary	
	Instructions
Region Name	Enter the name of your region
Total Row (row 5)	This row will auto-populate. Do not overwrite this row
Column A	Enter name of each site with an automatic ticketing system
Column B	Do not change
Column C	Enter the total number of clients served at the counter during the quarter
Column D	Enter the average wait time of clients served at the counter during the quarter in h:mm:ss format
Column F	Average wait time of all sites will autopopulate
Column G	Enter number of clients served within 20 minute service standard
Column I	Enter number of clients served within 30 minute service standard
Column K	Insert any comments you may have

Cha, Sarah (MAG)

From: Sommerfeldt, Jandee (MAG)
Sent: July-08-19 9:57 AM
To: McWade, Jami (MAG)
Cc: Tracey, Kendra (MAG); Lampkin, Darcy (MAG)
Subject: CSD - London - Wait Time Data Tracking Q1
Attachments: Q1 - Apr 1 to May 15.JPG; Q1 - May 16 to Jun 28.JPG; Q1 - Apr 1 to May 15 - Stats.JPG; Q1 - May 16 to Jun 28 - Stats.JPG

Good Morning,

Please find attached West Region – London CSD's Quarter 1 results.

Thank you,

Jandee Sommerfeldt

Business Support Analyst
Ministry of the Attorney General
80 Dundas Street
London, ON N6A 6K1
T: 519-660-3137
F: 519-660-3134

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QMATIC

Local server

Customer Service Report 1 by day

4/1/2019 - 5/15/2019

Selection:

Time selection from - to:	08:00 - 22:00
Exclude customers with transaction time below:	0:00

Customers from all services are included in one report.

Date	4/1/2019, Monday - 4/5/2019, Friday
Date	4/8/2019, Monday - 4/12/2019, Friday
Date	4/15/2019, Monday - 4/26/2019, Friday
Date	4/29/2019, Monday - 5/3/2019, Friday
Date	5/6/2019, Monday - 5/10/2019, Friday
Date	5/13/2019, Monday - 5/17/2019, Friday
Date	5/21/2019, Tuesday - 5/24/2019, Friday
Date	5/27/2019, Monday - 5/31/2019, Friday
Date	6/3/2019, Monday - 6/7/2019, Friday
Date	6/10/2019, Monday - 6/14/2019, Friday
Date	6/17/2019, Monday - 6/21/2019, Friday
Date	6/24/2019, Monday - 6/28/2019, Friday
Branch	All available branches are selected
Ticket button	All available ticket buttons are selected
Category	All available categories are selected
Workstation	All available workstations are selected
Ticket printer	All available ticket printers are selected
User login	All available user login codes are selected
Matter code	All available matter codes are selected

Summary:

Number of customers served:	4483
Number of excluded customers:	0

From	To	Average waiting customers	Average waiting time	Max waiting time	Max in queue	Customers served	Above limit 1 20:00		Above limit 2 30:00		
4/1/2019	Monday	5.8	21:30	59:08	17	135	39	27%	29	20%	<<
4/2/2019	Tuesday	7.1	21:22	1:26:58	18	164	71	43%	22	13%	<<
4/3/2019	Wednesday	6.4	19:50	1:04:08	13	158	37	23%	23	15%	<<
4/4/2019	Thursday	8.0	29:42	1:21:58	21	139	13	9%	79	57%	<<
4/5/2019	Friday	9.7	34:58	1:09:30	24	138	30	22%	61	50%	<<
4/8/2019	Monday	9.4	30:18	1:15:08	24	158	37	23%	71	45%	<<
4/9/2019	Tuesday	9.9	29:46	1:09:28	18	164	37	23%	80	49%	<<
4/10/2019	Wednesday	5.8	17:28	45:16	14	184	36	22%	32	20%	<<
4/11/2019	Thursday	7.2	28:36	1:04:42	18	127	18	13%	61	48%	<<
4/12/2019	Friday	8.1	29:06	1:09:22	15	138	34	25%	62	45%	<<
4/15/2019	Monday	5.8	21:48	51:38	14	127	23	18%	42	33%	<<
4/16/2019	Tuesday	7.9	25:24	1:20:30	21	155	28	18%	42	27%	<<
4/17/2019	Wednesday	4.4	16:24	52:58	10	131	28	21%	17	13%	<<
4/18/2019	Thursday	6.9	22:28	1:11:30	20	148	33	22%	39	26%	<<
4/22/2019	Tuesday	8.1	28:50	1:05:08	19	178	42	24%	71	40%	<<
4/24/2019	Wednesday	11.3	33:08	1:03:28	20	165	40	24%	97	59%	<<
4/25/2019	Thursday	7.0	23:44	1:06:48	17	146	18	12%	53	36%	<<
4/26/2019	Friday	8.1	24:16	1:01:16	15	127	21	17%	46	36%	<<
4/29/2019	Monday	7.0	27:26	59:44	13	128	54	43%	48	39%	<<
4/30/2019	Tuesday	7.9	27:24	1:05:42	16	138	15	11%	61	44%	<<
5/1/2019	Wednesday	2.9	12:20	1:05:40	12	116	8	5%	22	19%	<<
5/2/2019	Thursday	4.5	21:38	46:08	12	100	29	29%	26	26%	<<
5/3/2019	Friday	7.3	30:36	1:17:10	16	122	12	10%	55	45%	<<
5/6/2019	Monday	5.6	24:02	1:06:12	12	117	19	16%	34	29%	<<
5/7/2019	Tuesday	5.5	20:18	46:42	15	134	43	32%	30	22%	<<
5/8/2019	Wednesday	2.0	6:58	29:46	10	141	19	13%	0	0%	
5/9/2019	Thursday	4.3	13:06	56:44	17	159	17	11%	18	11%	<<
5/10/2019	Friday	5.2	16:14	50:54	18	151	7	5%	35	23%	<<
5/13/2019	Monday	4.2	12:28	45:44	13	183	13	8%	25	15%	<<
5/14/2019	Tuesday	5.8	14:58	1:16:20	15	194	44	23%	21	11%	<<
5/15/2019	Wednesday	8.7	20:02	1:13:08	19	161	28	18%	41	26%	<<
Summary		6.8	22:36	1:26:58	24	4483	878	20%	1374	31%	

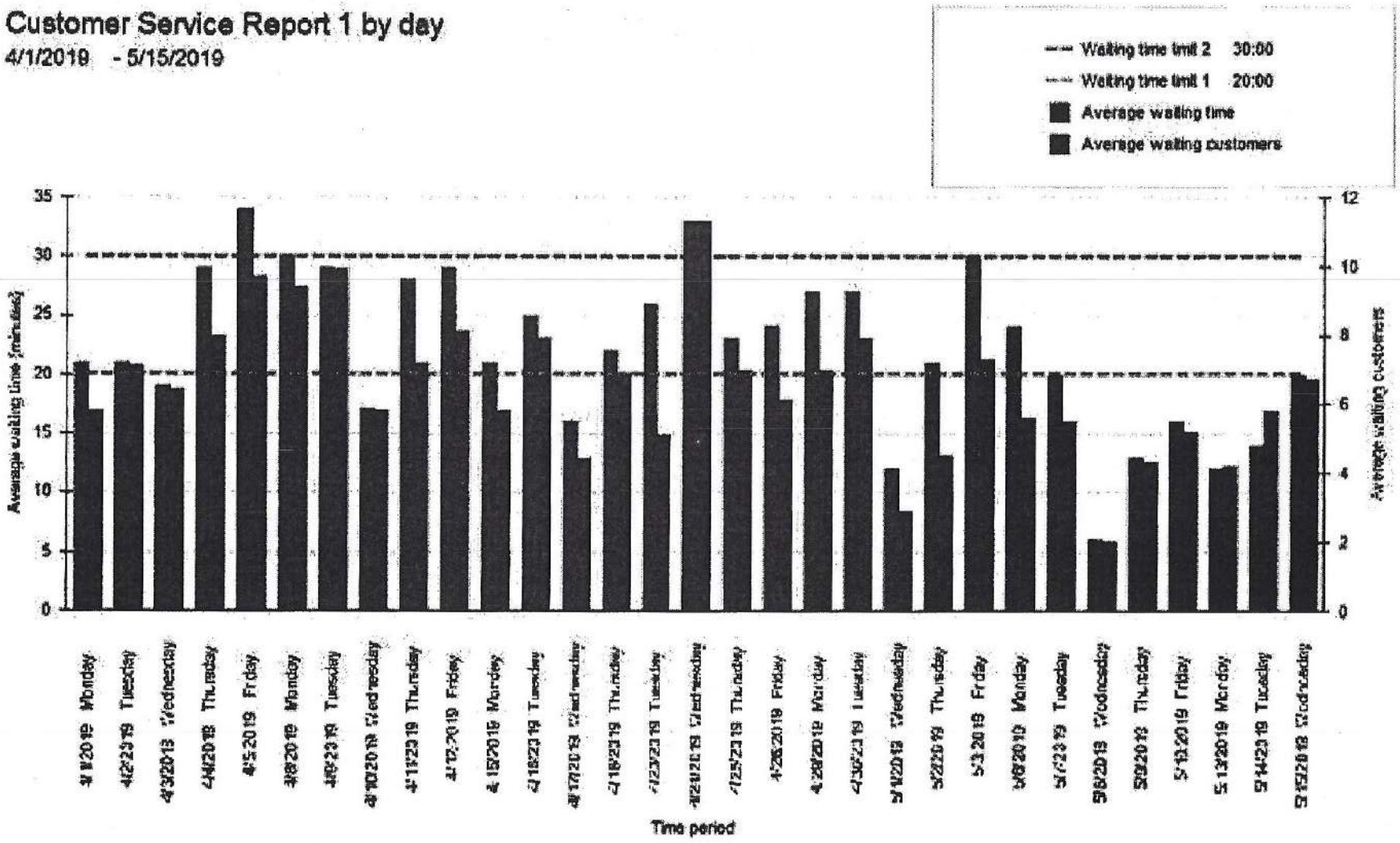
A0064983_126-000502

QMATIC

Local server

Customer Service Report 1 by day

4/1/2019 - 5/15/2019



A0064983_127-000503

QMATIC

Local server

Customer Service Report 1 by day

5/16/2019 - 6/28/2019

Selection:

Time selection from - to:	08:00 - 22:00
Exclude customers with transaction time below:	0:00

Customers from all services are included in one report.

Date	4/1/2019, Monday - 4/5/2019, Friday
Date	4/8/2019, Monday - 4/12/2019, Friday
Date	4/15/2019, Monday - 4/26/2019, Friday
Date	4/29/2019, Monday - 5/3/2019, Friday
Date	5/6/2019, Monday - 5/10/2019, Friday
Date	5/13/2019, Monday - 5/17/2019, Friday
Date	5/21/2019, Tuesday - 5/24/2019, Friday
Date	5/27/2019, Monday - 5/31/2019, Friday
Date	6/3/2019, Monday - 6/7/2019, Friday
Date	6/10/2019, Monday - 6/14/2019, Friday
Date	6/17/2019, Monday - 6/21/2019, Friday
Date	6/24/2019, Monday - 6/28/2019, Friday
Branch	All available branches are selected
Ticket button	All available ticket buttons are selected
Category	All available categories are selected
Workstation	All available workstations are selected
Ticket printer	All available ticket printers are selected
User login	All available user login codes are selected
Marital code	All available marital codes are selected

Summary:

Number of customers served	4558
Number of excluded customers:	0

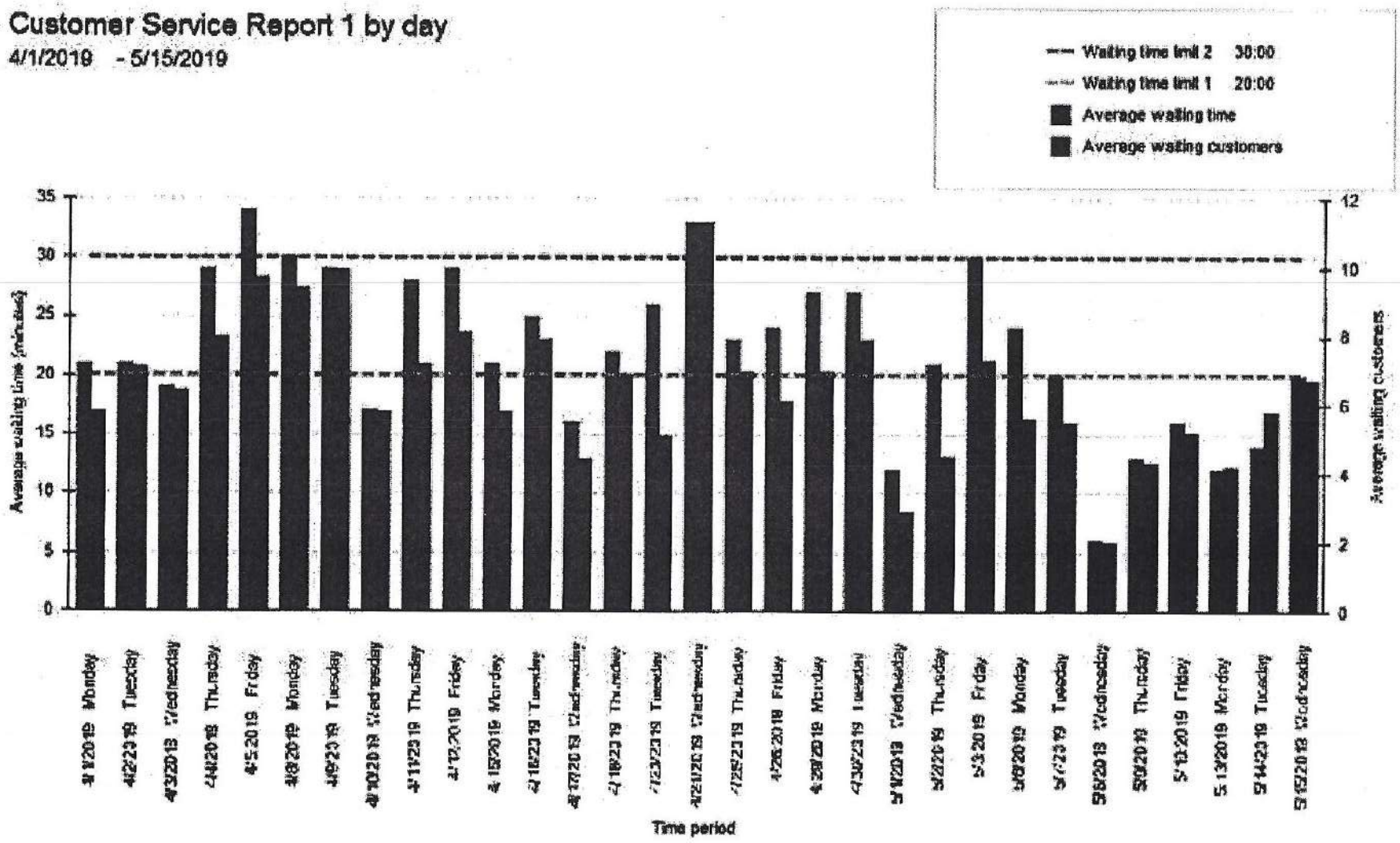
From	To	Average waiting customers	Average waiting time	Max waiting time	Max in queue	Customers served	Above limit 1	20:00	Above limit 2	30:00	
5/16/2019	Thursday	8.2	26:38	57:14	16	149	67	45%	47	32%	<<
5/17/2019	Friday	13.1	38:50	1:16:20	28	171	43	25%	109	64%	<<
5/21/2019	Tuesday	3.9	10:18	30:42	10	180	27	15%	1	1%	<<
5/22/2019	Wednesday	4.2	12:56	48:56	12	160	24	15%	13	8%	<<
5/23/2019	Thursday	2.1	7:20	27:14	8	148	9	6%	0	0%	
5/24/2019	Friday	7.7	25:04	58:10	22	151	26	17%	65	43%	<<
5/27/2019	Monday	5.1	17:34	46:10	13	145	40	28%	22	15%	<<
5/28/2019	Tuesday	4.7	16:22	44:10	14	146	35	24%	21	14%	<<
5/29/2019	Wednesday	6.9	27:46	1:21:56	15	126	30	24%	44	35%	<<
5/30/2019	Thursday	7.6	23:12	1:07:46	14	159	59	38%	37	24%	<<
5/31/2019	Friday	7.9	26:50	1:02:14	16	145	38	26%	60	41%	<<
6/3/2019	Monday	4.0	14:50	47:38	13	140	24	17%	12	9%	<<
6/4/2019	Tuesday	1.9	7:02	30:48	11	140	6	4%	1	1%	<<
6/5/2019	Wednesday	8.3	28:28	1:02:26	17	152	27	17%	67	41%	<<
6/6/2019	Thursday	5.7	25:08	1:03:54	14	109	20	18%	41	36%	<<
6/7/2019	Friday	10.6	33:44	1:36:26	20	159	34	21%	110	69%	<<
6/10/2019	Monday	16.0	56:50	1:46:52	31	141	1	1%	127	90%	<<
6/11/2019	Tuesday	10.7	30:58	1:03:38	20	172	39	23%	102	59%	<<
6/12/2019	Wednesday	9.6	31:18	1:15:30	24	152	5	3%	77	51%	<<
6/13/2019	Thursday	5.8	17:22	1:35:34	18	165	17	10%	42	25%	<<
6/14/2019	Friday	8.5	28:48	1:07:04	19	150	29	19%	73	49%	<<
6/17/2019	Monday	5.2	16:24	43:04	14	160	31	19%	25	16%	<<
6/18/2019	Tuesday	7.7	23:06	59:56	17	170	55	32%	40	24%	<<
6/19/2019	Wednesday	5.2	17:18	39:44	16	150	49	33%	20	13%	<<
6/20/2019	Thursday	10.3	48:12	1:45:30	18	106	13	12%	72	68%	<<
6/21/2019	Friday	10.8	41:06	1:17:18	24	134	16	12%	104	78%	<<
6/24/2019	Monday	9.7	29:08	1:08:22	24	170	29	17%	78	46%	<<
6/25/2019	Tuesday	7.7	31:12	1:11:46	15	122	28	23%	66	54%	<<
6/26/2019	Wednesday	6.9	27:28	1:17:06	18	129	11	9%	48	37%	<<
6/27/2019	Thursday	6.5	30:04	1:25:38	15	107	19	18%	43	40%	<<
6/28/2019	Friday	5.9	20:28	1:02:46	13	143	28	20%	57	40%	<<
Summary		7.4	25:04	1:58:22	31	4558	875	19%	1884	35%	

QMATIC

Local server

Customer Service Report 1 by day

4/1/2019 - 5/15/2019



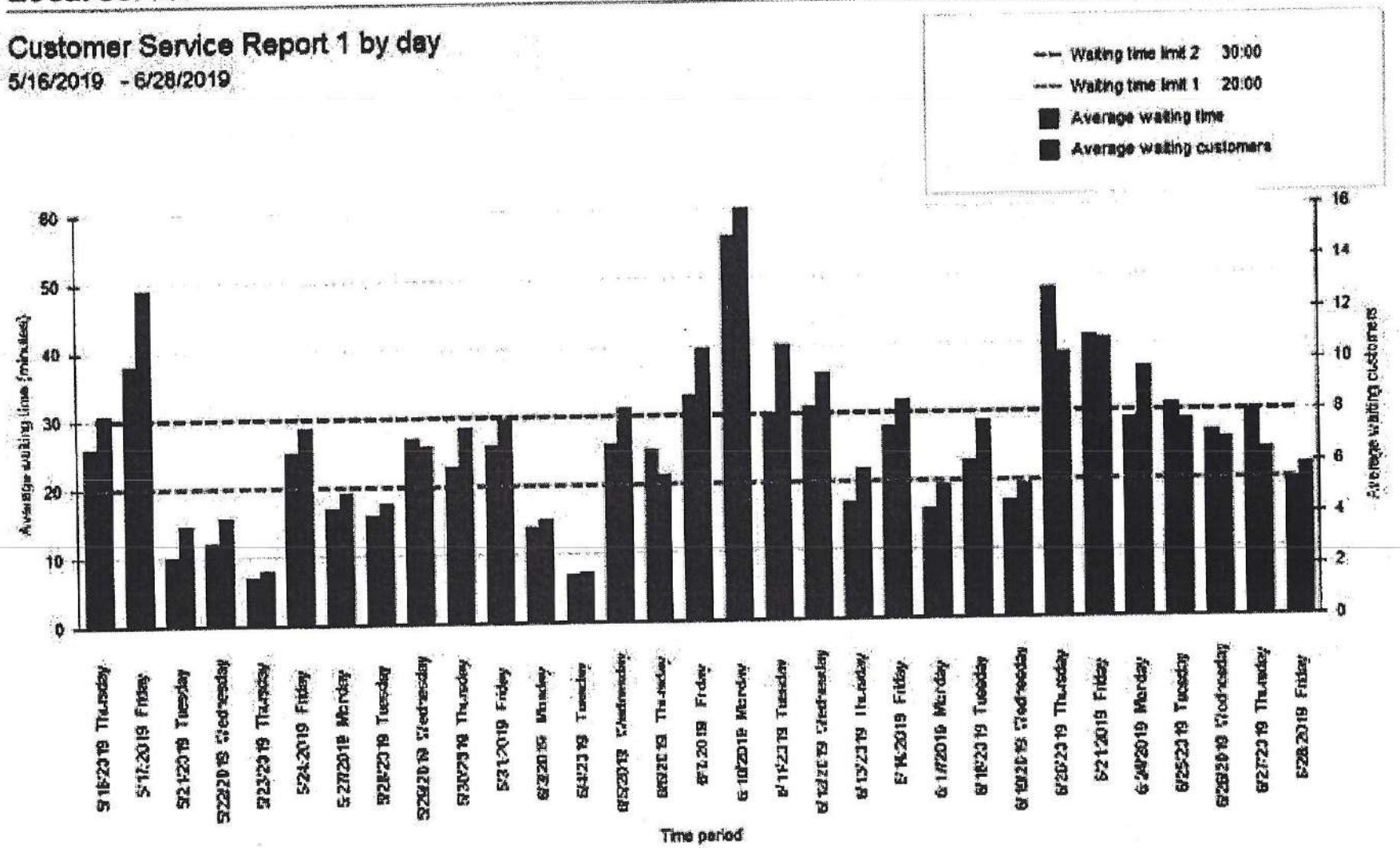
A0064983_129-000505

QMATIC

Local server

Customer Service Report 1 by day

5/16/2019 - 6/28/2019



A0064983_130-000506

Checklist and Instructions

Checklist for Regional Office and On-site Managers

(Detailed instructions are provided below)

The Representative from the Regional Office:

- ☑ Familiarize yourself with all of the 2016-17 Client Satisfaction Survey materials:
  - 2016-17 Client Satisfaction Survey (English and French)
  - Client Satisfaction Survey – Staff Orientation
  - 2016-17 Client Satisfaction Survey Poster (English and French)
  - 2016-17 Client Satisfaction Survey Postcard (English and French)
  - Survey Tracking Sheet
  - Volunteer Learning and Development Poster (Optional)
- ☑ Distribute the postcard and poster to all court locations with instructions to provide postcards to each client served at the court counter.
- ☑ Postcards should be printed double-sided and cut in half to ensure each postcard has English and French instructions.
- ☑ Assign staff to survey in-person locations, using the schedule outlined in the instructions. (An optional poster is provided with the materials to solicit volunteers for the learning and development opportunity.)
- ☑ Provide staff survey-administrators with an on-site manager or contact person.
- ☑ Provide on-site manager with a copy of the survey materials.
- ☑ Provide journal forms for salary and travel costs to Cory Halpert (cory.halpert@ontario.ca) for processing.

The On-site Manager:

- ☑ Orient staff survey-administrators to the court location and ensure survey-administrator is familiar with the orientation materials prior to conducting surveys.
- ☑ Provide the staff survey-administrators with copies of the survey before their shift and make additional copies available, if needed.
- ☑ Be available for questions or concerns during the day, ensuring staff know how to contact you.
- ☑ Collect finished surveys at the end of the day. At the end of the five days, box the surveys and send them to:

A0064983_131-000507

Cory Halpert
720 Bay Street, 3rd Floor
Toronto, ON M5G 1J5

Instructions for Regional Office and On-site Managers

The 2016-17 Client Satisfaction Survey will be conducted between January 3, 2017 and February 28, 2017.

In-person Surveys

Each region is asked to assign staff to complete the in-person surveys at court locations across the province.

Court Locations to be surveyed:

Region	2015-16 Location
Central East	Barrie Peterborough (470 Water Street) Peterborough (70 Simcoe Street)
Central West	Hamilton St. Catharines Simcoe
East	Ottawa Pembroke
Northeast	North Bay Haileybury
Northwest	Thunder Bay Kenora
Toronto	47 Sheppard Avenue 60 Queen Street West 444 Yonge Street
West	London Sarnia Walkerton

- If possible, please assign staff to neighbouring court locations to ensure the integrity of the data (i.e. not their home court location).
- Assign chosen staff an on-site contact person, a supervisor or manager of court operations.
- **Schedule staff using the following guidelines:**

  - Survey each court location for a total of 30 hours (or five, 6 hour days). Two hours on the first day can be allocated to training.
  - Staff can be scheduled any time within the two month period, as long as the total number of hours surveyed is 30.
  - All courthouses must be completed by end of day February 28, 2017.
- The on-site contact person should familiarize themselves with the staff training document and be available for questions before and while conducting the survey.
- The on-site contact person will also need to orient the staff to the location and provide them with copies of the survey as needed.
- For designated FLS locations, please have staff in designated positions conduct the surveys and provide them with French and English copies.
- Once the 30 hours have been completed, box and return the surveys to:
  Cory Halpert
  720 Bay Street, 3rd Floor
  Toronto, ON M5G 1J5
- Please fill out a journal form with the salary and travel expenses incurred for the in-person survey staff and provide it to Cory Halpert at cory.halpert@ontario.ca by March 10, 2017.

Online Surveys

- An English and French postcard template is attached. Please distribute to all court locations.
- Court locations can print off double sided copies of the postcard on coloured bond paper, as needed, and cut into two pieces.
- All court counter staff are required to provide clients with postcards once the transaction is complete, inviting them to complete the survey.
- An 11 x 17 poster is attached. **Please distribute to all court locations.**
- Court locations can print and post one copy per court counter.
- To print on 11 x 17 paper:
  - Choose File > Print
  - Check – "Actual Size" and "Choose Paper Source by PDF Page Size"
  - Choose Print
  - At the Multi-functional Device fill the bypass tray with 11 x 17 paper and choose "Bypass Tray" on the screen

Collaboration • Respect • Innovation • Professionalism • Service Excellence • Inclusion • Accountability • Integrity

CSD Volunteers Wanted

Learning & Development Opportunity!

Are you looking for an exciting learning and development opportunity?

Do you want to assist the division with the implementation of an important divisional initiative that supports our CSD Strategic Plan?

Become a CSD Survey Administrator! We are looking for staff who are interested in a learning and development opportunity to assist in administering Client Satisfaction Surveys across the province.

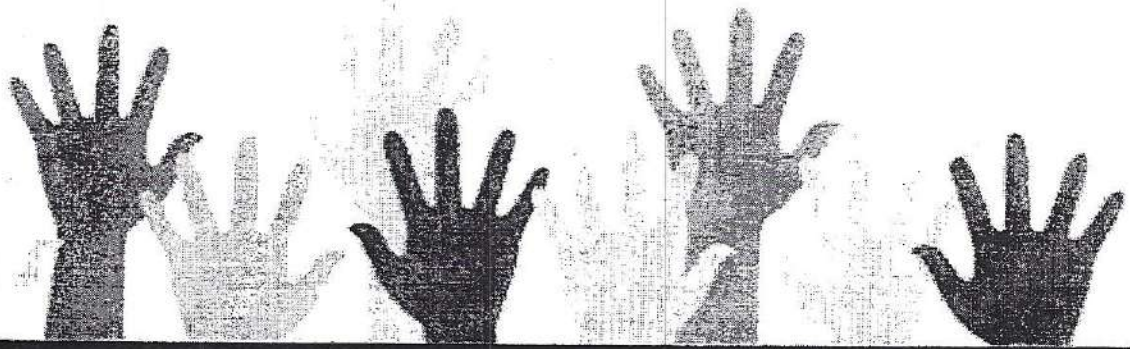
In this role you will:

- Develop your **customer service skills** by surveying the public in a professional, courteous, patient manner
- Develop your **communication and active listening skills** by explaining survey objectives and procedures to clients and clarifying survey questions to help clients' comprehension
- Develop your **organizational skills** by compiling and recording daily surveys and totals
- Assist the division with **achieving its strategic priority** to promote accountability and value for money
- **Network** with colleagues at nearby court locations
- **Gain valuable experience** for your resume

What is the CSD Client Satisfaction Survey?

- Annual survey conducted between January and February
- Available to clients in-person and online
- Measures organizational performance
- Opportunity for the public to provide valuable feedback to the division

Speak to your manager to volunteer as a CSD Survey Administrator for the 2016-17 CSD Client Satisfaction Survey at a location near you!



CSD Learning & Development

Supporting Excellence in Court Services

A0064983_134-000510

Orientation for Survey Administrators

Important Information

MY ON-SITE CONTACT PERSON

Name: _____

Title: _____

Phone: _____

Alternate Phone: _____

MY WORK SCHEDULE

	DAY 1	DAY 2	DAY 3	DAY 4	DAY 5
DATE					
TIME					

Getting Set Up at the Courthouse

1. Confirm your work schedule with your regional manager of business support or manager of court operations.
2. On your first day, before you start conducting surveys have an orientation meeting with your on-site contact person and familiarize yourself with the orientation materials and survey questions.
3. Remember to set yourself up near the public counter exit area where you will not be obstructing the normal flow. The on-site contact will help you determine the best location.

Rules of Conduct

- When surveying members of the public, you will be representing the Ministry of the Attorney General and Court Services Division.
- It will be important to conduct yourself in a respectful, professional and courteous manner to all members of the public that you approach.
- As you may recall from your accessible customer service training, the Ontario Public Service Accessible Customer Service Policy requires that government provide goods and services in a way that respects the dignity and independence of persons with disabilities. As you will be communicating with the public on behalf of the division, it is important that you respect the quality service standards of dignity, equity, inclusion, independence, responsiveness and sensitivity. As a refresher, the Ten

Commandments for Communicating with People with Disabilities are provided below. They highlight actions that you can take to uphold these standards.

- You will wear a name-tag with your first name clearly displayed. This will be provided by your on-site contact person.
- The in-person survey is voluntary, so you should not be overly aggressive when approaching clients.
- If you encounter any clients who refuse to participate in the survey and demonstrate angry behaviour or who appear upset, simply thank them for their time and wish them a good day. Do not engage in arguments with clients.
- The purpose of the survey is to measure the level of service each client has experienced when using the counter services.
    - This does not include individuals who are at the courthouse for jury duty
- All clients accessing and using the services of the court counter can be surveyed. Note:
    - Clients who access the Family Law Information Centre (FLIC) services can be surveyed.
    - Clients who access two counters can fill out two surveys, one for each counter experience.
    - Clients who access the counter multiple times during the survey implementation can fill out a survey each time they access a counter.

Opening and Closing Comments Script

Use the following script when approaching clients to complete the survey:

- *"Good morning/afternoon. We are conducting a brief client satisfaction survey today for clients who have used the counter services here at the courthouse. Would you have a few moments to give us your feedback? It will only take about 5 minutes."*
- If they agree, also mention that the survey is anonymous.

Use the following script when closing off the survey:

- *"Thank you very much for your time today. Your feedback will be very helpful when reviewing counter services at our courthouses across the province. Have a great day."*
- When asking the survey questions, the survey script must be followed as it is written, with no deviation from the wording. This will ensure all clients are being asked the same questions in the same order.
- If the respondent has comments on a specific question, you can remind him/her of the option to make comments at the end of the survey.
- With respect to the question asking if the respondent agrees with the statements in questions four and five: "Staff were knowledgeable and helpful", and "Staff treated me in a courteous, professional and respectful way"; if needed, remind the respondent that this refers to *court staff at the counter*, not to other personnel that they may have encountered during their court experience (i.e. police, court support staff, judiciary, agencies, etc.).

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Survey Methodology

- Each surveyor should use a random pattern for selecting clients to approach to participate in the survey.
- For high volume court locations, you may, for example, decide to approach every 5th client leaving the counter services area or some other random pattern.
- For court locations with lower client volumes, you may be able to approach each client served to ask whether they would be interested in participating.
- The purpose is to obtain input from a cross-section of the clients who use the counter services. Make an effort to ensure you are approaching both male and female clients as well as clients from all cultural backgrounds.

Roll up

- Familiarize yourself with the daily tracking sheet before you begin conducting surveys.
- The tracking sheet requires you to track how many people you approach to conduct the survey, and how many agreed to complete the survey.
- Submit your completed surveys to the on-site contact before your mid-morning, lunch and mid-afternoon breaks. Have an agreed upon drop off spot with your on-site contact.
- On your final day, report your end of week comments and feedback to the on-site contact. This would include how the surveys went generally, and what could be done differently next time to improve the survey results.

Problems or Issues

- If you encounter any problems or issues throughout the day, check with your on-site contact person for assistance.

Thank you for your assistance with the 2016-17 Court Services Division Client Satisfaction Survey.

A0064983_137-000513

Ten Commandments for Communicating with People with Disabilities

1. Speak directly to the person rather than the attendant/companion or sign language interpreter who is facilitating.
2. Offer to shake hands when you are introduced. Offering your left hand is acceptable. People with limited use or artificial hands can still shake hands.
3. Identify yourself and others who are with you when you meet someone with a visual impairment. Identify the person you are speaking to when you are talking in a group.
4. Do not attempt to help without asking, first. If you offer help or assistance, wait until the offer is accepted. Then listen for instructions.
5. Treat adults as adults. Do not call grown men and women with developmental disabilities – "boy(s)" or "girl(s)". Call them by their names. Address or call people who have disabilities by their first names only when extending that same familiarity to the other people present. Never patronize people in wheelchairs or with developmental disabilities by patting them on their head or shoulders.
6. Do not lean or hang on to someone's wheelchair. Physically disabled people treat their wheelchairs as extensions of their bodies.
7. Listen carefully when talking with people who have difficulty speaking. Wait for them to finish. Ask short questions that require short answers or which can be answered by a nod or shake of the head. If you don't understand; ask them to repeat what they have said. Don't pretend to understand.
8. Place yourself at eye level when speaking with someone in a wheelchair or on crutches. Offer a person in a wheelchair the choice of sitting in a chair.
9. Tap a hearing impaired person on the shoulder or wave your hand to get his or her attention. Look directly at the person, speak clearly, slowly and expressively to establish if the person can read your lips. If they can; face the light source. Keep your hands, cigarettes and food away from your mouth while you are talking.
10. Relax. Don't be embarrassed if you use common sayings such as "See you later.", "Did you hear?", or other expressions which may relate to a person's disability.

Based on the source: National Center for Access Unlimited/Chicago

Cha, Sarah (MAG)

From: Halpert, Cory (MAG)
Sent: November-07-17 8:30 AM
To: Kashak, Sarina (MAG)
Cc: Garrah, Brian (MAG); Ventura, Tony (MAG)
Subject: 2016-17 Client Satisfaction Survey - Central East Region Report
Attachments: 2016-17 Central East Regional Report.pdf

Hello Sarina,

I am pleased to release the regional results of the 2016-17 Client Satisfaction Survey.

Please note that the qualitative comments have been transcribed verbatim, and may include staff names. As such, the regional reports are confidential and should only be shared with CSD management.

Please use the existing DMC password to access the document. You will be prompted to enter the DMC password when accessing the document.

Thank you to the regions for your efforts in conducting the surveys. If you have any questions regarding the attached survey report, don't hesitate to contact me at either cory.halpert@ontario.ca or (416) 327-3463.

Kind regards,

Cory Halpert
Program Assistant
Workforce and Strategic Planning Unit
Corporate Support Branch
Court Services Division
Tel: 416-327-3463

A0064983_139-000515

Client Satisfaction Surveys

The Court Services Division is committed to providing high-quality services to the public in keeping with the division's Service Standards. To achieve this goal, the division conducts an annual client satisfaction survey for Ontario's courts.

The 2016-17 survey was conducted from January 3 to February 24, 2017. The division invited clients in all Ontario courthouses to complete the client satisfaction survey online by providing them with a postcard containing links to the survey in English and French. The survey was also conducted in person in many of our courthouses.

A copy of the survey is available for download in English here or French here.

Summary of 2016-17 Client Satisfaction Survey Results compared to previous surveys:

Trends	2014-15	2015-16	2016-17
	85%	89% ▲	88% ▼
	88%	92% ▲	90% ▼
	90%	92% ▲	93% ▲
	90%	91% ▲	89% ▼
	89%	91% ▲	91%
	In person and online	In person and online	In person and online

Note that the survey is intended to measure organizational performance, not the performance of individual staff members.

A brief overview of the results of the survey is also published in the Court Services Division Annual Report.

Celebrating Excellence/ Congratulations CSD

The Court Services Division (CSD) is committed to providing high-quality services to the clients and stakeholders we serve every day. To ensure the division meets its service standards, we conduct an annual Client Satisfaction Survey to measure our performance and progress in the areas of customer service and client satisfaction, wait times, and the knowledge and professionalism of our front line staff.

Each year different courthouses representing small, medium and large court locations participate from across the province, including those in French Language Services (FLS) designated areas. This representation gives us an accurate look at how our clients feel about us and where there is room for improvement. The 2016-17 survey ran from January 3, 2017 to February 24, 2017.

With the theme of customer service for this edition of the *CSD Connection*, it is only fitting that we share the results with you. We are happy to say that within the Ontario Public Service, CSD continues to set the bar high with an overall client satisfaction rate of 88%. In fact, when it comes to client satisfaction with the customer service of CSD staff, there were 13% more positive comments compared to last year's survey.

In addition to this great achievement, each year CSD celebrates staff with the *CSD Awards of Excellence* recognizing court staff that goes above and beyond their responsibilities to demonstrate and promote service excellence and quality service to the public. Wanda Post Koeslag, judicial secretary and client service representative, from the West Region and Lila Davies, courtroom clerk, from the Northwest Region are great examples of staff that excel in customer service.

Jessica Roes, supervisor of court operations, nominated Wanda for a staff excellence award and said "Wanda's thoroughness, attention to detail and requirement to provide quality service to stakeholders is astonishing. She is continuously going above and beyond her regular duties...her continual dedication to providing a more efficient and responsive justice system." Jenn Rob, manager of business support and planning, nominated Lila for a staff excellence award saying "She exemplifies the divisional values of service excellence...she collaborates with management, staff and the judiciary, and always acts with integrity and professionalism."

These are two of many examples of how CSD is a leader in promoting and achieving positive customer service results. With the many examples and the Client Satisfaction Survey we are able to see the benefits of providing service excellence, collaboration, accountability, innovation, inclusion, respect, integrity and professionalism to each other and to the people we serve. Congratulations Court Services Division staff on a job well done!

Survey: **Include quote bubbles: "Staff are excellent!", "Everything was great!" and "Professional, thorough customer service".

"Treating clients respectfully and managing our message and tone in a helpful and respectful manner, can go a long way in making someone feel like they have received helpful service… the most important is to treat the client like you would like to be treated." ~ Wanda

Cha, Sarah (MAG)

From: Halpert, Cory (MAG)
Sent: January-16-18 11:26 AM
To: Kamalanathan, Sujani (MAG)
Subject: RE: Satisfaction Survey - clients treated professionally and respectfully - Request for 2016/17 data

Hi Sujani,

92.59% of respondents indicated that staff were courteous, professional, and respectful.

Please let me know if you require any additional information.

Kind regards,
Cory

From: Kamalanathan, Sujani (MAG)
Sent: January 16, 2018 11:01 AM
To: Halpert, Cory (MAG)
Subject: Satisfaction Survey - clients treated professionally and respectfully - Request for 2016/17 data

Hi Cory,

Can you please provide the results to this question for the 2016-17 Client Satisfaction Survey (the one that closed in Feb 2017)? Can you provide two decimal points?

- Staff treated me in a courteous, professional and respectful way

This number will be used to report on the 2016-17 CSD Service Standard: "It is our commitment to serve clients in a courteous, professional and respectful manner at our court locations."

Thanks,

Sujani Kamalanathan
416-326-5678

2016-17 Court Services Division Client Satisfaction Survey

Full Report

An analysis of the quantitative and qualitative results gathered from the 2016-17 Court Services Division Client Satisfaction Survey.

A0065061_1-000520

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A0065061_3-000522

The 2016-17 Client Satisfaction Survey

REPORT ON SURVEY ANALYSIS

Court Services Division is committed to providing high-quality services to the public in keeping with the division's Service Standards. To achieve this goal, the division conducts an annual Client Satisfaction Survey and utilizes the data collected to measure organizational performance and progress, not personal performance of staff members[1].

The 2016-17 Client Satisfaction Survey[2] was conducted in-person and online throughout the months of January and February 2017. The same methodology was used in 2014-15 and 2015-16 to collect data. The in-person survey was conducted at 17 court locations[3] across the province from January 3rd to February 24th, inclusive. Clients were made aware of the online survey through the distribution of postcards by court counter staff in addition to posters in each courthouse. In total, there were 1,343 respondents from 40 court locations[4] across Ontario, compared to 1,558 respondents in 2015-16. This represents a 14 percent decrease over the last year. The survey focused on client satisfaction with court counter services for the civil, family, small claims, and criminal business lines.

Overview

What's Changed?

1. **Survey Methodology**
    - In 2016-17, surveys were conducted in-person and online, in the same manner as the four (4) previous surveys.

[1] See Appendix A for a summary on how Court Services Division uses the Client Satisfaction Survey for reporting.
[2] See Appendix B for a copy of the 2016-17 Client Satisfaction Survey.
[3] Barrie, Peterborough, Hamilton, St. Catharines, Simcoe, Ottawa, Pembroke, North Bay, Haileybury, Thunder Bay, Kenora, 47 Sheppard Ave., 60 Queen St. W., London, Sarnia, Walkerton.
[4] See Appendix D for a breakdown of participation by court location.

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- In 2016-17, in-person surveys were conducted at 17 court locations, two (2) less than 2015-16.
    - During the survey administration period, we conducted in-person surveys at 18 court locations across Ontario. However, during the data entry stage it was discovered that at one (1) court location, 444 Yonge Street (College Park), a survey administrator error caused the survey results to be unusable for the purpose of the Client Satisfaction Survey.
- A combination of small, medium, large, as well as FLSA designated courthouse locations were selected to ensure a representative sample.

2. **Survey Questions**
    - Last year, the question "Were you made aware that counter service was offered in French at the courthouse you visited today?" was added to the 2015-16 survey. The addition of this question assisted the division in tracking FLS service standards.
    - This year, this question was modified to more explicitly define an active offer of FLS:

"Were you made aware that counter service was offered in French at the courthouse you visited today? (by any means, i.e. signage, verbal offer, etc.)

Key Findings

1. **There was a 14 percent decrease in the number of responses obtained in 2016-17, compared to the 2015-16.**
    - This year, 17 court locations were surveyed, compared to 18 court locations in 2015-16.

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2. **The largest group of respondents, 47 percent, were self-represented clients.**
    - This represents a nine (9) percent increase from 2015-16.
    - There were significant increases of self-represented clients in several regions:

Region	2015-16	2016-17	+/-
Toronto	22%	41%	+19%
Central West	41%	57%	+16%
West	40%	54%	+14%
Central East	40%	52%	+12%

3. **The largest group of respondents, 46 percent, accessed family court services.**
    - This statistic remains unchanged from the 2015-16 survey.

4. **Clients reported slightly lower levels of satisfaction in some areas compared to 2015-16.**
    - 88 percent were satisfied with the services received, compared to 89 percent in 2015-16.
    - 90 percent received the services they required, compared to 92 percent in 2015-16.
    - 93 percent believed that staff treated them in a courteous, professional, and respectful manner, compared to 92 percent in 2015-16.
    - 89 percent believed that staff were knowledgeable and helpful, compared to 91 percent in 2015-16.
    - 91 percent responded that it was easy to access the court service counter, no change from 2015-16.

5. **In-person respondents are more satisfied than online respondents.**
    - Analysis of the in-person and online responses indicate that, as reported in previous surveys, in-person respondents are generally more satisfied.
    - In 2016-17, 91 percent of in-person respondents reported that they were satisfied with the services they received, compared to 64 percent of online respondents.
    - In 2016-17, the satisfaction rate of online respondents has increased by six (6) percent.

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6. **Fewer unsatisfied clients are receiving the services they required.**
    - 35 percent of unsatisfied clients believe that, in the end, they received the services they required. This represents a nine (9) percent decrease from 2015-16.

7. **Satisfaction levels have decreased in both specialized areas[6].**
    - Respondents indicated a 22 percent decrease in satisfaction when asked about accessibility for persons with disability-related needs. 33 respondents, or three (3) percent, provided responses to this question.
    - When asked about the satisfaction levels for French language services, clients reported a two (2) percent decrease from 2015-16. 25 respondents, or two (2) percent, provided responses to this question.

8. **In response to the question, "Were you made aware that counter service was offered in French at the courthouse you visited today?", the responses were as follows:**
    - 49 percent of all respondents indicated that they were offered French language services (FLS), a six (6) percent increase from 2015-16.
        i. The East Region received the highest response rate, with 80 percent of clients indicating that they were made aware that counter service was offered in French, followed by the Northeast Region (75 percent).
    - 58 percent of all FLSA designated area respondents indicated that they were made aware of FLS by court counter staff, an 11 percent increase from 2015-16.
        ii. The East and Northeast Regions received the highest response rate, 75% respectively.

9. **Qualitative responses from clients.**
    - Section two (2) contains an analysis of the qualitative responses received in the survey. The themes remained similar to last year's responses, with the majority of respondents commenting on general customer service, triage/wait times/tickets/hours, knowledgeable/helpful staff, courteous/professional staff, and staffing levels.

[6] In both specialized areas, the respondent pool is very small, which can result in significant changes in satisfaction rates.

A0065061_7-000526

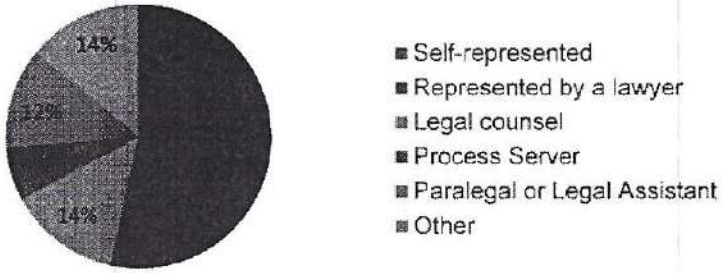
Section 1: Client Satisfaction Survey Analysis

Who, What, Where?

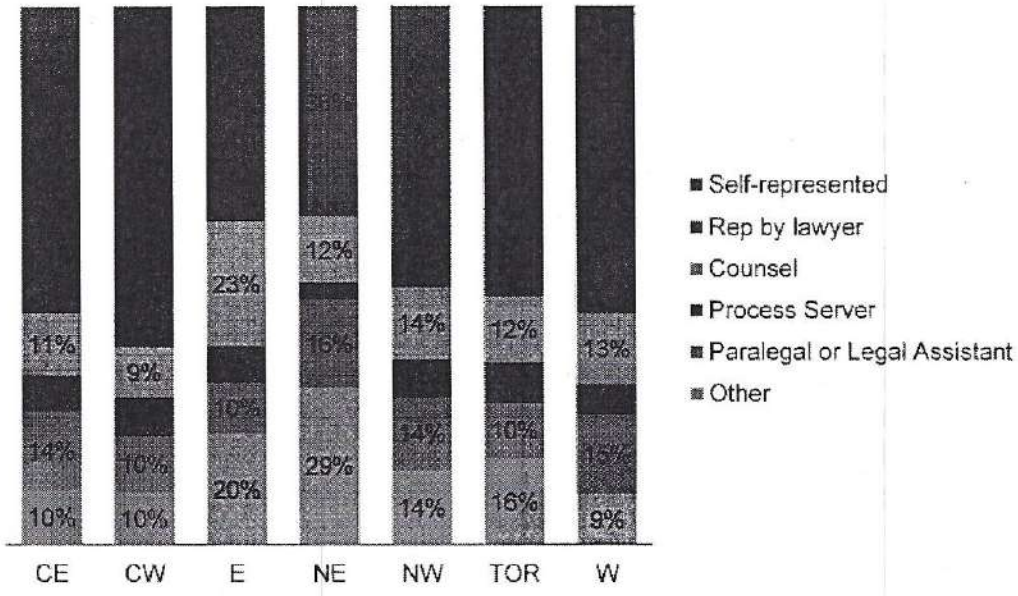
Who are we serving?

Respondents were asked what best described their position or role using the court counter services. The largest group of respondents, 47 percent, were self-represented clients, compared to 38 percent in 2015-16. The charts below provide a complete summary[6].

1a. Who are we serving? Overall



1b. Who are we serving? Regional



[6] See Appendix C for a list of the responses clients indicated under "Other".

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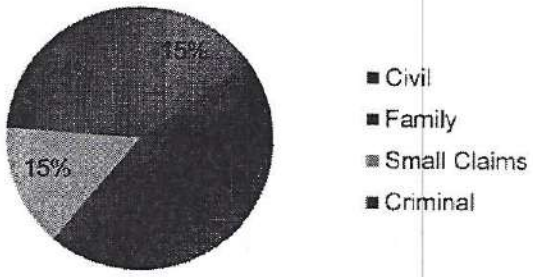
There were significant increases of self-represented clients in several provinces:

- **Toronto Region:** +19 percent (41 percent in 2016-17 compared to 22 percent in 2015-16)
- **Central West Region:** +16 percent (57 percent in 2016-17 compared to 41 percent in 2015-16)
- **West Region:** +14 percent (54 percent in 2016-17 compared to 40 percent in 2015-16)
- **Central East Region:** +12 percent (52 percent in 2016-17 compared to 40 percent in 2015-16)

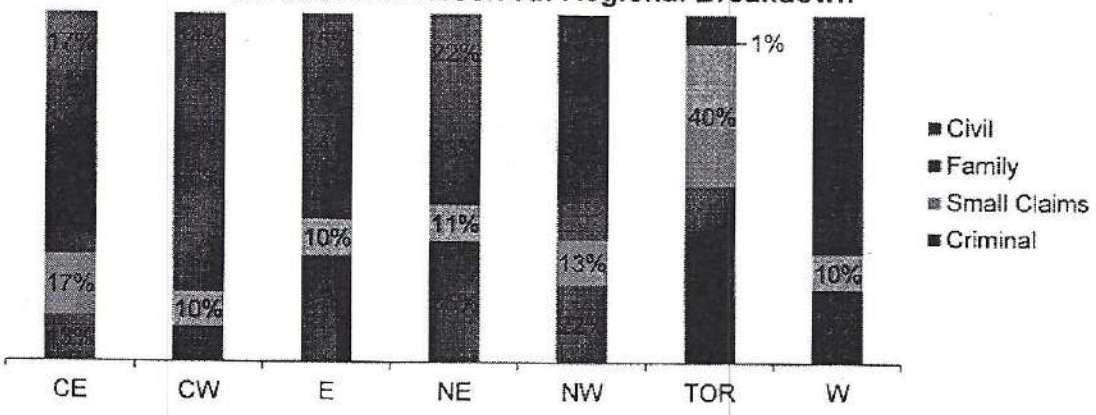
What Services Were Utilized?

Court Services Division has four (4) practice areas: small claims, criminal, family, and civil. The survey asked respondents which practice area they utilized during their visit to the courthouse. The largest group of respondents, 46 percent, accessed family court services resulting in no change from the 2015-16 survey.

2a. Services Received: Overall



2b. Services Received: Regional Breakdown



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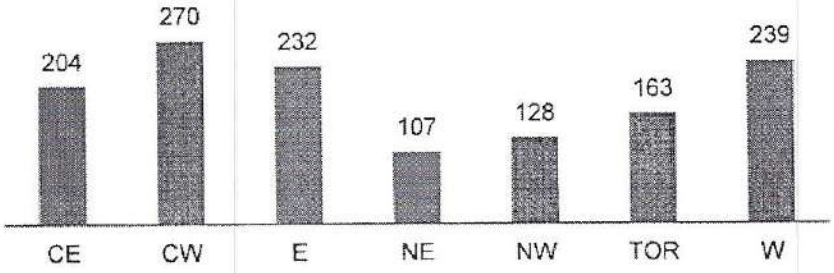
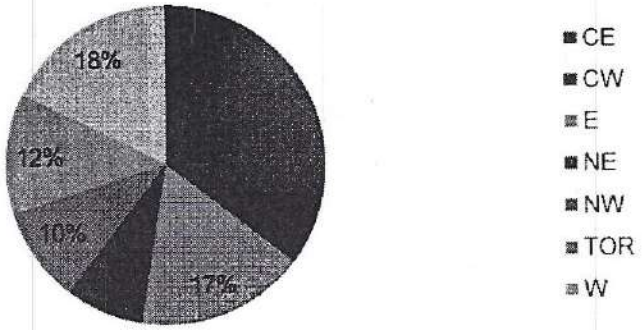
Where Were Clients Served?

Clients from locations across the province were given the opportunity to respond to the survey in person and online. The Central West Region had the highest participation rate in 2016-17, with 270 out of 1,343 surveys, for a total of 20 percent. In 2015-16, the Central West Region still had the highest participation rate, 34 percent. The decrease in response rate for this region is likely due to the size of the court locations selected for the in-person survey[7].

3a. Survey Participation by Region



3b. Survey Participation by Region



Top 5 Court Locations

Court Locations	Number of Respondents (#)	Number of Respondents (%)
St. Catharines	159	12%
Ottawa	144	10%
London	85	6%

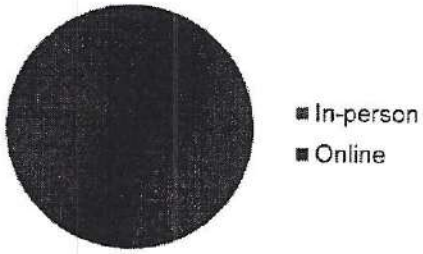
s.N/R

[7] Hamilton, St. Catharines, and Simcoe in 2016-17 compared to Brampton, Milton, and Welland in 2015-16.

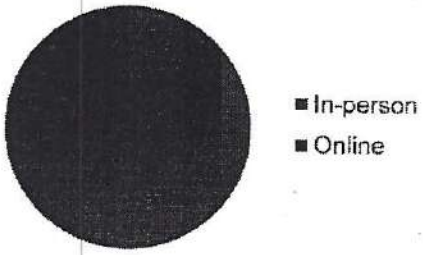
A0065061_10-000529

An analysis of survey methodology indicated that the majority of surveys, 90 percent, were collected in person by designated staff who surveyed clients using court counter services and 10 percent were completed online (chart 4a). In 2015-16, 91 percent were collected in-person and nine (9) percent online (chart 4b).

4a. Distribution of Responses 2016-17



4b. Distribution of Responses 2015-16



Client Satisfaction

There are five (5) key questions that Court Services Division uses to determine overall client satisfaction. See below for a summary of the five (5) key satisfaction indicators.

Client Satisfaction				
I am satisfied with the services I received	I received the services I required	Staff were professional and courteous	Staff were knowledgeable and helpful	Easy to access the court service counter
88%	90%	93%	89%	91%

Respondents were asked two (2) questions related to their overall satisfaction. First, they were asked to rate the statement, *"I am satisfied with the service that I received at the court office counter today"* (charts 5a, 5b). They were also asked to rate the statement, *"In the end, I received the services I required from my visit to the courthouse today"* (charts 6a, 6b). Across the province, 88 percent of respondents indicated that they were satisfied with the services received, a two (2) percent decrease from the 2015-16 survey. 90 percent of respondents indicated that, in the end, they received the services they required, compared to 92 percent in 2015-16.

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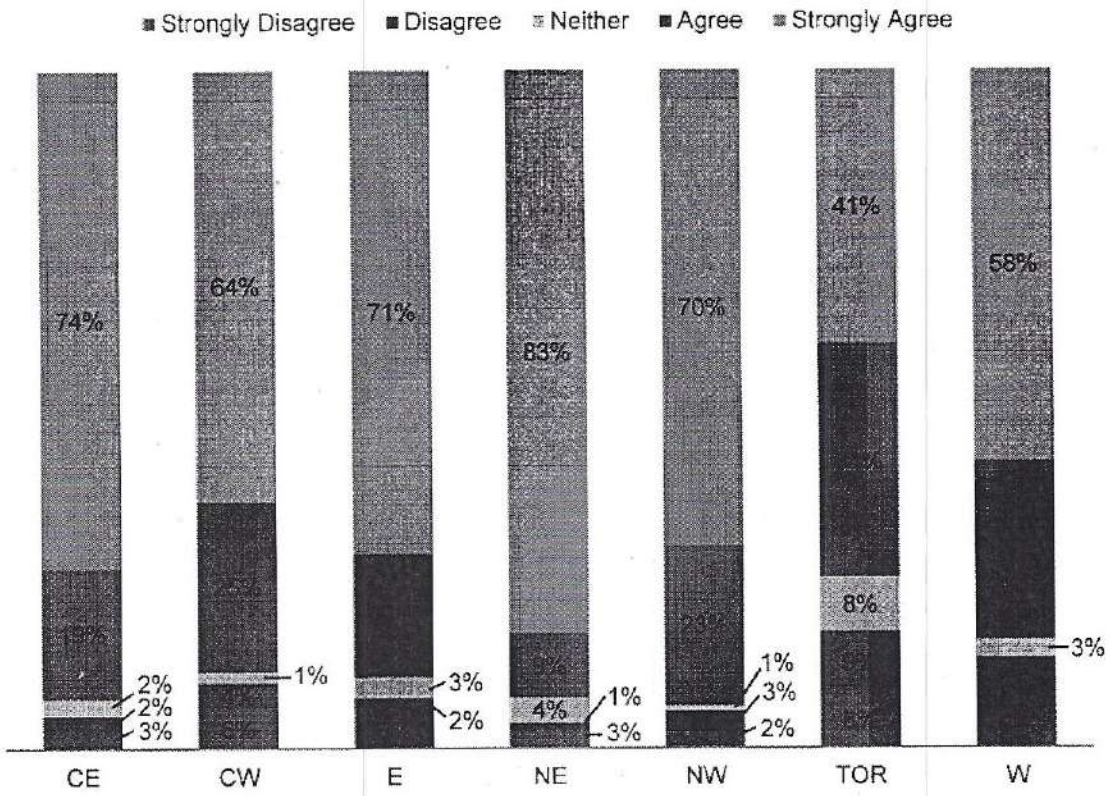
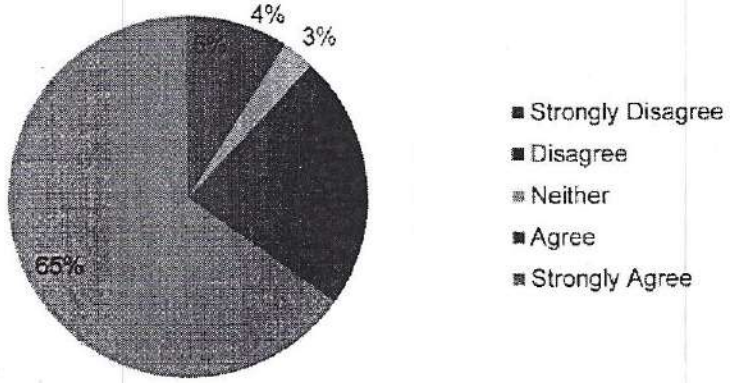
Q3. "I am satisfied with the services I received at the courthouse counter today."

5a. Overall Client Satisfaction - Regional



5b. Overall satisfaction



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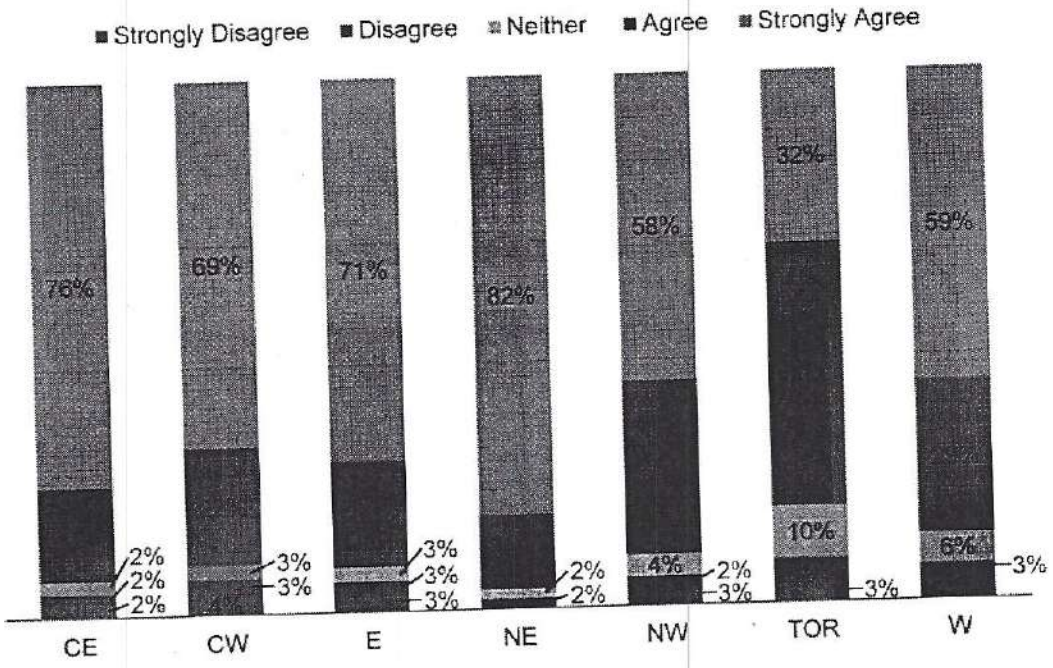
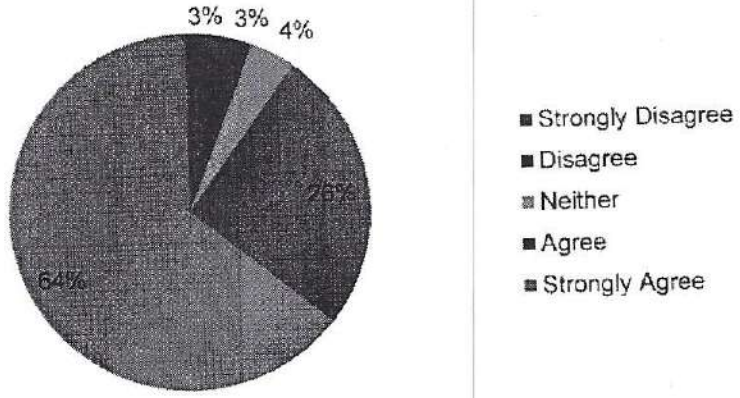
Q.11 "In the end, I received the services I required from my visit to the courthouse today."

6a. In the end, received services - Regional



6b. In the end, received services - Overall



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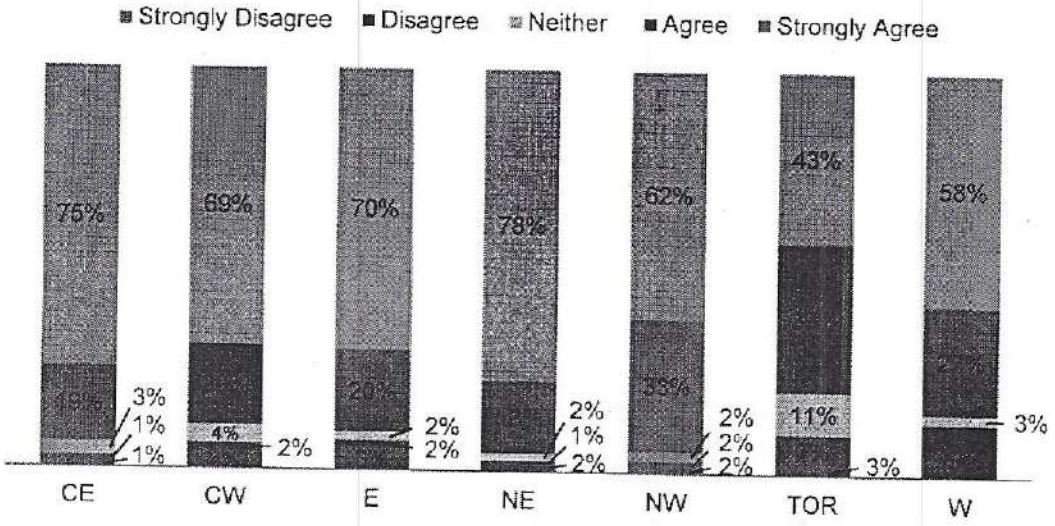
Other Satisfaction Indicators

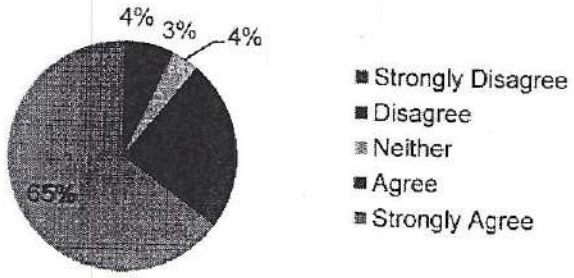
The Client Satisfaction Survey requested that respondents rank other indicators of satisfaction in addition to the two listed previously. Those indicators were: *"Staff were knowledgeable and helpful"*, *"Staff treated me in a courteous, professional and respectful way"*, and *"Once I arrived at the courthouse, it was easy to access the court services I required"* (charts 7-9). 89 percent of respondents stated that staff were knowledgeable and helpful (compared to 91 percent in 2015-16). 93 percent of respondents indicated that staff were courteous, professional, and respectful (a one (1) percent increase from 2015-16). 91 percent of respondents believe that, once they arrived at the court location, it was easy to access the court service counter (no change from 2015-16).

Q4. "Staff were knowledgeable and helpful."

7a. Staff were knowledgeable and helpful - Regional



7b. Staff were knowledgeable and helpful: overall



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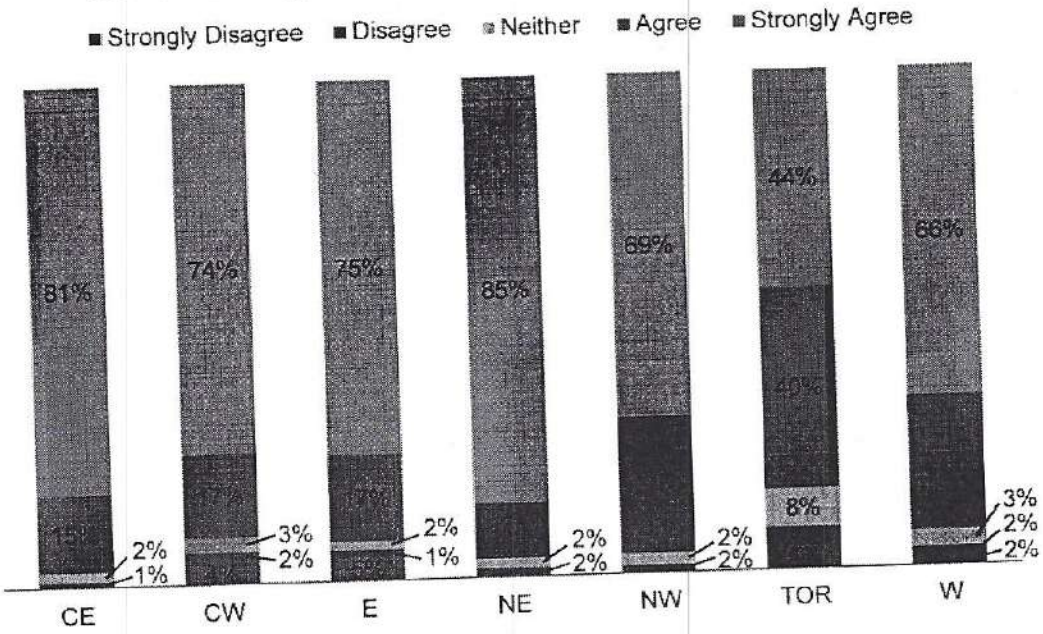
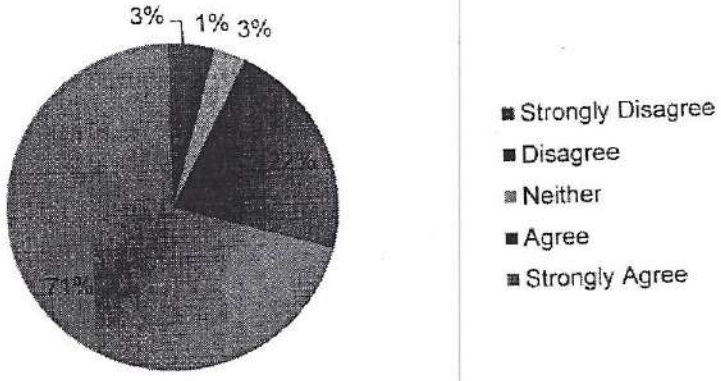
Q5. "Staff treated me in a courteous, professional and respectful way."

8a. Courteous, professional and respectful staff - Regional



8b. Couteous, professional and respecful staff - Overall



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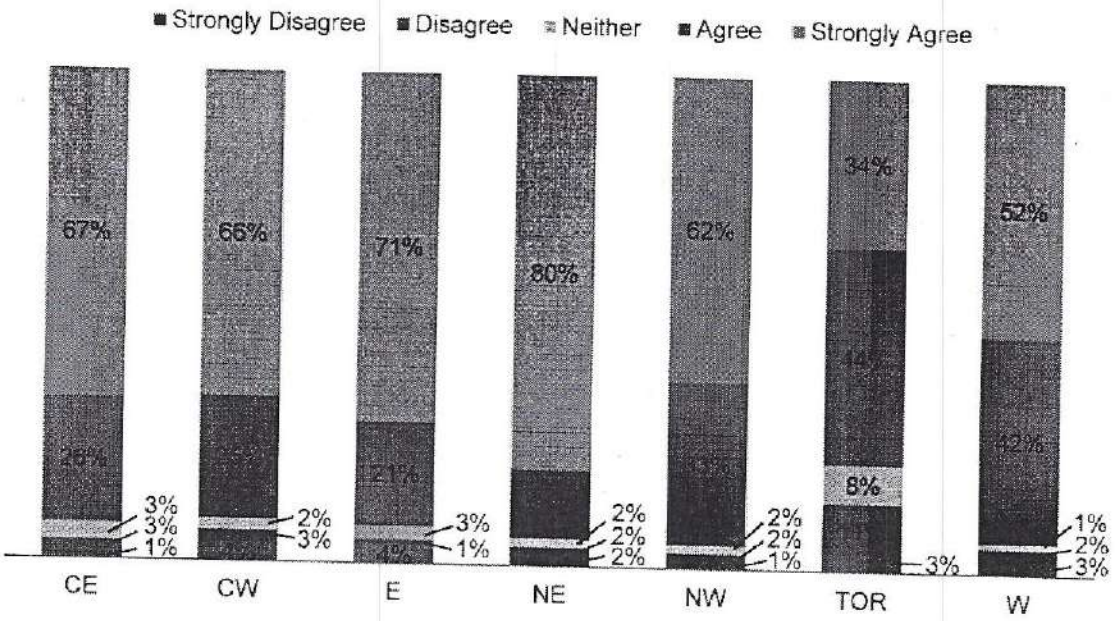
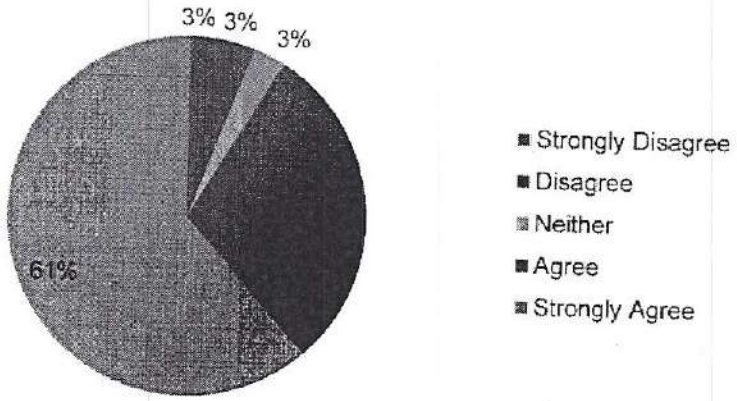
Q6. Once I arrived at the courthouse, it was easy to access the court service counter that I required (it was easy to find and easy to go to)."

9a. Easy access to counter service - Regional



9b. Easy access to counter service - Overall



Trends Table

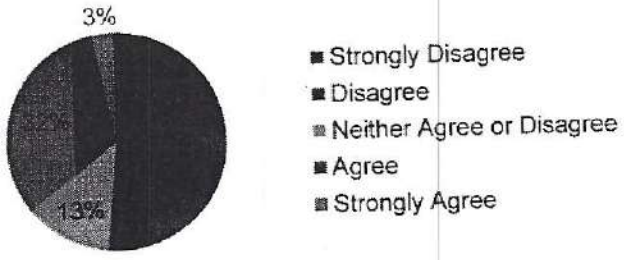
Trends	2014-15	2015-16	2016-17
I am satisfied with the services I received	85%	89%	**88%**
I received the services I required	89%	92%	**90%**
Staff were professional and courteous	90%	92%	**93%**
Staff were knowledgeable and helpful	90%	91%	**89%**
Easy to access the court service counter	89%	91%	**91%**
Methodology	In person and online	In person and online	**In person and online**

Overall Satisfaction – Further Analysis

Overall Satisfaction: If they were unsatisfied, did they get the service they required in the end?

As shown in chart 10, 35 percent of clients who indicated that they were unsatisfied with the court counter service agreed or strongly agreed that, in the end, they received the services they required, a nine (9) percent decrease from 2015-16.

10. Did unsatisfied clients receive the services they required?



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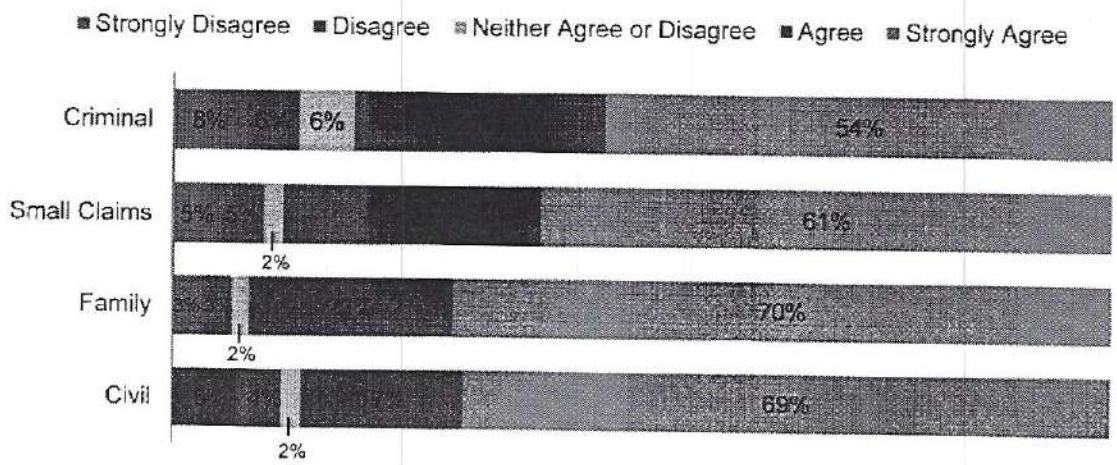
Overall Satisfaction and Service Area

An analysis of satisfaction by practice area indicates that client satisfaction across the province remains high, with civil at 86 percent (91 percent in 2015-16), family at 92 percent (89 percent in 2015-16), small claims at 88 percent (88 percent in 2015-16), and criminal at 81 percent (89% in 2015-16). For a more detailed description, please see chart 11 below.

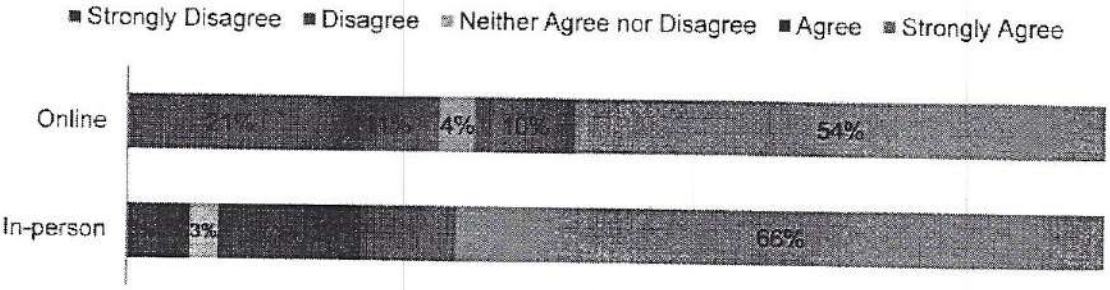
11. Satisfaction by business line



Overall Satisfaction of In-Person vs. Online Surveys

The overall satisfaction rate for surveys collected in person was 91 percent (93 percent in 2015-16), 27 percent higher than online surveys (64 percent; 58 percent in 2015-16), as seen in chart 12 below. This has been a common trend throughout previous surveys.

12. Online vs. In-person satisfaction



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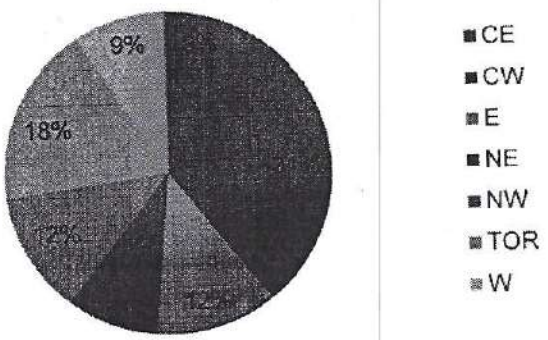
Specialized Services

Accessible Services

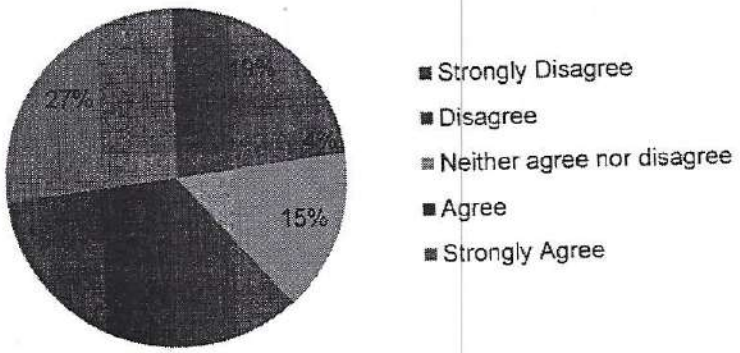
When asked whether they or their client had any disability-related needs when using the court office counter, 33 respondents, or 3 percent, indicated they had a disability-related need. In 2015-16, 60 respondents, or 4 percent, indicated they had a disability-related need. Chart 13a provides a breakdown of the distribution of clients with disability-related needs across each region.

13a. Distribution of Clients with Disability-Related Needs



When asked if they were satisfied with the disability-related assistance they received, 62 percent of respondents indicated that they were satisfied. This is a decrease of 22 percent from the 2015-16 survey (84 percent). The respondent pool for disability-related services is very small, 33 respondents (three (3) percent), which can result in drastic changes in satisfaction rates.

13b. Satisfaction with Assistance



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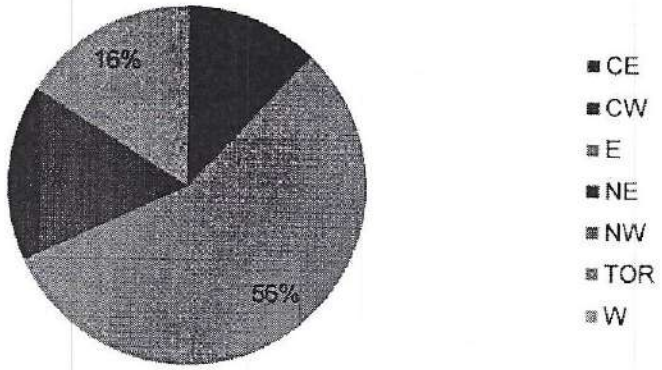
French Language Services (FLS)

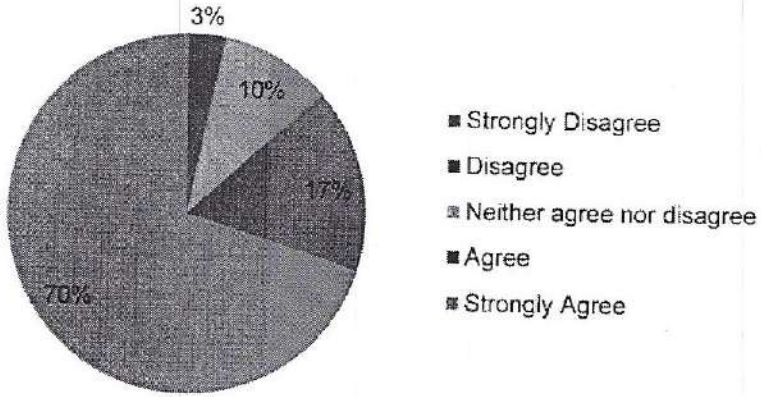
When asked if they requested any counter services in French, two (2) percent, or 25 respondents, indicated that they requested FLS. There was no change from clients who requested FLS in both 2015-16 and 2014-15 surveys. See chart 14a for a regional breakdown of clients who requested FLS.

14a. Distribution of clients who requested FLS



The respondents were also asked to rate their satisfaction with French language services provided during their visit to the courthouse. 87 percent of clients indicated that they were satisfied with the services, representing a two (2) percent decrease from 2015-16. The respondent pool for FLS is very small, 25 respondents (two (2) percent), which can result in drastic changes in levels. See chart 14b.

14b. Satisfaction with FLS



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One question was introduced in the 2015-16 Client Satisfaction Survey to determine if clients were made aware by staff that French language services were available. The question was added in response to recommendations from the 2012 *Access to Justice in French* report that the ministry recommit to delivering French language services based on the concept of active offer.

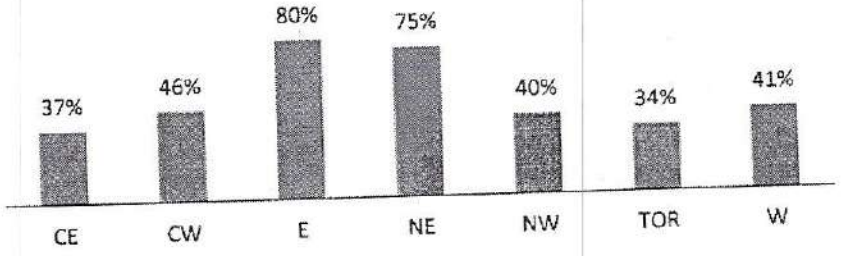
> *"Were you made aware that counter service was offered in French at the courthouse you visited today?"*

In 2016-17, this question was modified to more explicitly define an active offer of FLS:

> *"Were you made aware that counter service was offered in French at the courthouse you visited today? (by any means, i.e. signage, verbal offer, etc.)*

49 percent, or 634 respondents, indicated that they were made aware of French language services by staff, compared to 43 percent in 2015-16. Chart 15 provides a breakdown of clients who were made aware of French language services across the province.

15. Distribution of clients (per region) who were made aware of French language services



The *French Language Services Act (FLSA)* guarantees the right to services in French in government offices located in designated areas of the province, generally where Francophones make up at least ten (10) percent of its population. The addition of this question will assist the division in assessing whether French counter service is being proactively offered in areas that are designated under the *French Language Service Act* to provide services to the public in French. Within the 26 FLSA designated areas, 21 of the 40 surveyed court locations were considered FLSA designated areas[8]. 58 percent (435 respondents) of all FLSA designated area respondents indicated that they were made aware of French language services by court counter staff. The division will use

[8] Barrie, Hamilton, Ottawa, Pembroke, North Bay, Haileybury, Thunder Bay, Toronto (6), London, Brampton, Kingston, Markham, Sudbury, Welland, and Windsor.

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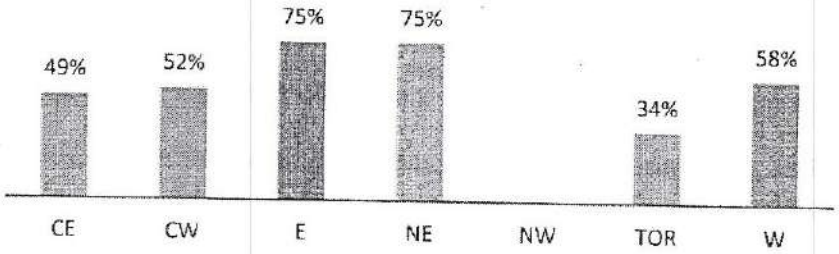
these benchmark results to determine what staff training and/or additional visual aids may be necessary to promote the active offer of service in French. Chart 16 provides a breakdown of the distribution of clients who were made aware of French language services in FLSA designated areas.

16. Clients were made aware of FLS in FLSA designated locations

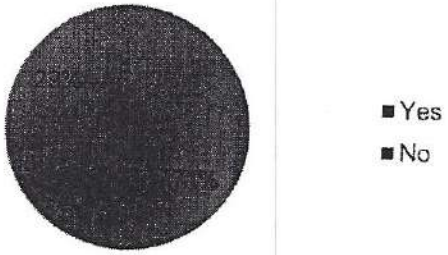


Further Analysis

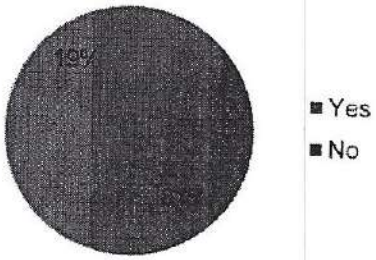
Website Knowledge and Satisfaction

Of the 1,343 respondents, 71 percent, or 935 respondents, were aware of the Court Services Division website (chart 17a) and 81 percent found the information on the website helpful (chart 17b). In 2015-16, 75 percent were aware of the website and 84 percent found the information helpful. This represents a four (4) percent decrease in website awareness and a three (3) percent decrease in helpfulness from 2015-16.

17a. Are you aware CSD has a website with info on court locations, court hours and services provided by the courts?



17b. Did you find the information on this website helpful?



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Regional Breakdown of Client Satisfaction Compared to 2015-16

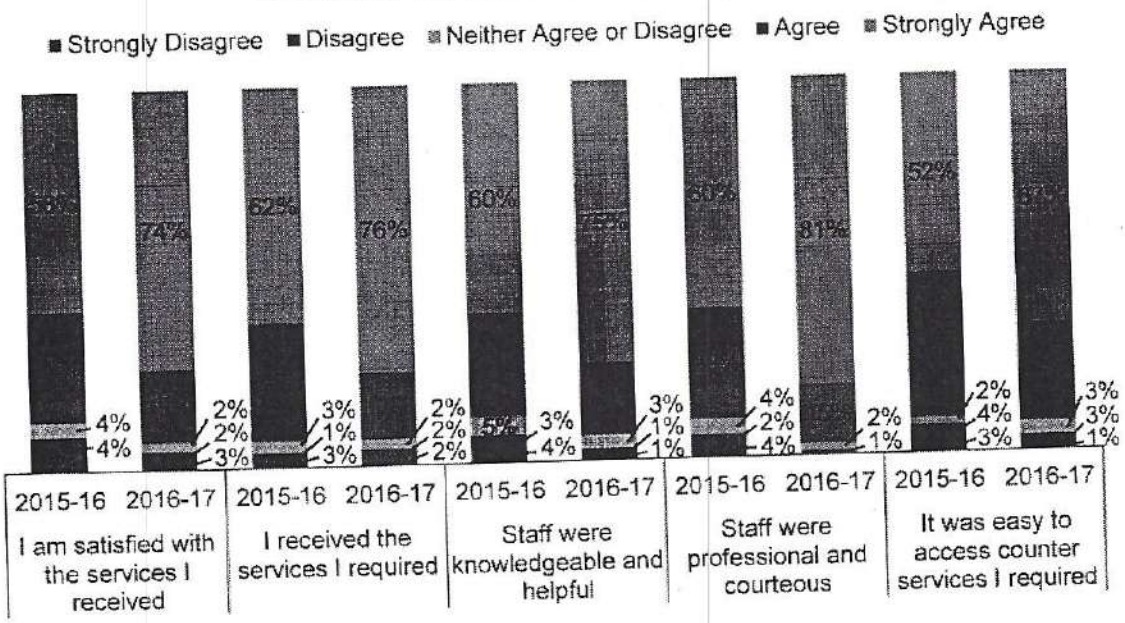
As indicated previously, there were five (5) satisfaction-related questions on both the 2016-17 and 2015-16 surveys. In this section, an overview of client satisfaction for each region is provided and compared to results from last year, beginning with the Central East region.

Central East Region

Clients from the Central East Region who responded to each of the five (5) questions reported slightly higher satisfaction rates in four (4) of the five (5) key areas when compared to the 2014-15 survey. See chart 18 for more details.

Key Satisfaction Indicator	2015-16	2016-17	+/-
I am satisfied with the services I received	87%	**93%**	+6%
I received the services I required	93%	**93%**	-
Staff were knowledgeable and helpful	87%	**94%**	+7%
Staff were professional and courteous	90%	**97%**	+7%
It was easy to access counter services I required	91%	**93%**	+2%

18. Central East Satisfaction Comparison



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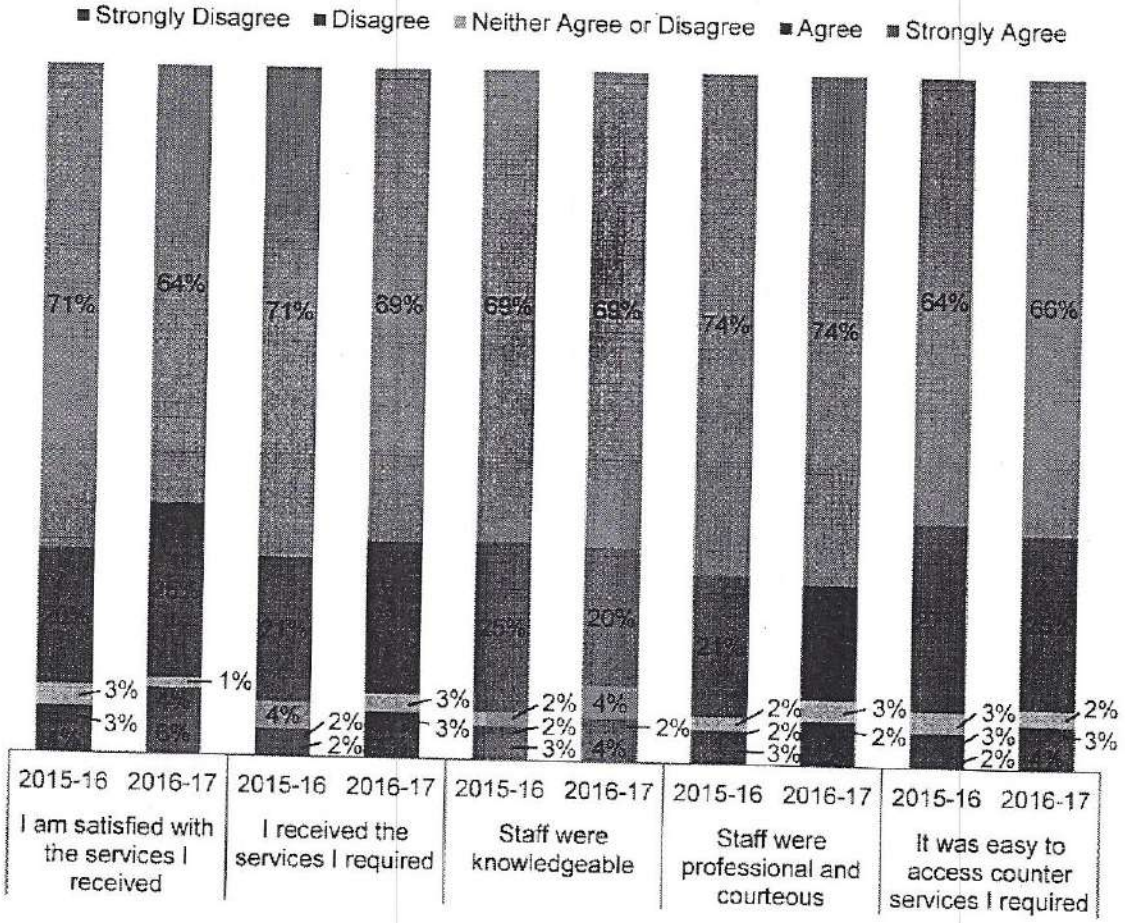
Central West Region

Clients from the Central West Region reported slightly lower satisfaction rates in four (4) of the five (5) satisfaction areas. See chart 19 for more details.

Key Satisfaction Indicator	2015-16	2016-17	+/-
I am satisfied with the services I received	91%	**89%**	-2%
I received the services I required	92%	**91%**	-1%
Staff were knowledgeable and helpful	94%	**89%**	-5%
Staff were professional and courteous	94%	**91%**	-3%
It was easy to access counter services I required	91%	**91%**	-

19. Central West Region Satisfaction Comparison



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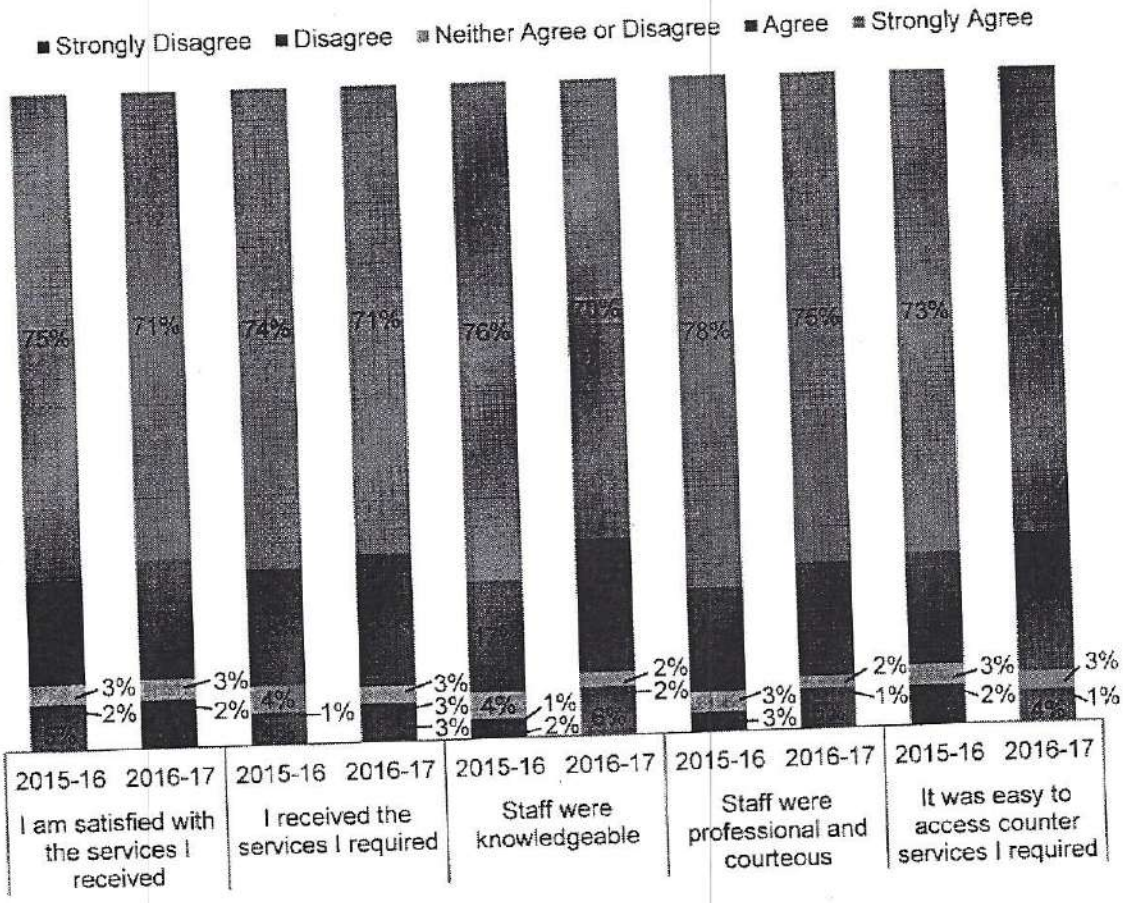
East Region

Clients in the East Region reported slightly lower satisfaction rates in three (3) satisfaction areas, with slightly higher rates in one (1) satisfaction area, and one (1) area remaining the same. See chart 20 for more details.

Key Satisfaction Indicator	2015-16	2016-17	+/-
I am satisfied with the services I received	91%	**90%**	-1%
I received the services I required	92%	**92%**	-
Staff were knowledgeable and helpful	93%	**90%**	-3%
Staff were professional and courteous	94%	**92%**	-2%
It was easy to access counter services I required	90%	**92%**	+2%

20. East Region Satisfaction Comparison



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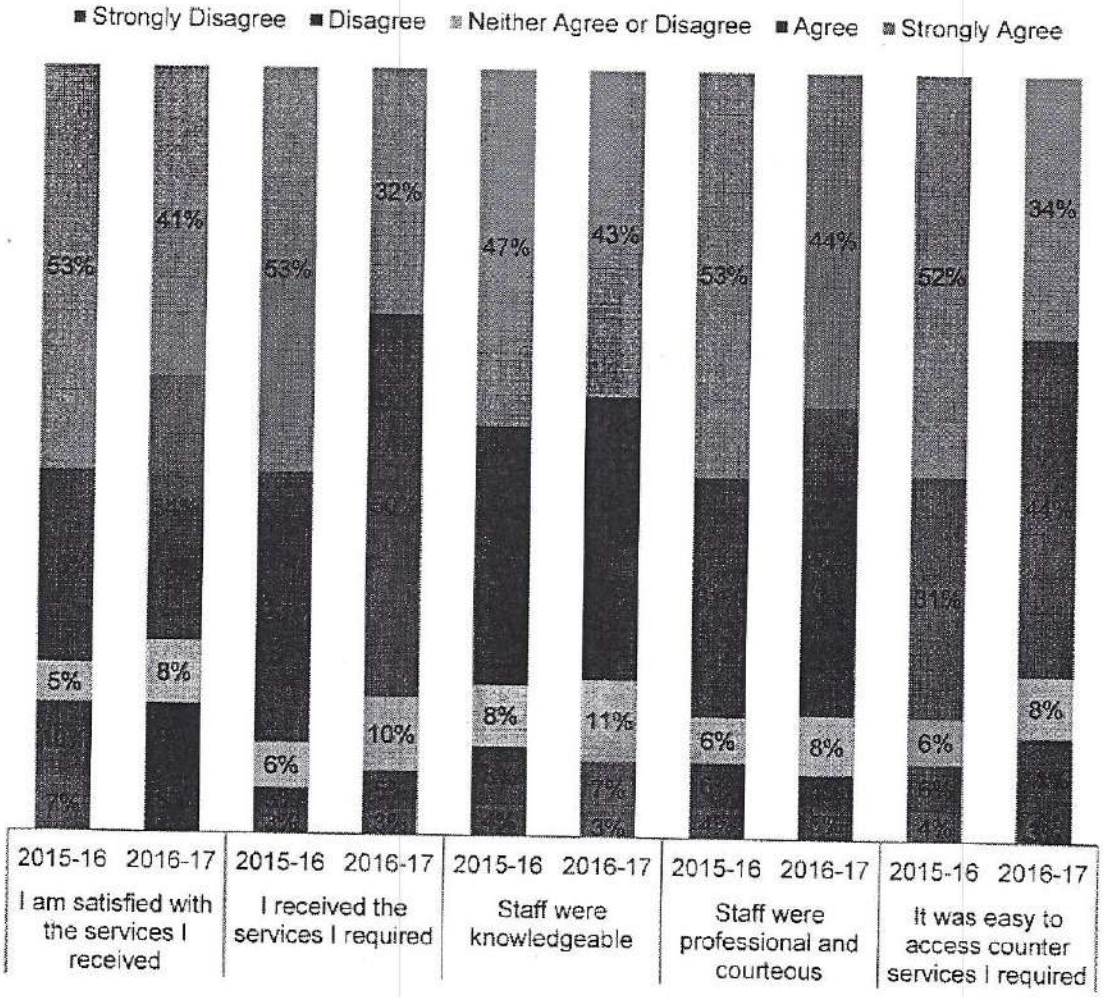
Toronto Region

Clients in the Toronto Region reported lower rates in all five (5) satisfaction areas. See chart 23 for more details.

Key Satisfaction Indicator	2015-16	2016-17	+/-
I am satisfied with the services I received	78%	**75%**	-3%
I received the services I required	88%	**82%**	-6%
Staff were knowledgeable and helpful	80%	**79%**	-1%
Staff were professional and courteous	85%	**84%**	-1%
It was easy to access counter services I required	83%	**78%**	-5%

23. Toronto Region Satisfaction Comparison



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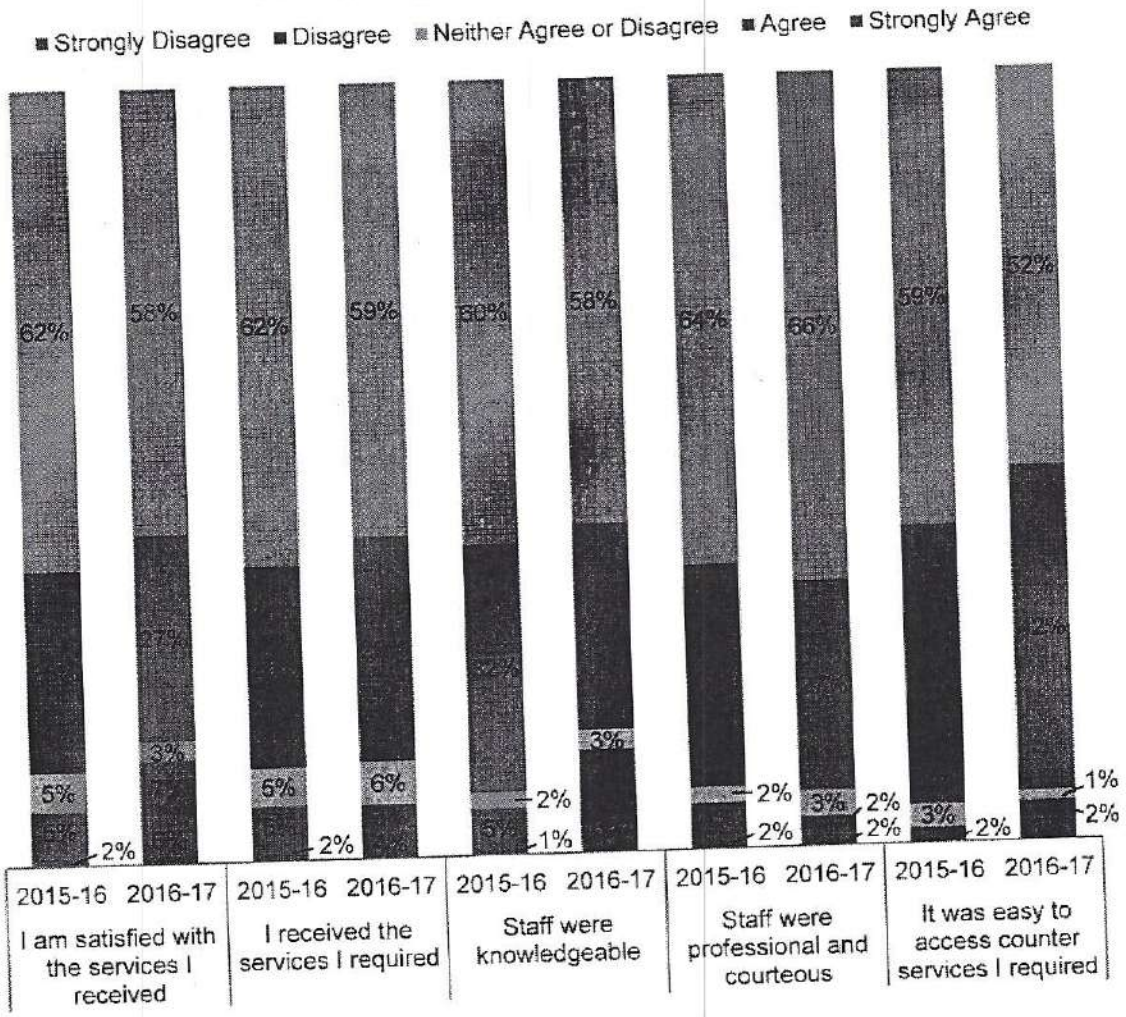
West Region

Clients in the West Region reported slightly lower satisfaction rates in four (4) areas and slightly higher rates in one (1) area. See chart 24 for more details.

Key Satisfaction Indicator	2015-16	2016-17	+/-
I am satisfied with the services I received	88%	**84%**	-4%
I received the services I required	89%	**88%**	-1%
Staff were knowledgeable and helpful	92%	**84%**	-8%
Staff were professional and courteous	92%	**93%**	+1%
It was easy to access counter services I required	95%	**94%**	-1%

24. West Region Satisfaction Comparison



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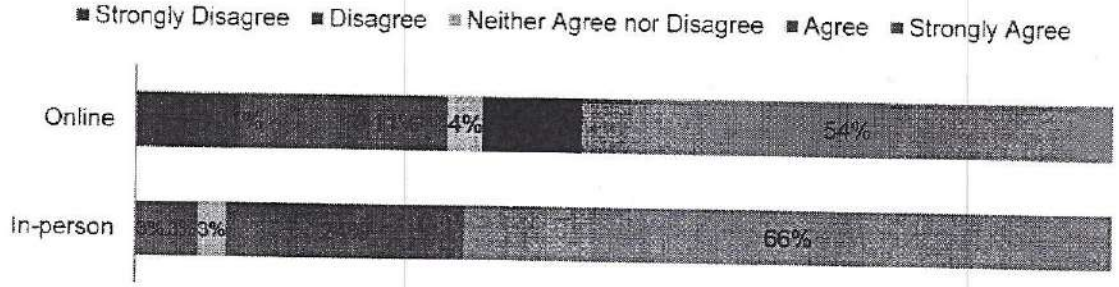
In-person and Online Satisfaction Comparison

Overall Satisfaction of In-Person vs. Online Surveys

The overall satisfaction rate for surveys collected in-person was 91 percent (93 percent in 2015-16). 26 percent higher than online surveys, 64 percent (compared to 58 percent in 2015-16). This is a common trend throughout previous surveys. See chart 25 for a breakdown of satisfaction rates between online and in-person respondents. The court locations with the highest number of online respondents were: London (16 respondents), Goderich (10 respondents), Sudbury: 155 Elm Street (eight (8) respondents), Toronto: 330 University Avenue (eight (8) respondents).

25. Online vs. In-Person satisfaction



Comparison of Overall In-Person vs. Online Client Satisfaction to 2015-16[9]

Comparing survey results from 2015-16 and 2016-17, the rate of online client satisfaction increased by six (6) percent. In-person satisfaction rates decreased by two (2) percent.

As demonstrated in previous surveys, clients who respond in-person are more satisfied than online respondents. This has been attributed in part because clients who respond in-person do so immediately after service, as opposed to online respondents who complete the survey some time after their experience. This allows the respondent to put together a more generalized response, instead of reflecting on their specific experience at the time of the survey. See chart 26 for a comparison of online vs in-person satisfaction rates from 2015-16 and 2016-17.

[9] For a comparison of in-person and online participation between 2015-16 and 2016-17, see Appendix E.

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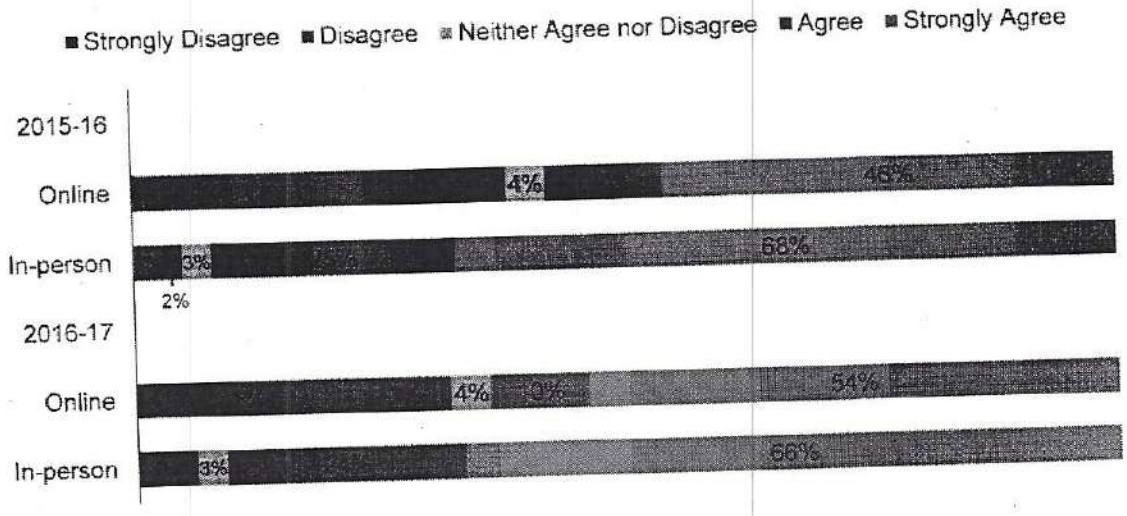
26. Online vs. In-Person Satisfaction Comparison: 2015-16 and 2016-17



Comparison of Key Client Satisfaction Indicators: In-Person vs. Online Respondents

When asked the five (5) questions related to service satisfaction, online clients indicated they were less satisfied in each area compared to in-person respondents.

	Overall, I am satisfied		In the end, received services		Staff knowledgeable and helpful		Courteous, professional, respectful staff		Easy access to services	
	2015-16	**2016-17**	2015-16	**2016-17**	2015-16	**2016-17**	2015-16	**2016-17**	2015-16	**2016-17**
In-Person	93%	**90% (-3%)**	93%	**90% (-3%)**	94%	**91% (-3%)**	96%	**94% (-2%)**	92%	**92%**
Online	58%	**64% (+6%)**	75%	**80% (+5%)**	65%	**73% (+8%)**	67%	**76% (+9%)**	79%	**77% (-2%)**

Section 2: Qualitative Comments Analysis

A comparison of the 2015-16 and 2016-17 Client Satisfaction Survey qualitative responses.

Qualitative Questions from the 2016-17 Survey

The two qualitative questions in the 2016-17 survey remained the same as the past four (4) surveys.

Q15. Do you have any comments about what we are doing well?

Q16. Do you have any comments on how we can improve the quality of service?

Executive Summary

Questions 15 and 16 of the Client Satisfaction Survey gave respondents the opportunity to provide qualitative comments in response to what they thought court locations were doing well, and how they could improve the quality of service. These responses were compared to last year's results, which used the same questions.

The examination identified the positive, negative, and neutral comments for each year as well as the common themes.

What's Changed?

1. **Qualitative Themes**
    - The "jury" theme was removed from the 2016-17 survey as no qualitative comments were related to this theme.
    - One new theme, "staffing levels", was introduced for the 2016-17 survey, emerging as a prevalent theme this year.
        i. In previous surveys, comments related to "staffing levels" were classified under the "triage, wait time, ticket system, hours" theme. **Please note:** The introduction of this new theme may significant affect levels in the "triage, wait time, ticket system, hours" category.

A0065061_32-000551

Based on the qualitative responses to the two (2) questions in the survey, an analysis of the responses found the following themes:

- General customer service
- Knowledgeable and helpful staff
- Courteous, professional, respectful
- Facilities
- Signage
- Triage, wait times, ticket system, hours
- Website
- FLS/accessibility
- Staff levels
- Other

Key Findings: 2015-16 and 2016-17 Client Satisfaction Survey Qualitative Responses[10]

1. **Clients are more satisfied with the customer service provided by CSD staff.**
    - There was a 13 percent increase in positive comments and a five (5) percent decrease in negative comments about the customer service provided by court services staff.

2. **Clients are more satisfied with the knowledge and helpfulness of staff.**
    - There was a 12 percent increase in positive comments and a 10 percent decrease in negative comments.

3. **Clients are less satisfied with their interaction with staff.**
    - There was a seven (7) percent decrease in positive comments and a six (6) percent increase in negative comments about the courteous, professional, and respectful treatment clients received from staff.

4. **Clients are less dissatisfied with wait times.**
    - A common trend throughout the surveys, clients are dissatisfied with the time it takes for them to receive service at the counter.
    - There was a 20 percent increase in positive comments (three (3) percent in 2015-16; 23 percent in 2016-17) and a 26 percent decrease in negative comments (96 percent in 2015-16; 70 percent in 2016-17).
    - Some common suggestions from clients are to add more staff to the counters, and open more windows. Clients also suggested opening express lanes for legal professionals and/or self-represented litigants.

[10] For a table summary of the results, including ranking and percentages, please see Appendix F.

A0065061_33-000552

5. **Staffing levels**
    - Client comments related to staffing levels at the counter were 90 percent negative. The remaining 10 percent of comments were neutral.
    - The majority of negative comments stated that more staff is required to serve the needs of clients.

6. **Facilities**
    - There was a seven (7) percent decrease in positive comments related to facilities.
    - Negative and neutral comments regarding facilities in the 2016-17 tended to be more suggestive about what would make the courthouse facilities better rather than what is wrong with them (similar to the 2015-16 survey).
    - Many respondents commented that the addition of photocopiers and ATMs, coffee/vending machines, and free parking would make court counter services better overall.

7. **Signage**
    - There were 34 comments related to signage:
        i. 97 percent (33 comments) were negative, a four (4) percent increase from 2015-16 (93 percent).
    - Many clients commented that there should be more signs to direct people to correct counters and courtrooms.

8. **MAG public website**
    - There was a nine (9) percent decrease in negative comments regarding the public seeking court counter service information on the MAG public website (59 percent in 2016-17 compared to 68 percent in 2015-16).
    - Similar to previous surveys, clients stated that the website is difficult to navigate and is not user friendly. Other respondents commented that the website presented conflicting information and, as a result, clients could not find the information they required.

A0065061_34-000553

Qualitative Comments Comparison: 2015-16 and 2016-17

Chart 27 provides a comparison of the qualitative comments from the 2015-16 survey and the 2016-17 survey. In total, there were 1,167 qualitative comments (compared to 931 comments in 2015-16), a 20 percent increase from the 2015-16 survey.

27. Qualitative Comments Comparison: 2015-16 and 2016-17

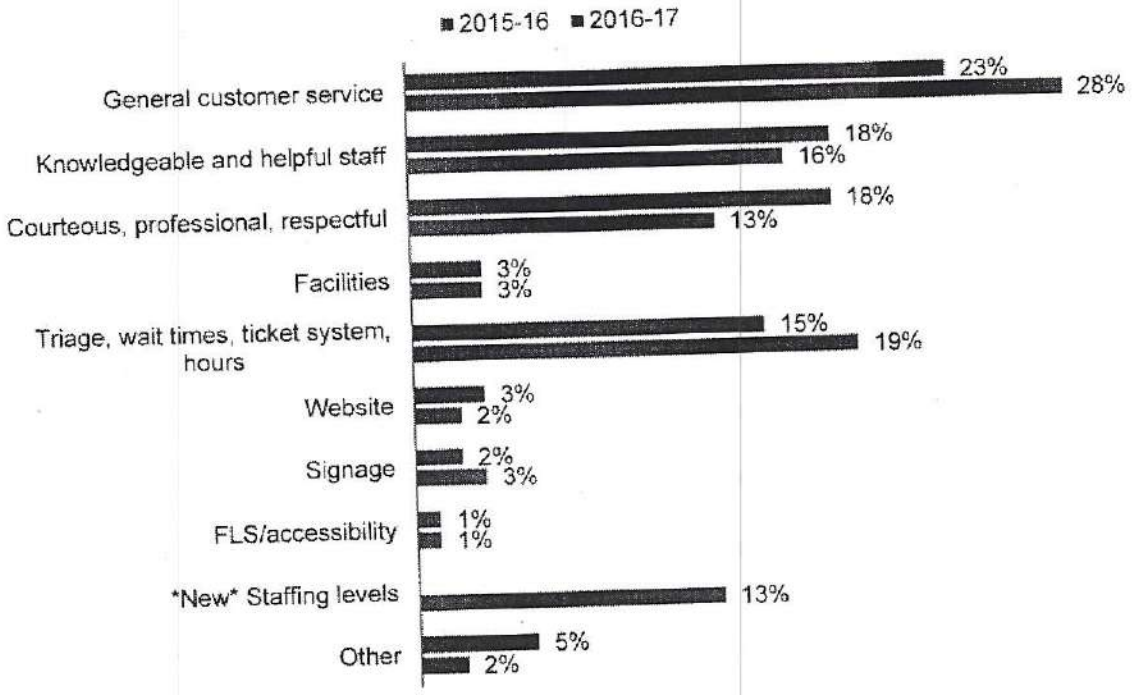


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Chart 28a provides a breakdown of themes represented in the 2016-17 qualitative comments.

28a. Qualitative Comments

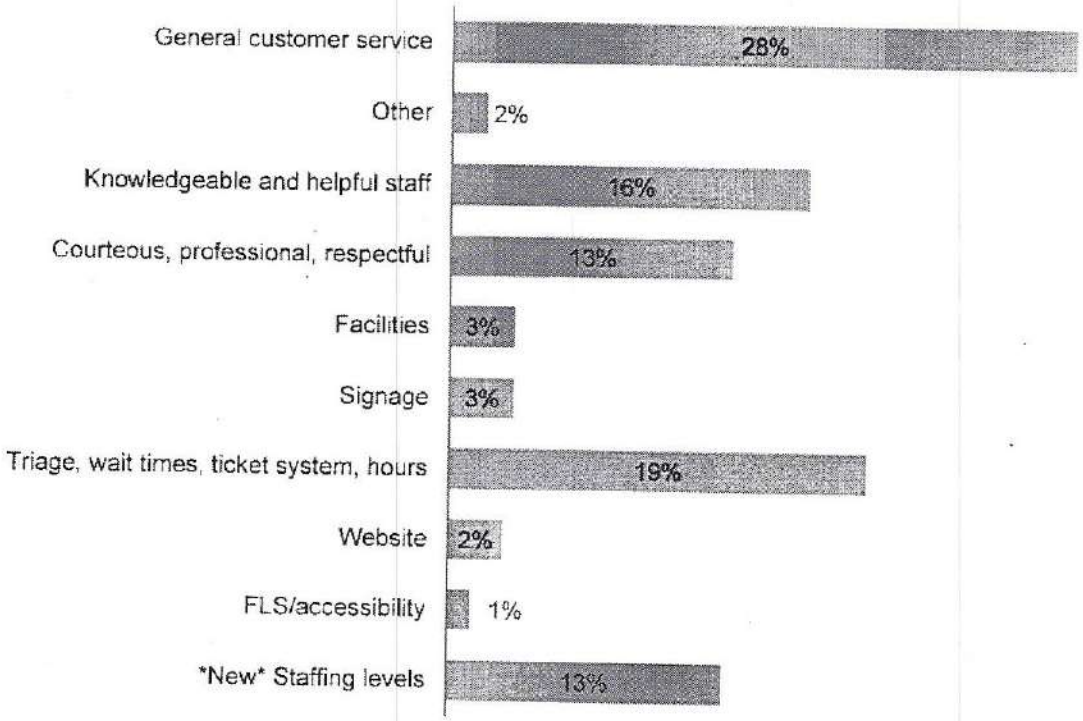

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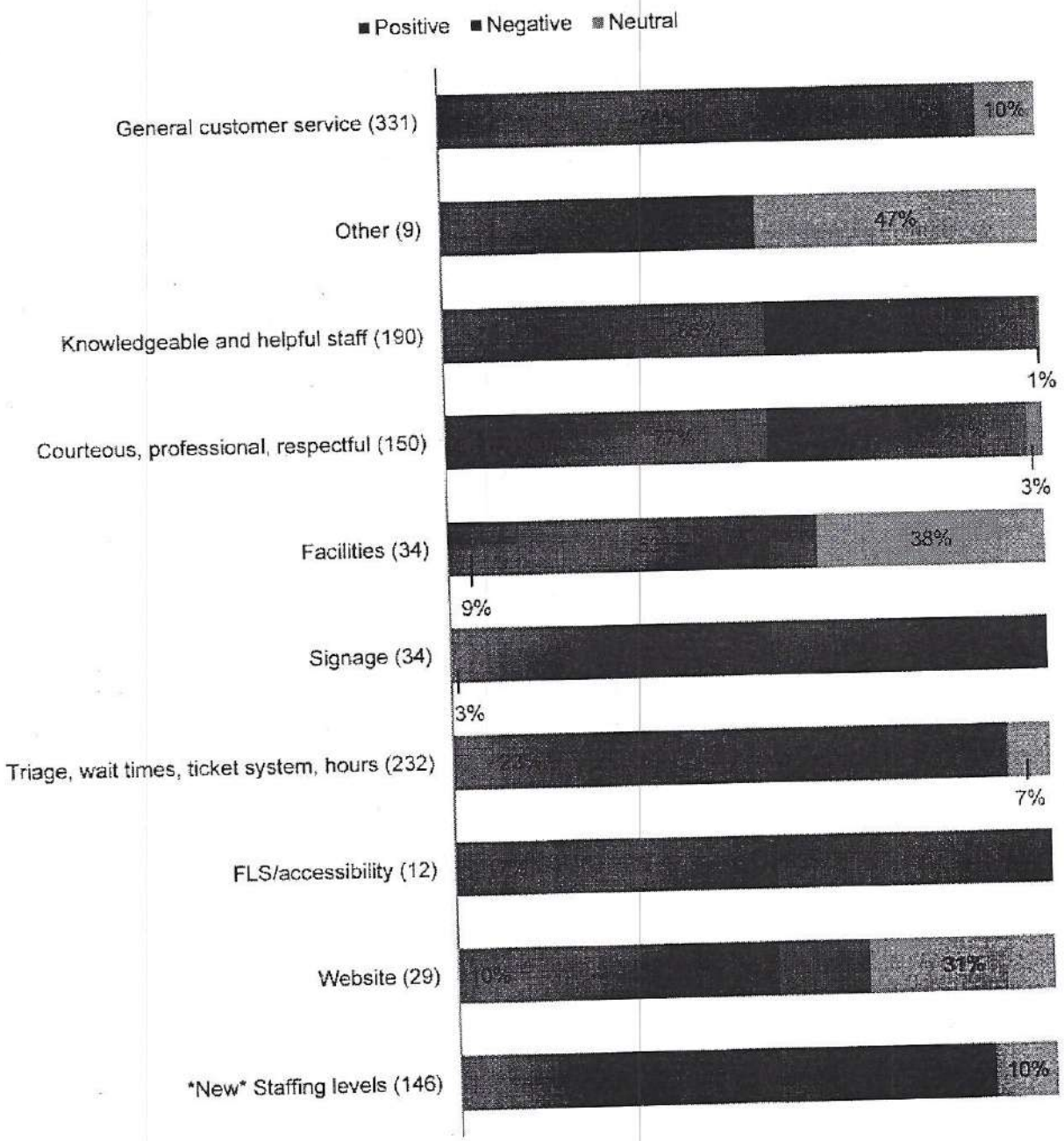
Chart 28b provides a detailed breakdown of the qualitative themes in the 2016-17 survey.

28b. Qualitative Comments Breakdown (# of comments)



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2016-17 Qualitative Comments: Common Themes

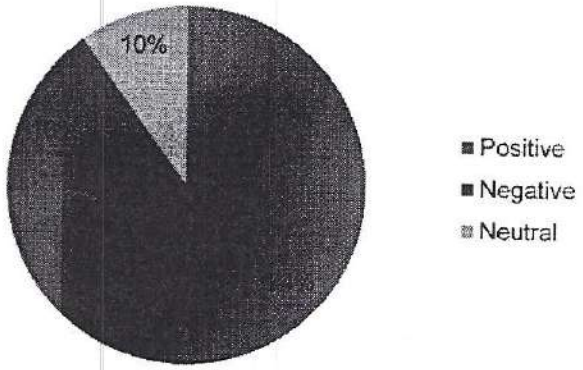
Qualitative responses of the 2016-17 survey are broken down in this section by the five (5) most common themes identified by clients:

- General customer service
- Triage, wait times, ticket system, hours
- Knowledgeable and helpful staff
- Courteous, professional, respectful
- Staffing levels

General Customer Service

There were 331 comments related to general customer service. The majority, 74 percent, of these comments were positive. Some examples of these comments include, "Staff are excellent!", "Everything handled satisfactorily", and "Everything was great!" 16 percent of comments in this category were negative, and 10 percent were neutral.

29. General Customer Service



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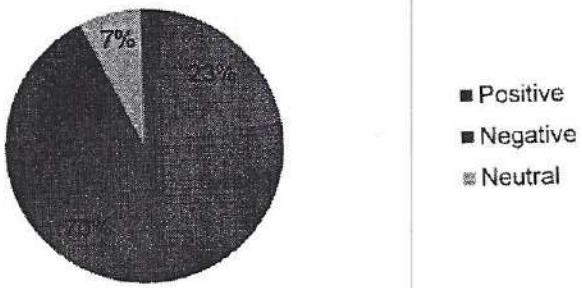
Triage, Wait Times, Ticket System, Hours

There were at total of 222 comments related to triage, wait times, ticket systems, and hours. The majority of these comments, 70 percent, were negative, while 23 percent were positive, and seven (7) percent were neutral. Some examples of comments in this category include, "Fix the ticket system", "Wait times should be shortened", and "Wait time is too long."

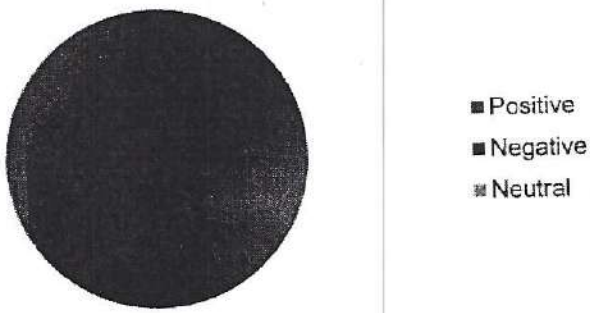
30. Triage, Wait Times, Ticket System, Hours



Knowledgeable and Helpful Staff

There were a total of 190 comments related to the knowledge and helpfulness of court counter staff. The majority of these comments, 86 percent, were positive, while 14 percent were negative. Some examples of comments in this category include, "Great knowledgeable staff", "Very informative and helpful when I have questions or need help", and "Very discouraged with help."

31. Knowledgeable and Helpful Staff



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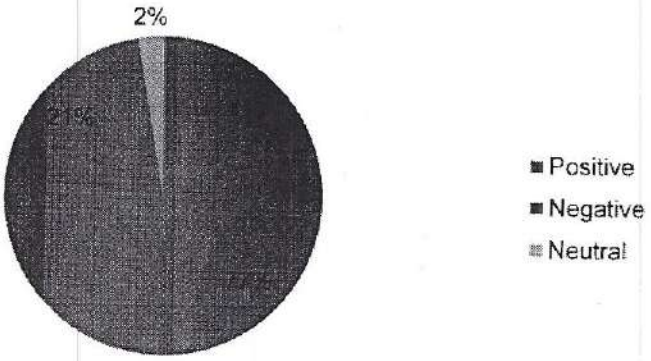
Courteous, Professional, Respectful

There were a total of 150 comments in this category. Of these comments, 77 percent were positive, 21 percent were negative, and two (2) percent were neutral. Some examples of comments in this category include, "Good, friendly staff", "Professional, thorough customer service", and "Be a little more flexible and understanding."

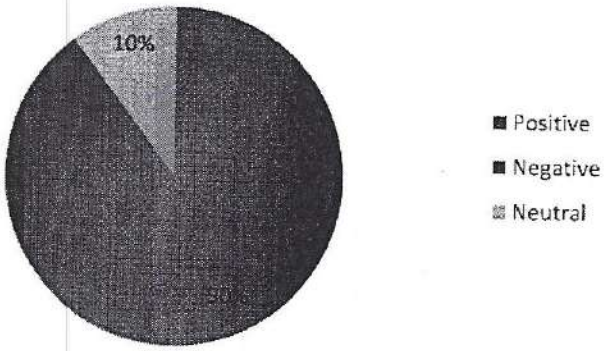
32. Courteous, Professional, Respect



Staffing Levels

There were a total of 146 comments related to staffing levels. The majority of these comments, 90 percent, were negative, while 10 percent were neutral. Some examples of comments in this category include, "More counter staff", "More staff behind the counter", and "Managers should observe staff."

33. Staffing Levels



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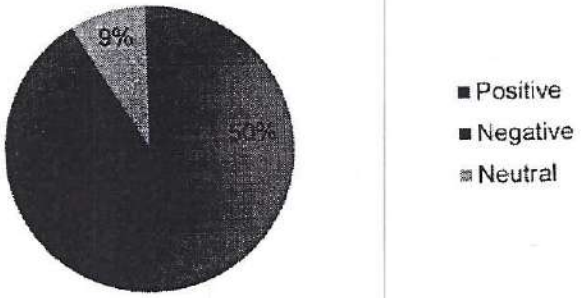
Qualitative Questions – Further Analysis

Breakdown of Positive, Negative, and Neutral Comments

In the qualitative comments section of the survey, clients are given the opportunity to comment on what we are doing well, and how we can improve. The proportion of positive and negative comments accurately reflects the nature of these questions. See chart 34 for a breakdown of the positive, negative, and neutral comments.

34. Overall Comments



Survey Methods Used to Respond to Qualitative Questions

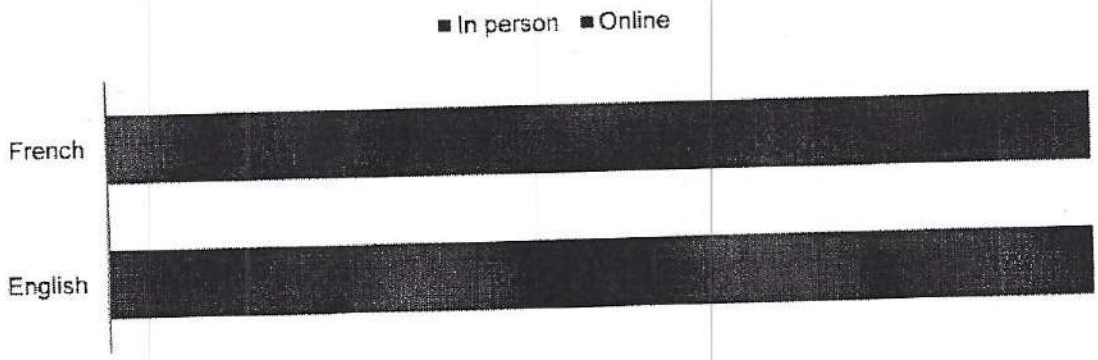
The two qualitative questions on the 2016-17 survey remained the same as previous surveys:

Question 15: Do you have any comments about what we are doing well?

Question 16: Do you have any comments on how we can improve the quality of service?

Taking a closer look at those who responded in 2016-17, chart 35 below indicates what survey method clients used to respond to these questions.

35. Methods Used to Provide Feedback



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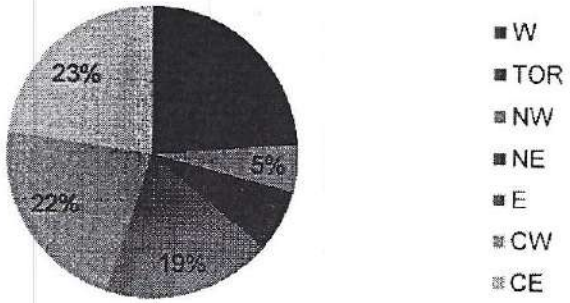
Question 15

Question 15 of the survey asked: *"Do you have any comments about what we are doing well?"* There were a total of 492 comments made in response to this question. An overall regional examination of who responded to this question revealed that the Central East Region (112) had the most comments, followed by Central West (110), East (93), and West Regions (61). Several respondents commented on the excellent service being provided by specific staff members.

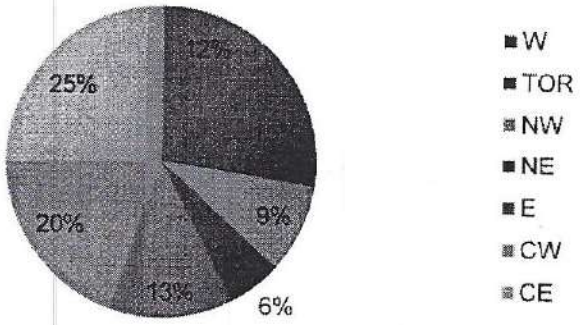
36. Q15 Qualitative Comments Breakdown



Question 16

Question 16 of the survey asked: *"Do you have any comments on how we can improve the quality of service?"* There were a total of 480 comments made in response to question 16. An overall regional examination of who responded to this question revealed that Central East Region (121) had the most comments, followed by Central West (94), Toronto (72), East (62), and West Regions (60).

37. Q16 Qualitative Comments Breakdown



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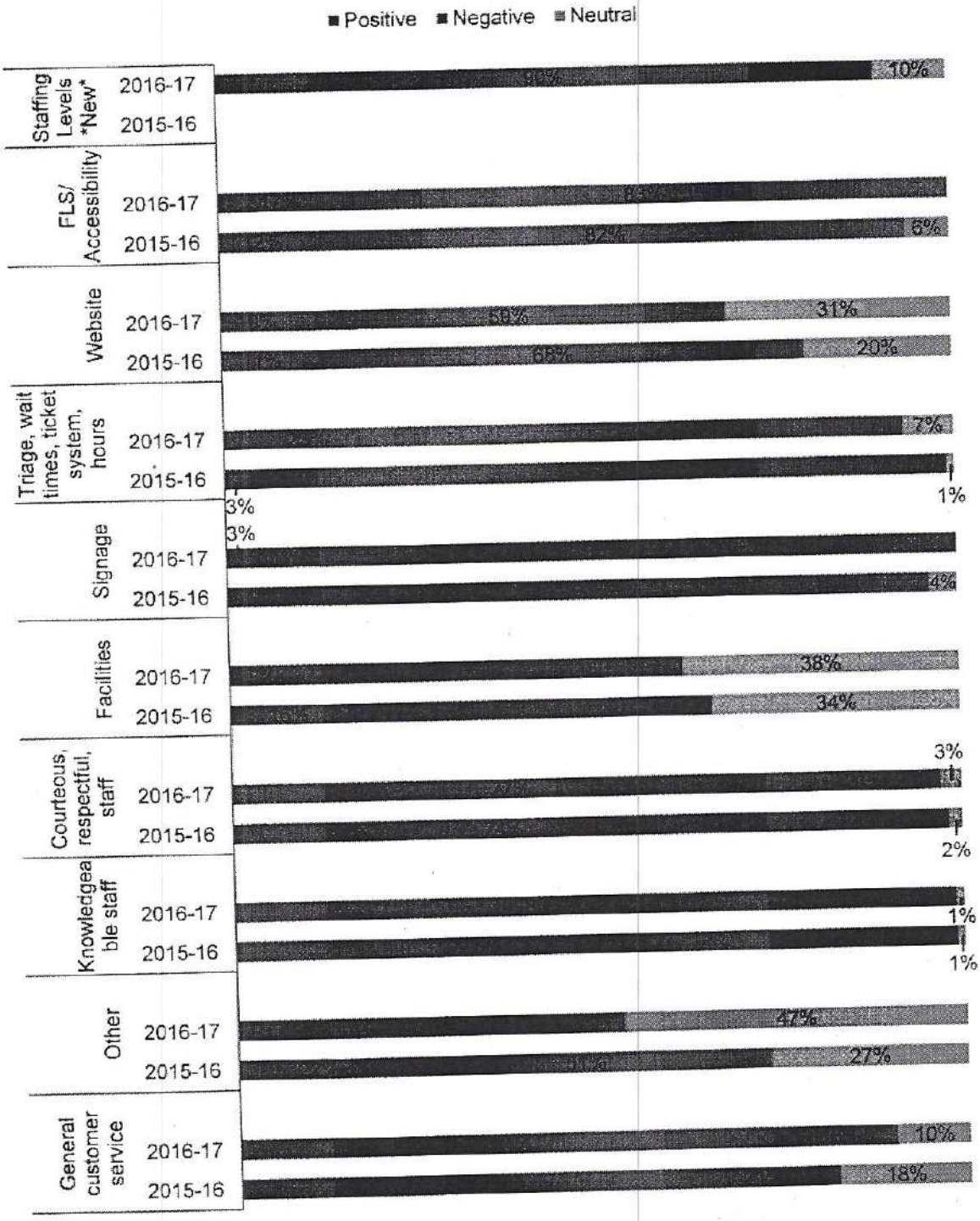
38. Overall Qualitative Comments Comparsion: 2015-16 and 2016-17



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Appendix A: How Court Services Division is Using the Client Satisfaction Survey for Reporting

Revised Service Standards

On April 1, 2014, Court Services Division implemented revised service standards for the division. The revised service standards describe the experiences that a client can expect when using the services in Ontario's courthouses.

Our Pledge

The division's mission is to provide a modern and professional court service that supports accessible, fair, timely, and effective justice services. Court Services Division is committed to service excellence.

Our Performance Objectives

1. It is our commitment to serve clients in a courteous, professional, and respectful manner at our court locations.
2. It is our commitment to make all of our court forms and guides available in French and English
3. Court clients who require assistance with an accessibility-related need will have access to the services of an Accessibility Coordinator at our court locations.

Court Services Division publishes the results of the overall satisfaction rate, as well as the satisfaction rates pertaining to French language services and accessibility, in its annual report. The report is published online and is available to the public. The division uses the following questions to report on the objectives listed above:

"I am satisfied with the service that I received at the court office counter today."

"Staff treated me in a courteous, professional, and respectful way."

"I was satisfied with the help I received" (Regarding accessibility services.)

"I was satisfied with the quality of French language services provided."

Appendix B:
Court Services Division 2016-17 Client Satisfaction Survey

Ontario

Ministry of the Attorney General

The Court Services Division of the Ministry of the Attorney General is conducting a survey to measure customer satisfaction with the services provided by the civil, family, small claims and criminal court offices. The information you provide as part of this survey helps ensure we provide the best court services possible. The results are used to review possible enhancements to our service.

The survey will take approximately five minutes to complete. No personal information is collected. Any information you provide will remain confidential, and your responses will remain anonymous.

Your feedback is important and the Court Services Division greatly appreciates your assistance.

All of the questions in this survey relate to services you received today at the courthouse.

1. Courthouse Location: _____

2. Which service did you receive today at the courthouse? Please choose one service.

- ☐ Civil
- ☐ Family
- ☐ Small Claims
- ☐ Criminal

3. Please indicate how much you agree with the following statement:

I am satisfied with the service that I received at the court office counter today.

Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	Not Applicable
☐	☐	☐	☐	☐	☐

Keeping in mind your experience with the service you received in the courthouse today, please indicate how much you agree with each statement in questions 4 through 6.

4. Staff were knowledgeable and helpful.

Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	Not Applicable
☐	☐	☐	☐	☐	☐

5. Staff treated me in a courteous, professional and respectful way.

Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	Not Applicable
☐	☐	☐	☐	☐	☐

6. Once I arrived at the courthouse, it was easy to access the court service counter that I required (it was easy to find and easy to get to).

Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	Not Applicable
☐	☐	☐	☐	☐	☐

7. During your visit today, did you or your client have any disability-related needs when appearing in court or using court services?

☐	Yes	If you answer "yes", please move to question # 8.
☐	No	If you answer "no", please move to question # 9.

8. If you asked for assistance from a staff member in meeting a disability-related need, please indicate how much you agree with the following statement:

I was satisfied with the help I received.

Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	Not Applicable
☐	☐	☐	☐	☐	☐

9. Were you made aware that counter service was offered in French at the courthouse you visited today? (by any means, i.e. signage, verbal offer, etc.)

☐ Yes
☐ No

10. Did you request any counter services in French during your visit at the courthouse today?

☐	Yes	If you answer "yes", please move to question # 10.
☐	No	If you answer "no", please move to question # 11.

11. I was satisfied with the quality of French language services provided.

Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	Not Applicable
☐	☐	☐	☐	☐	☐

12. In the end, I received the services I required from my visit to the courthouse today.

Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	Not Applicable
☐	☐	☐	☐	☐	☐

13. Are you aware Court Services Division has a website with information on court locations, court hours and services provided by the courts?

☐	Yes	If you answer "yes", please move to question # 13.
☐	No	If you answer "no", please move to question # 14.

14. Did you find the information on the website helpful?

☐	Yes
☐	No

15. Do you have any comments about what we are doing well?

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16. Do you have any comments on how we can improve the quality of service?

17. Which of the following best describes you:

- ☐ Self-represented
- ☐ Represented by a lawyer
- ☐ Legal counsel
- ☐ Process Server
- ☐ Paralegal or legal assistant
- ☐ Other

If other, please specify: _____

Thank you for completing the 2016-17 Court Services Division Client Satisfaction Survey.

For questions regarding this survey please contact us by email at CSS@ontario.ca.

Appendix C: Who Are We Serving? "Other" Category

Q17. Which of the following best describes you?

- Self-represented
- Represented by a lawyer
- Legal counsel
- Process server
- Paralegal or legal assistant
- **Other**

The most common responses to those who indicated "other" were as follows:

- Police officer
- Law clerk
- Articling student/student-at-law
- Related to party
- Paralegal student
- Courier

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Appendix D: Participation by Court Locations

Which courthouse location did you visit? (It is sorted alphabetically)

Answer Options	Response Percent	Response Count
Brampton, 7755 Hurontario St.	0.4%	5
Hamilton, 45 Main St. E.	0.3%	4
Hamilton, 55 Main St. W.	3.9%	52
London	6.4%	85
Newmarket	0.3%	4
Oshawa	0.1%	1
Ottawa	9.6%	144
St. Catharines	12.0%	159
Toronto, 1000 Finch Ave. W.	0.1%	1
Toronto, 60 Queen St. W. (Old City Hall)	6.1%	82
Toronto, 130 Queen St. W. (Osgoode Hall)	0.2%	3
Toronto, 47 Sheppard Ave. E.	4.8%	64
Toronto, 361 University Ave.	0.2%	2
Toronto, 444 Yonge St. (College Park)	0.1%	1
Toronto, 393 University Ave.	0.2%	2

s.N/R

A0065061_52-000571

Toronto, 330 University Ave.	0.6%	8
Windsor, 200 Chatham St. E.	0.3%	4
Windsor, 245 Windsor Ave.	0.2%	3
	answered question	**1343**
	skipped question	**0**

s.N/R

Appendix E: 2015-16 and 2016-17 Comparison of In-Person and Online Participation

Region	In-Person				Online	
	2015-16		2016-17		2015-16	2016-17
	Location	% (#)	Location	% (#)	% (#)	% (#)
CE	Newmarket, Cobourg	16% (229)	Barrie, Peterborough	16% (189)	10% (14)	13% (19) ▲
CW	Milton, Welland, Brampton	35% (500)	Hamilton, St. Catharines, Simcoe	20% (243) ▼	27% (37)	15% (21) ▼
East	Ottawa, Cornwall	11% (162)	Ottawa, Pembroke	17% (200) ▲	8% (11)	10% (14) ▲
Toronto	311 Jarvis, 1911 Eglinton, 330 University	10% (146)	47 Sheppard 60 Queen St. W.	12% (139) ▲	18% (25)	16% (22) ▼
West	Windsor (245 Windsor Ave.), Kitchener, Owen Sound	13% (189)	London Sarnia Walkerton	16% (187) ▲	29% (41)	38% (53) ▲
	Total = 1,419		Total = 1,202		Total = 139	Total = 141

s.N/R

▲ / ▼ Denotes increase/decrease in participation rates in 2016-17.

Total in-person and online responses in 2015-16: 1,558

Total in-person and online responses in 2016-17: 1,343

A0065061_54-000573

Appendix F: 2015-16 and 2016-17 Qualitative Responses Comparison Table by Theme

Rank	2015-16 (1,558 respondents)					Rank	2016-17 (1,343 respondents)				
	Theme	Frequency of themes in client feedback	Positive %(#)	Negative %(#)	Neutral %(#)		Theme	Frequency of themes in client feedback	Positive %(#)	Negative %(#)	Neutral %(#)
1	General Customer Service	311	61% (190)	21% (64)	18% (57)	1	General Customer Service	331	74% ▲ (246)	16% ▼ (52)	10% ▼ (33)
2	Courteous, Professional, Respectful	241	84% (179)	15% (57)	1% (5)	2	Triage, Wait Times, Ticket System, Hours	222	23% ▲ (50)	70% ▼ (156)	7% ▲ (16)
3	Knowledgeable and Helpful	235	74% (197)	24% (35)	2% (3)	3	Knowledgeable and Helpful	190	86% ▲ (163)	14% ▼ (26)	7% ▲ (16)
4	Triage, Wait Times, Ticket System, Hours	197	3% (6)	96% (189)	1% (2)	4	Courteous, Professional, Respectful	150	77% ▼ (115)	21% ▲ (31)	3% ▲ (4)
5	Timeliness of Service	160	38% (61)	60% (96)	2% (3)	5	Staffing Levels	146	0% (0)	90% (131)	10% (15)
6	Other	63	22% (14)	51% (32)	27% (17)	6	Facilities	34	9% ▼ (3)	53% ▲ (18)	38% ▲ (13)
7	Facilities	44	16% (7)	50% (22)	34% (15)	7	Signage	34	3% ▼ (1)	97% ▲ (33)	0% ▼ (0)
8	Website	44	11% (5)	68% (30)	20% (9)	8	Website	29	10% ▼ (3)	59% ▼ (17)	31% ▲ (9)
9	Signage	27	4% (1)	93% (25)	4% (1)	9	Other	19	0% ▼ (0)	53% ▲ (10)	47% ▲ (9)

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Rank	2015-16 (1,558 respondents)					Rank	2016-17 (1,343 respondents)				
	Theme	Frequency of themes in client feedback	Positive %(#)	Negative %(#)	Neutral %(#)		Theme	Frequency of themes in client feedback	Positive %(#)	Negative %(#)	Neutral %(#)
10	FLS/Accessibility	17	12% (2)	82% (14)	6% (1)	10	FLS/Accessibility	12	17% ▲ (2)	83% ▲ (10)	0% ▼ (0)
11	Jury	2	0% (0)	50% (1)	50% (1)	11					
	Total comments: **1,274**						Total comments: **1,167**				

2017-18 Client Satisfaction Survey: Project Plan

Item	Description	Timing
Planning and Approval		
Plan proposals	Send package to Brian for approval.	Send to Brian by **November 10.**
Court locations	Draft email for Gbemi to send to the MBS' for their suggested court locations. Give 2 weeks for their suggestions.	Email sent **October 18.** Court locations suggestions due **November 1**.
Briefing Note	• Delivery/Methodology • Suggested Court Locations • Cost • Recommendation • Timelines/Next Steps • Include: 2017-18 Client Satisfaction Survey, poster, postcard, memo to staff from Sheila, email to DCOs from Brian • Highlight any changes from last year	Send package to Director by **November 20.** Due back from Director by **November 27**.
Obtain Director and ADAG approval	Proposal to ADAG	Send package to ADAG by **November 28.** Due back from ADAG by **December 8**
Create online survey	Same survey as last year. Change the dates, and edit survey link name.	**December 8**
Communications		
Send all documents that will be public-facing to Ben Carter Whitney in Communications branch	For review and approval of public facing documents.	Send public-facing documents to Communications by **November 25.** Due back from Communications by **December 2.**

Communicate plans with regions	Brian to send email to DCOs with the following materials attached: • Daily Tracking Sheet • Instructions for Regions • Staff instruction sheet • 11 x 17 Poster (English and French) • Postcards (English and French) • Client Satisfaction Survey 2017-18 (English and French) • Learning and Development poster **Sheila to send communication to all court staff**	Send email by **December 8.**
Survey		
Online and in-person		January 2, 2018 to February 28, 2018.
Gather surveys from regions		Receive week of March 5, 2018
Input in-person surveys into Survey Monkey		March 2018
Data Analysis and Reports		
Data analysis in Excel	Use tables, charts and graphs to highlight trends	Late March-Early April
Draft full and summary reports		Mid-April
Draft regional reports		Mid-Late May
Approval of Reports		
Submit to WSPU manager		Submit by **June 8, 2018.** Due back by **June 18, 2018.**
CSB Director Approval		Submit to Director by **June 22, 2018.** Due back by **July 6, 2018.**
ADAG Approval		Submit to ADAG by **July 11, 2018.** Due back **July 25,**

		2018.
Distribute to DMC	In 2015-16 all directors were sent the full and summary reports. The ADAG and CSB Director saw the full report, summary report, and regional reports. Each DCO received a regional report which contained qualitative comments.	Distribute by **July 27, 2018.**

Cha, Sarah (MAG)

From: Vernon, Annette (MAG)
Sent: December-07-17 5:29 PM
To: Halpert, Cory (MAG); Kester, Gbemi (MAG)
Cc: Garrah, Brian (MAG)
Subject: BN - 2017-18 Client Satisfaction Survey
Attachments: 2017-438-BN - 2017-18 Client Satisfaction Survey - 07DEC17.pdf

Attached is a copy of the approved BN. Original on your desk.

Kind regards,
Annette

A0065061_60-000579

Ministry of the Attorney General

Briefing Note

Court Services Division

Subject: 2017-18 Client Satisfaction Survey

Issue: **Seeking approval from the Assistant Deputy Attorney General to administer the 2017-18 Client Satisfaction Survey from January 2, 2018 to March 2, 2018.**

Background:

- Court Services Division is committed to providing high-quality services to the public in keeping with the division's service standards. To achieve this goal, the division conducts an annual Client Satisfaction Survey and utilizes the data collected to measure organizational performance and progress.
- The survey is conducted in January to March.
- Clients are made aware of the online survey through posters in each courthouse as well as postcards distributed by court counter staff.
- In-person surveys are conducted by court staff at director-approved court locations across the province.

Status:

Survey Launch

- The 2017-18 Client Satisfaction Survey will be conducted both in person and online from January 2, 2018 to March 2, 2018.
- A memo is sent from the ADAG to court staff providing them with information regarding the survey. The memo is generally sent out in mid-December, and a draft memo is attached for approval as Appendix A.

Performance Measures and Service Standards

- The 2017-18 Client Satisfaction Survey (Appendix B) will be used to report performance on the following service standards and performance measures. The question used to report on the service standard and performance measure is also indicated.
    - CSD Service Standard: It is our commitment to serve clients in a courteous, professional and respectful manner at our court locations.

        - Survey Q. 5: Keeping in mind your experience with the service you received in the courthouse today, please indicate how much you agree with each statement: Staff treated me in a courteous, professional and respectful way.
    - CSD Performance Measure: It is our commitment that clients with a disability who access court services, and who ask for assistance in meeting their disability-related needs, will be satisfied with the help they receive.
        - Survey Q. 8: For clients who indicated they had a disability-related need - If you asked for assistance from a staff member in meeting a disability-related need, please indicate how much you agree with the following statement: I was satisfied with the help I received.
    - CSD Performance Measure: Percent of court counter clients satisfied with the service they received.
        - Survey Q. 3 - Please indicate how much you agree with the following statement: I am satisfied with the service that I received at the court office counter today.
    - CSD Performance Measure: Recommitment to delivering French language services based on the concept of active offer, as recommended in the 2012 FLS Bench and Bar Advisory Committee's report.
        - Survey Q. 9 – Were you made aware that counter service was offered in French at the courthouse you visited today? (By any means, i.e. signage, verbal offer, etc.)

Survey Questions

- The survey format remains unchanged from the 2016-17 survey. The questions and format received DMC approval in 2012-13.
- A new question regarding the active offer of FLS received DMC approval in 2015-16, and was modified for the 2016-17 survey.
- The purpose of the modification was to more clearly define what constitutes an active offer. This change was reviewed by CSD's FLS Unit. The revised question reads:
    - Were you made aware that counter service was offered in French at the courthouse you visited today? (by any means, i.e. signage, verbal offer, etc.)

Online Surveys

- There were 141 online responses to the 2016-17 Client Satisfaction Survey.
- For the 2017-18 Client Satisfaction Survey, online surveys will be available to the public through SurveyMonkey.com from January 2, 2018 to March 2, 2018 (inclusive).
- To promote the online survey, regions will be provided with 11" x 17" posters and postcards. These materials will be sent electronically to court locations to be

printed and displayed near, or distributed at, the court counter (See Appendix C & D).

- The poster and postcards are public-facing documents. All public-facing documents require approval from the Communications Branch. The materials have been reviewed and approved by the Communication Branch to confirm that they meet the criteria identified in the Visual Identity Guide.

In-Person Surveys

- There were 1,202 in-person responses to the 2016-17 Client Satisfaction Survey.
- The in-person survey will be administered by local staff within each region as per previous years. Regions can assign staff either by identifying a staff person directly, or they can ask for volunteers.
- Staff survey administrators will be provided with an orientation and instructions prior to their first day of conducting the survey. The instructions will include information on setting up, rules of conduct, scripts, and survey information. Each court location will be surveyed for a total of 30 hours over a five-day period between January 2, 2018 and March 2, 2018.
- All in-person surveys to be sent back to the Corporate Support Branch by March 9, 2018.
- The inputting of the in-person survey results and the analysis will be managed corporately by staff in the Workforce and Strategic Planning Unit.
- The Workforce and Strategic Planning Unit will prepare a full report and seven (7) regional reports based on the survey analysis results and distribute to the following recipients:
    - The full report will be sent to members the Divisional Management Committee (DMC).
    - Each regional report will be sent to each region's respective manager of business support (MBS) and director of court operations (DCO).
- Survey results related to key satisfaction indicators (questions #3-6 – see Appendix B) will be made available to staff by highlighting these results on the CSD intranet and in the CSD Connection newsletter.

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Timelines / Next Steps:

- Online and in-person surveys will be conducted between January 2, 2018 and March 2, 2018.
- During April and May 2018, the Corporate Support Branch will analyze the results to report on the service standards and performance measures.
- The Client Satisfaction Survey reports and analysis will be made available to DMC in July 2018.

Appendices/Attachments

- Appendix A: Memo from ADAG to staff
- Appendix B: 2017-18 Client Satisfaction Survey (English and French)
- Appendix C: 11x17 Poster (English and French)
- Appendix D: 2017-18 Postcard (English and French)

Prepared by: Gbemi Kester, Program Planning Officer
Cory Halpert, Program Analyst

Date Prepared: **November 14, 2017**

Manager, WSPU

Brian Garrah, Manager, WSPU

Branch/Office Director:

Babi Banerjee, Director, CSB

ADAG:

Sheila Bristo, CSD

Court Services Division
2017-18 Client Satisfaction Survey

Ontario
Ministry of the Attorney General

The Court Services Division of the Ministry of the Attorney General is conducting a survey to measure customer satisfaction with the services provided by the civil, family, small claims and criminal court offices. The information you provide as part of this survey helps ensure we provide the best court services possible. The results are used to review possible enhancements to our service.

The survey will take approximately five minutes to complete. No personal information is collected. Any information you provide will remain confidential, and your responses will remain anonymous.

Your feedback is important and the Court Services Division greatly appreciates your assistance.

All of the questions in this survey relate to services you received today at the courthouse.

1. Courthouse Location: _____

2. Which service did you receive today at the courthouse? Please choose one service.

- ☐ Civil
- ☐ Family
- ☐ Small Claims
- ☐ Criminal

3. Please indicate how much you agree with the following statement:

I am satisfied with the service that I received at the court office counter today.

Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	Not Applicable
☐	☐	☐	☐	☐	☐

Keeping in mind your experience with the service you received in the courthouse today, please indicate how much you agree with each statement in questions 4 through 6.

4. Staff were knowledgeable and helpful.

Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	Not Applicable
☐	☐	☐	☐	☐	☐

5. Staff treated me in a courteous, professional and respectful way.

Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	Not Applicable
☐	☐	☐	☐	☐	☐

6. Once I arrived at the courthouse, it was easy to access the court service counter that I required (it was easy to find and easy to get to).

Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	Not Applicable
☐	☐	☐	☐	☐	☐

7. During your visit today, did you or your client have any disability-related needs when appearing in court or using court services?

☐	Yes	If you answer "yes", please move to question # 8.
☐	No	If you answer "no", please move to question # 9.

8. If you asked for assistance from a staff member in meeting a disability-related need, please indicate how much you agree with the following statement:

I was satisfied with the help I received.

Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	Not Applicable
☐	☐	☐	☐	☐	☐

9. Were you made aware that counter service was offered in French at the courthouse you visited today? (by any means, i.e. signage, verbal offer, etc.)

☐ Yes
☐ No

10. Did you request any counter services in French during your visit at the courthouse today?

☐	Yes	If you answer "yes", please move to question # 10.
☐	No	If you answer "no", please move to question # 11.

11. I was satisfied with the quality of French language services provided.

Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	Not Applicable
☐	☐	☐	☐	☐	☐

12. In the end, I received the services I required from my visit to the courthouse today.

Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	Not Applicable
☐	☐	☐	☐	☐	☐

13. Are you aware Court Services Division has a website with information on court locations, court hours and services provided by the courts?

☐	Yes	If you answer "yes", please move to question # 13.
☐	No	If you answer "no", please move to question # 14.

14. Did you find the information on the website helpful?

☐	Yes
☐	No

15. Do you have any comments about what we are doing well?

16. Do you have any comments on how we can improve the quality of service?

17. Which of the following best describes you:

- ☐ Self-represented
- ☐ Represented by a lawyer
- ☐ Legal counsel
- ☐ Process Server
- ☐ Paralegal or legal assistant
- ☐ Other

If other, please specify: _____

Thank you for completing the 2017-18 Court Services Division Client Satisfaction Survey.
For questions regarding this survey please contact us by email at CSS@ontario.ca.

Division des services aux tribunaux
Sondage de satisfaction des clients 2017-18

Ontario
Ministère du Procureur général

La Division des services aux tribunaux du ministère du Procureur général effectue un sondage afin d'évaluer la satisfaction des clients à l'endroit des services offerts par les greffes des cours civile, criminelle, de la famille et des petites créances. L'information que vous donnerez dans le cadre de ce sondage nous aidera à fournir les meilleurs services judiciaires possibles. Les résultats du sondage serviront à étudier d'éventuelles améliorations à notre service.

Le sondage prend environ cinq minutes. Aucun renseignement personnel ne sera recueilli. Les renseignements que vous fournirez demeureront confidentiels et vos réponses resteront anonymes.

Vos points de vue sont importants, et la Division des services aux tribunaux vous sera très reconnaissante de votre aide.

Toutes les questions de ce sondage concernent les services que vous avez reçus aujourd'hui au palais de justice.

1. Emplacement du palais de justice : _____

2. Quel service avez-vous reçu au palais de justice aujourd'hui? Veuillez en choisir un.

- ☐ Cour civile
- ☐ Cour de la famille
- ☐ Petites créances
- ☐ Cour criminelle

3. En gardant à l'esprit votre réponse à la question 2, veuillez indiquer votre degré de satisfaction relativement à l'énoncé suivant :

Je suis satisfait(e) du service que j'ai reçu au comptoir du greffe aujourd'hui.

Fortement en désaccord	En désaccord	Ni d'accord ni en désaccord	D'accord	Tout à fait d'accord	Sans objet
☐	☐	☐	☐	☐	☐

En gardant à l'esprit le service que vous avez reçu au palais de justice aujourd'hui, veuillez indiquer dans quelle mesure vous êtes d'accord avec chaque énoncé des questions 4 à 6.

4. Le personnel était compétent et serviable.

Fortement en désaccord	En désaccord	Ni d'accord ni en désaccord	D'accord	Tout à fait d'accord	Sans objet
☐	☐	☐	☐	☐	☐

5. Le personnel m'a traité(e) avec courtoisie, professionnalisme et respect.

Fortement en désaccord	En désaccord	Ni d'accord ni en désaccord	D'accord	Tout à fait d'accord	Sans objet
☐	☐	☐	☐	☐	☐

6. Une fois au palais de justice, c'était facile d'accéder au comptoir de service dont j'avais besoin (il était facile à trouver et facile d'accès).

Fortement en désaccord	En désaccord	Ni d'accord ni en désaccord	D'accord	Tout à fait d'accord	Sans objet
☐	☐	☐	☐	☐	☐

7. Pendant votre visite d'aujourd'hui, votre client(e) ou vous-même aviez-vous des besoins liés à un handicap pour comparaître ou pour utiliser les services du palais de justice?

☐ Oui — Si vous répondez « oui » veuillez passer à la question 8.

☐ Non — Si vous répondez « non » veuillez passer à la question 9.

8. Si vous avez demandé de l'aide auprès d'un membre du personnel pour de l'assistance lié à votre handicap, veuillez indiquer dans quelle mesure vous êtes d'accord avec l'énoncé qui suit :

J'étais satisfait(e) de l'aide que j'ai reçue.

Fortement en désaccord	En désaccord	Ni d'accord ni en désaccord	D'accord	Tout à fait d'accord	Sans objet
☐	☐	☐	☐	☐	☐

Q 9. Avez-vous été sensibilisé(e) au fait que le service au comptoir est offert en français au palais de justice que vous avez visité aujourd'hui? (de quelque façon que ce soit, c.-à-d. affichage, offre verbale, etc.)

☐ Oui
☐ Non

10. Avez-vous demandé des services en français à un comptoir pendant votre visite d'aujourd'hui au palais de justice?

☐	Oui	Si vous répondez « oui » veuillez passer à la question 10.
☐	Non	Si vous répondez « non » veuillez passer à la question 11.

11. J'étais satisfait(e) de la qualité des services en français qui m'ont été fournis.

Fortement en désaccord	En désaccord	Ni d'accord ni en désaccord	D'accord	Tout à fait d'accord	Sans objet
☐	☐	☐	☐	☐	☐

12. En fin de compte, j'ai reçu les services que j'ai demandés lors de ma visite au palais de justice aujourd'hui.

Fortement en désaccord	En désaccord	Ni d'accord ni en désaccord	D'accord	Tout à fait d'accord	Sans objet
☐	☐	☐	☐	☐	☐

13. Savez-vous que la Division des services aux tribunaux a un site Web qui offre de l'information sur les emplacements des palais de justice et les services qu'ils fournissent?

☐	Oui	Si vous répondez « oui » veuillez passer à la question 13.
☐	Non	Si vous répondez « non » veuillez passer à la question 14.

14. Avez-vous trouvé utiles les renseignements qui figurent sur le site Web?

☐ Oui
☐ Non

15. Avez-vous des commentaires sur ce que nous faisons bien?

16. Avez-vous des commentaires sur la façon dont nous pouvons améliorer la qualité du service?

17. Lequel des énoncés suivants vous décrit le mieux :

- ☐ Une personne qui se représente elle-même
- ☐ Une personne représentée par une avocate ou un avocat
- ☐ Une avocate ou un avocat
- ☐ Une huissière ou un huissier
- ☐ Une technicienne juridique ou un technicien juridique, ou bien une assistante juridique ou un assistant juridique
- ☐ Si vous avez choisi « autre », veuillez préciser :

Merci d'avoir rempli le Sondage de satisfaction des clients 2017-18 de la Division des services aux tribunaux.

Pour les questions concernant ce sondage, veuillez communiquer avec nous par courriel à CSS@ontario.ca.

How did we do today?

Take our client satisfaction survey and let us know.

If you visited a court counter today, you are invited to complete a short survey at:

https://www.surveymonkey.com/r/CSS2018ENG

The survey will be available online between

January 2, 2018 – March 2, 2018

All responses are anonymous.

For more information, email **CSS@ontario.ca**.

Thank you for your feedback.

Court Services Division
Ministry of the Attorney General

Ontario

Que pensez-vous du service que vous avez reçu aujourd'hui?

Faites-le-nous savoir en répondant à notre sondage sur la satisfaction de la clientèle.

Si vous avez visité un tribunal aujourd'hui, vous êtes invité(e) à répondre à un court sondage sur:

https://fr.surveymonkey.com/r/CSS2018FR

Le sondage sera accessible en ligne

du 2 janvier au 2 mars 2018

Toutes les réponses sont anonymes.

Pour de plus amples renseignements, envoyez un courriel à **CSS@ontario.ca.**

Merci de vos commentaires.

Ontario

How did we do today?

Take our client satisfaction survey and let us know.

If you visited a court counter today, you are invited to complete a short survey between January 2, 2018 and March 2, 2018 at:

https://www.surveymonkey.com/r/CSS2018ENG

All responses are anonymous. For more information email: CSS@ontario.ca

Thank you for your feedback.

Court Services Division
Ministry of the Attorney General

Ontario

How did we do today?

Take our client satisfaction survey and let us know.

If you visited a court counter today, you are invited to complete a short survey between January 2, 2018 and March 2, 2018 at:

https://www.surveymonkey.com/r/CSS2018ENG

All responses are anonymous. For more information email: CSS@ontario.ca

Thank you for your feedback.

Court Services Division
Ministry of the Attorney General

Ontario

Appendix D – 2017-18 Clients Satisfaction Survey

Comment jugez-vous notre service aujourd'hui?

Participez à notre sondage sur la satisfaction de la clientèle et laissez-nous savoir.

Si vous avez visité l'un des comptoirs de tribunal aujourd'hui, nous vous invitons à participer à un court sondage entre le 2 janvier 2018 et le 2 mars 2018 à:

https://fr.surveymonkey.com/r/CSS2018FR

Toutes les réponses sont anonymes. Pour de plus amples renseignements, envoyez vos demandes par courriel à : CSS@ontario.ca

Nous vous remercions de votre rétroaction.

Division des services aux tribunaux
Ministère du Procureur général

Ontario

Comment jugez-vous notre service aujourd'hui?

Participez à notre sondage sur la satisfaction de la clientèle et laissez-nous savoir.

Si vous avez visité l'un des comptoirs de tribunal aujourd'hui, nous vous invitons à participer à un court sondage entre le 2 janvier 2018 et le 2 mars 2018 à:

https://fr.surveymonkey.com/r/CSS2018FR

Toutes les réponses sont anonymes. Pour de plus amples renseignements, envoyez vos demandes par courriel à : CSS@ontario.ca

Nous vous remercions de votre rétroaction.

Division des services aux tribunaux
Ministère du Procureur général

Ontario

Ministry of the Attorney General

Court Services Division
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Ministère du Procureur général

Division des services aux tribunaux
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Toronto ON M7A 2S9

Téléphone: (416) 326-2611
Télécopieur: (416) 326-2652

Ontario

Our Reference #: AC-2017-658

Date: December 12, 2017

Memorandum to: All Court Services Division Staff

From: Sheila Bristo
Assistant Deputy Attorney General
Court Services Division

Subject: Court Services Division's 2017-18 Client Satisfaction Survey

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The Court Services Division annual Client Satisfaction Survey will be conducted in early 2018. The survey is an important tool the division uses to measure our progress in achieving our business goal of providing high-quality services to the public.

Consistent with the previous years, the survey is intended to measure organizational performance and not the performance of individual staff members or management.

We will be inviting clients in every court location in Ontario to complete the survey online. Between January 2, 2018 and March 2, 2018, all counter staff are asked to provide clients served with a post card containing links to the English and French versions of this survey on the Internet. During this time, we will also be conducting in-person surveys at 17 selected court locations throughout the province. The surveys will be conducted for one week over the two month period.

Packages containing post cards and posters are being sent to your manager of court operations. For your information, a copy of the survey is attached. If you have any questions regarding the client satisfaction survey, please feel free to contact your manager or supervisor. Additional information may be found on the CSD Intranet at: http://intra.csd.mag.gov.on.ca/English/Client-Satisfaction-Surveys.html.

To avoid comparison or personal performance measurement, these results will not be posted by individual court location.

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Excellence in the provision of high quality services to the people of Ontario is an important element of both the OPS Mission and Values and Court Services Division's strategic priorities and goals. This important initiative allows the division to reflect on achievements and make improvements at the divisional level. Many thanks in advance for your cooperation with this important initiative.

Sincerely,

Sheila Bristo

Sheila Bristo
Assistant Deputy Attorney General
Court Services Division

Attachments

Checklist and Instructions

Checklist for Regional Office and On-site Managers

(Detailed instructions are provided below)

The Representative from the Regional Office:

- ☑ Familiarize yourself with all of the 2017-18 Client Satisfaction Survey materials:
  - 2017-18 Client Satisfaction Survey (English and French)
  - Client Satisfaction Survey – Staff Orientation
  - 2017-18 Client Satisfaction Survey Poster (English and French)
  - 2017-18 Client Satisfaction Survey Postcard (English and French)
  - Survey Tracking Sheet
  - Volunteer Learning and Development Poster (Optional)
- ☑ Distribute the postcard and poster to all court locations with instructions to provide postcards to each client served at the court counter.
- ☑ Postcards should be printed double-sided and cut in half to ensure each postcard has English and French instructions.
- ☑ Assign staff to survey in-person locations, using the schedule outlined in the instructions. (An optional poster is provided with the materials to solicit volunteers for the learning and development opportunity.)
- ☑ Provide staff survey-administrators with an on-site manager or contact person.
- ☑ Provide on-site manager with a copy of the survey materials.
- ☑ Provide journal forms for salary and travel costs to Cory Halpert (cory.halpert@ontario.ca) for processing.

The On-site Manager:

- ☑ Orient staff survey-administrators to the court location and ensure survey-administrator is familiar with the orientation materials prior to conducting surveys.
- ☑ Provide the staff survey-administrators with copies of the survey before their shift and make additional copies available, if needed.
- ☑ **Review copies of survey to ensure all 17 questions are included.**
- ☑ Be available for questions or concerns during the day, ensuring staff know how to contact you.
- ☑ Collect finished surveys at the end of the day. At the end of the five days, box the surveys and send them to:

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Cory Halpert
720 Bay Street, 2nd Floor
Toronto, ON M7A 2S9

Instructions for Regional Office and On-site Managers

The 2017-18 Client Satisfaction Survey will be conducted between January 2, 2018 and March 2, 2018.

In-person Surveys

Each region is asked to assign staff to complete the in-person surveys at court locations across the province.

Court Locations to be surveyed:

Region	2017-18 Locations
Central East	Oshawa Bracebridge
Central West	Hamilton Milton Brantford
East	Ottawa Belleville
Northeast	Timmins Sudbury
Northwest	Thunder Bay Fort Frances
Toronto	393 University Avenue 1000 Finch Avenue West 444 Yonge Street
West	Windsor- 200 Chatham St. (FLS) OCJ St. Thomas Chatham (FLS)

- If possible, please assign staff to neighbouring court locations to ensure the integrity of the data (i.e. not their home court location).
- Assign chosen staff an on-site contact person, a supervisor or manager of court operations.

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- **Schedule staff using the following guidelines:**
  - Survey each court location for a total of 30 hours (or five, 6 hour days). Two hours on the first day can be allocated to training.
  - Staff can be scheduled any time within the two month period, as long as the total number of hours surveyed is 30.
  - All courthouses must be completed by end of day March 2, 2018.
- The on-site contact person should familiarize themselves with the staff training document and be available for questions before and while conducting the survey.
- The on-site contact person will also need to orient the staff to the location and provide them with copies of the survey as needed.
- For designated FLS locations, please have staff in designated positions conduct the surveys and provide them with French and English copies.
- Once the 30 hours have been completed, box and return the surveys to:

  Cory Halpert
  720 Bay Street, 2nd Floor
  Toronto, ON M7A 2S9
- Please fill out a journal form with the salary and travel expenses incurred for the in-person survey staff and provide it to Cory Halpert at cory.halpert@ontario.ca by March 9, 2018.

Online Surveys

- An English and French postcard template is attached. Please distribute to all court locations.
- Court locations can print off double sided copies of the postcard on coloured bond paper, as needed, and cut into two pieces.
- All court counter staff are required to provide clients with postcards once the transaction is complete, inviting them to complete the survey.
- An 11 x 17 poster is attached. **Please distribute to all court locations.**
- Court locations can print and post one copy per court counter.
- To print on 11 x 17 paper:
  - Choose File > Print
  - Check – "Actual Size" and "Choose Paper Source by PDF Page Size"
  - Choose Print
  - At the Multi-functional Device fill the bypass tray with 11 x 17 paper and choose "Bypass Tray" on the screen

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Orientation for Survey Administrators

Important Information

MY ON-SITE CONTACT PERSON

Name: _____

Title: _____

Phone: _____

Alternate Phone: _____

MY WORK SCHEDULE

	DAY 1	DAY 2	DAY 3	DAY 4	DAY 5
DATE					
TIME					

Getting Set Up at the Courthouse

1. Confirm your work schedule with your regional manager of business support or manager of court operations.
2. On your first day, before you start conducting surveys have an orientation meeting with your on-site contact person and familiarize yourself with the orientation materials and survey questions.
3. Remember to set yourself up near the public counter exit area where you will not be obstructing the normal flow. The on-site contact will help you determine the best location.

Rules of Conduct

- When surveying members of the public, you will be representing the Ministry of the Attorney General and Court Services Division.
- It will be important to conduct yourself in a respectful, professional and courteous manner to all members of the public that you approach.
- As you may recall from your accessible customer service training, the Ontario Public Service Accessible Customer Service Policy requires that government provide goods and services in a way that respects the dignity and independence of persons with disabilities. As you will be communicating with the public on behalf of the division, it is important that you respect the quality service standards of dignity, equity, inclusion, independence, responsiveness and sensitivity. As a refresher, the Ten

Commandments for Communicating with People with Disabilities are provided below. They highlight actions that you can take to uphold these standards.

- You will wear a name-tag with your first name clearly displayed. This will be provided by your on-site contact person.
- The in-person survey is voluntary, so you should not be overly aggressive when approaching clients.
- If you encounter any clients who refuse to participate in the survey and demonstrate angry behaviour or who appear upset, simply thank them for their time and wish them a good day. Do not engage in arguments with clients.
- The purpose of the survey is to measure the level of service each client has experienced when using the counter services.
    - This does not include individuals who are at the courthouse for jury duty
- All clients accessing and using the services of the court counter can be surveyed. Note:
    - Clients who access the Family Law Information Centre (FLIC) services can be surveyed.
    - Clients who access two counters can fill out two surveys, one for each counter experience.
    - Clients who access the counter multiple times during the survey implementation can fill out a survey each time they access a counter.

Opening and Closing Comments Script

Use the following script when approaching clients to complete the survey:

- *"Good morning/afternoon. We are conducting a brief client satisfaction survey today for clients who have used the counter services here at the courthouse. Would you have a few moments to give us your feedback? It will only take about 5 minutes."*
- If they agree, also mention that the survey is anonymous.

Use the following script when closing off the survey:

- *"Thank you very much for your time today. Your feedback will be very helpful when reviewing counter services at our courthouses across the province. Have a great day."*
- When asking the survey questions, the survey script must be followed as it is written, with no deviation from the wording. This will ensure all clients are being asked the same questions in the same order.
- If the respondent has comments on a specific question, you can remind him/her of the option to make comments at the end of the survey.
- With respect to the question asking if the respondent agrees with the statements in questions four and five: "Staff were knowledgeable and helpful", and "Staff treated me in a courteous, professional and respectful way"; if needed, remind the respondent that this refers to *court staff at the counter*, not to other personnel that they may have encountered during their court experience (i.e. police, court support staff, judiciary, agencies, etc.).

Survey Methodology

- Each surveyor should use a random pattern for selecting clients to approach to participate in the survey.
- For high volume court locations, you may, for example, decide to approach every 5th client leaving the counter services area or some other random pattern.
- For court locations with lower client volumes, you may be able to approach each client served to ask whether they would be interested in participating.
- The purpose is to obtain input from a cross-section of the clients who use the counter services. Make an effort to ensure you are approaching both male and female clients as well as clients from all cultural backgrounds.

Roll up

- Familiarize yourself with the daily tracking sheet before you begin conducting surveys.
- The tracking sheet requires you to track how many people you approach to conduct the survey, and how many agreed to complete the survey.
- Submit your completed surveys to the on-site contact before your mid-morning, lunch and mid-afternoon breaks. Have an agreed upon drop off spot with your on-site contact.
- On your final day, report your end of week comments and feedback to the on-site contact. This would include how the surveys went generally, and what could be done differently next time to improve the survey results.

Problems or Issues

- If you encounter any problems or issues throughout the day, check with your on-site contact person for assistance.

Thank you for your assistance with the 2017-18 Court Services Division Client Satisfaction Survey.

Ten Commandments for Communicating with People with Disabilities

1. Speak directly to the person rather than the attendant/companion or sign language interpreter who is facilitating.

2. Offer to shake hands when you are introduced. Offering your left hand is acceptable. People with limited use or artificial hands can still shake hands.

3. Identify yourself and others who are with you when you meet someone with a visual impairment. Identify the person you are speaking to when you are talking in a group.

4. Do not attempt to help without asking, first. If you offer help or assistance, wait until the offer is accepted. Then listen for instructions.

5. Treat adults as adults. Do not call grown men and women with developmental disabilities – "boy(s)" or "girl(s)". Call them by their names. Address or call people who have disabilities by their first names only when extending that same familiarity to the other people present. Never patronize people in wheelchairs or with developmental disabilities by patting them on their head or shoulders.

6. Do not lean or hang on to someone's wheelchair. Physically disabled people treat their wheelchairs as extensions of their bodies.

7. Listen carefully when talking with people who have difficulty speaking. Wait for them to finish. Ask short questions that require short answers or which can be answered by a nod or shake of the head. If you don't understand; ask them to repeat what they have said. Don't pretend to understand.

8. Place yourself at eye level when speaking with someone in a wheelchair or on crutches. Offer a person in a wheelchair the choice of sitting in a chair.

9. Tap a hearing impaired person on the shoulder or wave your hand to get his or her attention. Look directly at the person, speak clearly, slowly and expressively to establish if the person can read your lips. If they can; face the light source. Keep your hands, cigarettes and food away from your mouth while you are talking.

10. Relax. Don't be embarrassed if you use common sayings such as "See you later.", "Did you hear?", or other expressions which may relate to a person's disability.

Based on the source: National Center for Access Unlimited/Chicago

Court Services Division
Daily Tracking Sheet – Client Satisfaction Survey

DAILY TRACKING SHEET

(to be completed and submitted daily by each surveyor)

Name of Interviewer : _____

Date (mm/dd/yy) : _____

City/Town : _____

Court Name : _____

Category	Calculations/Notes	Totals per Day
Number of people APPROACHED		
Number of people DECLINED		
Number of COMPLETED SURVEYS		

Comments/Issues:

Court Services Division
2017-18 Client Satisfaction Survey

Ontario
Ministry of the Attorney General

The Court Services Division of the Ministry of the Attorney General is conducting a survey to measure customer satisfaction with the services provided by the civil, family, small claims and criminal court offices. The information you provide as part of this survey helps ensure we provide the best court services possible. The results are used to review possible enhancements to our service.

The survey will take approximately five minutes to complete. No personal information is collected. Any information you provide will remain confidential, and your responses will remain anonymous.

Your feedback is important and the Court Services Division greatly appreciates your assistance.

All of the questions in this survey relate to services you received today at the courthouse.

1. Courthouse Location: _____

2. Which service did you receive today at the courthouse? Please choose one service.

- ☐ Civil
- ☐ Family
- ☐ Small Claims
- ☐ Criminal

3. Please indicate how much you agree with the following statement:

I am satisfied with the service that I received at the court office counter today.

Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	Not Applicable
☐	☐	☐	☐	☐	☐

Keeping in mind your experience with the service you received in the courthouse today, please indicate how much you agree with each statement in questions 4 through 6.

4. Staff were knowledgeable and helpful.

Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	Not Applicable
☐	☐	☐	☐	☐	☐

5. Staff treated me in a courteous, professional and respectful way.

Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	Not Applicable
☐	☐	☐	☐	☐	☐

6. Once I arrived at the courthouse, it was easy to access the court service counter that I required (it was easy to find and easy to get to).

Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	Not Applicable
☐	☐	☐	☐	☐	☐

7. During your visit today, did you or your client have any disability-related needs when appearing in court or using court services?

☐	Yes	If you answer "yes", please move to question # 8.
☐	No	If you answer "no", please move to question # 9.

8. If you asked for assistance from a staff member in meeting a disability-related need, please indicate how much you agree with the following statement:

I was satisfied with the help I received.

Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	Not Applicable
☐	☐	☐	☐	☐	☐

9. Were you made aware that counter service was offered in French at the courthouse you visited today? (by any means, i.e. signage, verbal offer, etc.)

☐ Yes
☐ No

10. Did you request any counter services in French during your visit at the courthouse today?

☐	Yes	If you answer "yes", please move to question # 10.
☐	No	If you answer "no", please move to question # 11.

11. I was satisfied with the quality of French language services provided.

Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	Not Applicable
☐	☐	☐	☐	☐	☐

12. In the end, I received the services I required from my visit to the courthouse today.

Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	Not Applicable
☐	☐	☐	☐	☐	☐

13. Are you aware Court Services Division has a website with information on court locations, court hours and services provided by the courts?

☐ Yes — If you answer "yes", please move to question # 13.

☐ No — If you answer "no", please move to question # 14.

14. Did you find the information on the website helpful?

☐ Yes

☐ No

15. Do you have any comments about what we are doing well?

16. Do you have any comments on how we can improve the quality of service?

17. Which of the following best describes you:

- ☐ Self-represented
- ☐ Represented by a lawyer
- ☐ Legal counsel
- ☐ Process Server
- ☐ Paralegal or legal assistant
- ☐ Other

If other, please specify: _____

Thank you for completing the 2017-18 Court Services Division Client Satisfaction Survey.

For questions regarding this survey please contact us by email at CSS@ontario.ca.

Division des services aux tribunaux
Sondage de satisfaction des clients 2017-18

Ontario
Ministère du Procureur général

La Division des services aux tribunaux du ministère du Procureur général effectue un sondage afin d'évaluer la satisfaction des clients à l'endroit des services offerts par les greffes des cours civile, criminelle, de la famille et des petites créances. L'information que vous donnerez dans le cadre de ce sondage nous aidera à fournir les meilleurs services judiciaires possibles. Les résultats du sondage serviront à étudier d'éventuelles améliorations à notre service.

Le sondage prend environ cinq minutes. Aucun renseignement personnel ne sera recueilli. Les renseignements que vous fournirez demeureront confidentiels et vos réponses resteront anonymes.

Vos points de vue sont importants, et la Division des services aux tribunaux vous sera très reconnaissante de votre aide.

Toutes les questions de ce sondage concernent les services que vous avez reçus aujourd'hui au palais de justice.

1. Emplacement du palais de justice : _____

2. Quel service avez-vous reçu au palais de justice aujourd'hui? Veuillez en choisir un.

- ☐ Cour civile
- ☐ Cour de la famille
- ☐ Petites créances
- ☐ Cour criminelle

3. En gardant à l'esprit votre réponse à la question 2, veuillez indiquer votre degré de satisfaction relativement à l'énoncé suivant :

Je suis satisfait(e) du service que j'ai reçu au comptoir du greffe aujourd'hui.

Fortement en désaccord	En désaccord	Ni d'accord ni en désaccord	D'accord	Tout à fait d'accord	Sans objet
☐	☐	☐	☐	☐	☐

En gardant à l'esprit le service que vous avez reçu au palais de justice aujourd'hui, veuillez indiquer dans quelle mesure vous êtes d'accord avec chaque énoncé des questions 4 à 6.

4. Le personnel était compétent et serviable.

Fortement en désaccord	En désaccord	Ni d'accord ni en désaccord	D'accord	Tout à fait d'accord	Sans objet
☐	☐	☐	☐	☐	☐

5. Le personnel m'a traité(e) avec courtoisie, professionnalisme et respect.

Fortement en désaccord	En désaccord	Ni d'accord ni en désaccord	D'accord	Tout à fait d'accord	Sans objet
☐	☐	☐	☐	☐	☐

6. Une fois au palais de justice, c'était facile d'accéder au comptoir de service dont j'avais besoin (il était facile à trouver et facile d'accès).

Fortement en désaccord	En désaccord	Ni d'accord ni en désaccord	D'accord	Tout à fait d'accord	Sans objet
☐	☐	☐	☐	☐	☐

7. Pendant votre visite d'aujourd'hui, votre client(e) ou vous-même aviez-vous des besoins liés à un handicap pour comparaître ou pour utiliser les services du palais de justice?

☐ Oui — Si vous répondez « oui » veuillez passer à la question 8.

☐ Non — Si vous répondez « non » veuillez passer à la question 9.

8. Si vous avez demandé de l'aide auprès d'un membre du personnel pour de l'assistance lié à votre handicap, veuillez indiquer dans quelle mesure vous êtes d'accord avec l'énoncé qui suit :

J'étais satisfait(e) de l'aide que j'ai reçue.

Fortement en désaccord	En désaccord	Ni d'accord ni en désaccord	D'accord	Tout à fait d'accord	Sans objet
☐	☐	☐	☐	☐	☐

Q 9. Avez-vous été sensibilisé(e) au fait que le service au comptoir est offert en français au palais de justice que vous avez visité aujourd'hui? (de quelque façon que ce soit, c.-à-d. affichage, offre verbale, etc.)

☐ Oui
☐ Non

10. Avez-vous demandé des services en français à un comptoir pendant votre visite d'aujourd'hui au palais de justice?

☐	Oui	Si vous répondez « oui » veuillez passer à la question 10.
☐	Non	Si vous répondez « non » veuillez passer à la question 11.

11. J'étais satisfait(e) de la qualité des services en français qui m'ont été fournis.

Fortement en désaccord	En désaccord	Ni d'accord ni en désaccord	D'accord	Tout à fait d'accord	Sans objet
☐	☐	☐	☐	☐	☐

12. En fin de compte, j'ai reçu les services que j'ai demandés lors de ma visite au palais de justice aujourd'hui.

Fortement en désaccord	En désaccord	Ni d'accord ni en désaccord	D'accord	Tout à fait d'accord	Sans objet
☐	☐	☐	☐	☐	☐

13. Savez-vous que la Division des services aux tribunaux a un site Web qui offre de l'information sur les emplacements des palais de justice et les services qu'ils fournissent?

☐ Oui — Si vous répondez « oui » veuillez passer à la question 13.

☐ Non — Si vous répondez « non » veuillez passer à la question 14.

14. Avez-vous trouvé utiles les renseignements qui figurent sur le site Web?

☐ Oui

☐ Non

15. Avez-vous des commentaires sur ce que nous faisons bien?

16. Avez-vous des commentaires sur la façon dont nous pouvons améliorer la qualité du service?

17. Lequel des énoncés suivants vous décrit le mieux :

- ☐ Une personne qui se représente elle-même
- ☐ Une personne représentée par une avocate ou un avocat
- ☐ Une avocate ou un avocat
- ☐ Une huissière ou un huissier
- ☐ Une technicienne juridique ou un technicien juridique, ou bien une assistante juridique ou un assistant juridique
- ☐ Si vous avez choisi « autre », veuillez préciser :

Merci d'avoir rempli le Sondage de satisfaction des clients 2017-18 de la Division des services aux tribunaux.

Pour les questions concernant ce sondage, veuillez communiquer avec nous par courriel à CSS@ontario.ca.

How did we do today?

Take our client satisfaction survey and let us know.

If you visited a court counter today, you are invited to complete a short survey at:

https://www.surveymonkey.com/r/CSS2018ENG

The survey will be available online between

January 2, 2018 – March 2, 2018

All responses are anonymous.

For more information, email **CSS@ontario.ca**.

Thank you for your feedback.

Court Services Division

Que pensez-vous du service que vous avez reçu aujourd'hui?

Faites-le-nous savoir en répondant à notre sondage sur la satisfaction de la clientèle.

Si vous avez visité un tribunal aujourd'hui, vous êtes invité(e) à répondre à un court sondage sur:

https://fr.surveymonkey.com/r/CSS2018FR

Le sondage sera accessible en ligne

du 2 janvier au 2 mars 2018

Toutes les réponses sont anonymes.

Pour de plus amples renseignements, envoyez un courriel à **CSS@ontario.ca.**

Merci de vos commentaires.

Division des services aux tribunaux
Ministère du Procureur général

How did we do today?

Take our client satisfaction survey and let us know.

If you visited a court counter today, you are invited to complete a short survey between January 2, 2018 and March 2, 2018 at:

https://www.surveymonkey.com/r/CSS2018ENG

All responses are anonymous. For more information email: CSS@ontario.ca

Thank you for your feedback.

Court Services Division
Ministry of the Attorney General

Ontario

How did we do today?

Take our client satisfaction survey and let us know.

If you visited a court counter today, you are invited to complete a short survey between January 2, 2018 and March 2, 2018 at:

https://www.surveymonkey.com/r/CSS2018ENG

All responses are anonymous. For more information email: CSS@ontario.ca

Thank you for your feedback.

Court Services Division
Ministry of the Attorney General

Ontario

A0065061_109-000628

Comment jugez-vous notre service aujourd'hui?

Participez à notre sondage sur la satisfaction de la clientèle et laissez-nous savoir.

Si vous avez visité l'un des comptoirs de tribunal aujourd'hui, nous vous invitons à participer à un court sondage entre le 2 janvier 2018 et le 2 mars 2018 à:

https://fr.surveymonkey.com/r/CSS2018FR

Toutes les réponses sont anonymes. Pour de plus amples renseignements, envoyez vos demandes par courriel à : CSS@ontario.ca

Nous vous remercions de votre rétroaction.

Division des services aux tribunaux
Ministère du Procureur général

Ontario

Comment jugez-vous notre service aujourd'hui?

Participez à notre sondage sur la satisfaction de la clientèle et laissez-nous savoir.

Si vous avez visité l'un des comptoirs de tribunal aujourd'hui, nous vous invitons à participer à un court sondage entre le 2 janvier 2018 et le 2 mars 2018 à:

https://fr.surveymonkey.com/r/CSS2018FR

Toutes les réponses sont anonymes. Pour de plus amples renseignements, envoyez vos demandes par courriel à : CSS@ontario.ca

Nous vous remercions de votre rétroaction.

Division des services aux tribunaux
Ministère du Procureur général

Ontario

A0065061_110-000629

Collaboration • Respect • Innovation • Professionalism • Service Excellence • Inclusion • Accountability • Integrity

CSD Volunteers Wanted

Learning & Development Opportunity!

Are you looking for an exciting learning and development opportunity?

Do you want to assist the division with the implementation of an important divisional initiative that supports our CSD Strategic Plan?

Become a CSD Survey Administrator! We are looking for staff who are interested in a learning and development opportunity to assist in administering Client Satisfaction Surveys across the province.

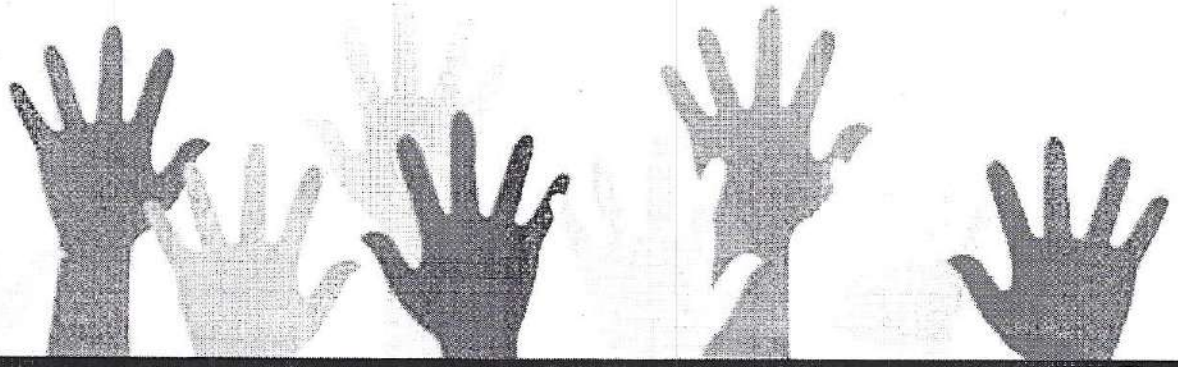
In this role you will:

- Develop your **customer service skills** by surveying the public in a professional, courteous, patient manner
- Develop your **communication and active listening skills** by explaining survey objectives and procedures to clients and clarifying survey questions to help clients' comprehension
- Develop your **organizational skills** by compiling and recording daily surveys and totals
- Assist the division with **achieving its strategic priority** to promote accountability and value for money
- **Network** with colleagues at nearby court locations
- **Gain valuable experience** for your resume

What is the CSD Client Satisfaction Survey?

- Annual survey conducted between January and February
- Available to clients in-person and online
- Measures organizational performance
- Opportunity for the public to provide valuable feedback to the division

Speak to your manager to volunteer as a CSD Survey Administrator for the 2017-18 CSD Client Satisfaction Survey at a location near you!



CSD Learning & Development

Supporting Excellence in Court Services

A0065061_111-000630

Q16 Avez-vous des commentaires sur la façon dont nous pouvons améliorer la qualité du service?

Answered: 3 Skipped: 1

#	RESPONSES	DATE
1	les services en francais sont ruls. il ya un grans manque de personels francophones. Les services sont leong a forte raison pour les francophones. Les seins come moi qui niime pas d'argent pour pager les frais de la Cour, le personel au comptroure les impreisent. L'aces a la justice est un drout sans discrimination cucume. Dinc, ourquir, le personel au comptouire vens ta vie encore plus difficile au sens qui vivest chichement?	3/14/2018 1:15 PM
2	attente longue	3/14/2018 1:02 PM
3	le service peut etre un pev rapide la garage gute trep chere.	3/14/2018 12:57 PM

Key Findings

1. **The largest group of respondents, 40 percent, were self-represented clients.**
    - This represents a seven (7) percent decrease from 2016-17.
    - There were significant increases/decreases of self-represented clients in several regions:

	Self-Represented			Process Servers		
	2016-17	2017-18	Variance	2016-17	2017-18	Variance
Central East Region	52%	42%	**-10%**	7%	23%	**16%**
Central West Region	57%	39%	**-18%**	7%	19%	**12%**
East Region	30%	49%	**19%**	7%	13%	**6%**
Toronto Region	41%	29%	**-12%**	8%	26%	**18%**
West Region	54%	41%	**-13%**	6%	3%	**-3%**

s.N/R

2. **The largest group of respondents, 45 percent, accessed family court services.**
    - The amount of clients that access family court services decreased by one (1) percent from the 2016-17 survey.

3. **Clients reported lower, higher, and unchanged rates among questions regarding client satisfaction.**
    - 86 percent were satisfied with the services received, compared to 88 percent in 2016-17.
    - 90 percent received the services they required, no change from 2016-17.
    - 93 percent believed that staff treated them in a courteous, professional, and respectful manner, no change from 2016-17.
    - 92 percent believed that staff were knowledgeable and helpful, compared to 89 percent in 2016-17.
    - 92 percent responded that it was easy to access the court service counter, compared to 91 percent in 2016-17.

Trends	2015-16	2016-17	2017-18
I am satisfied with the services I received	89%	88%	**86%**
I received the services I required	92%	90%	**90%**
Staff were professional and courteous	92%	93%	**93%**
Staff were knowledgeable and helpful	91%	89%	**92%**
Easy to access the court service counter	91%	91%	**92%**
Methodology	In person and online	In person and online	**In person and online**

4. **39 percent of clients who stated they were unsatisfied with the services they received reported that they were still able to obtain the services they required.**
    - This represents a four (4) percent increase from 2016-17.

5. **Clients accessing civil court services reported lower satisfaction rates, while client accessing Small Claims Court services reported higher satisfaction rates.**
    - Satisfaction rates from clients access civil court services decreased by nine (9) percent.
    - Satisfaction rates from clients accessing Small Claims Court services increase by six (6) percent.

6. **In-person respondents are more satisfied than online respondents.**
    - Analysis of the in-person and online responses indicate that, as reported in previous surveys, in-person respondents are generally more satisfied.
    - In 2017-18, 88 percent of in-person respondents reported that they were satisfied with the services they received, compared to 56 percent of online respondents.
    - In 2016-17, the satisfaction rate of in-person respondents decrease by three (3) percent, while the satisfaction rate of online respondents decreased by eight (8) percent.

7. **Satisfaction levels have increased in both specialized areas.**
    - Respondents indicated a 24 percent increase in satisfaction when asked about accessibility for persons with disability-related needs (86 percent in 2017-18 compared to 62 percent in 2016-17).
    - When asked about the satisfaction levels for French language services, clients reported an eight (8) percent increase (95 percent in 2017-18 compared to 87 percent in 2016-17).

8. **An increased number of clients at FLSA-designated court locations reported that they were made aware that counter service was offered in French.**
    - 68 percent of all FLSA-designated area respondents indicated that they were made aware of French Language services by court counter staff.
    - This represents a 10 percent increase from 2016-17 and a 21 percent increase from 2015-16.

Cha, Sarah (MAG)

From: Vernon, Annette (MAG) on behalf of Banerjee, Babi (MAG)
Sent: September-14-18 11:43 AM
To: Avona, Rose (MAG); Banerjee, Babi (MAG); Boston, Paul (MAG); Carvalho, Manuela (MAG); Chaters, Darrell (MAG); Crouch, Marnie (MAG); Culmone, Angie (MAG); D'Amico, Linda (MAG); Dart, Roy (MAG); Elson, Hanne (MAG); Eno, Kathleen (MAG); Ernst, Ingrid (MAG); Espinola, Jennifer (MAG); Flaro, Michelle (MAG); Halpert, Cory (MAG); James, Alissa (MAG); Kester, Gbemi (MAG); Lee Chong, Gerard (MAG); Liu, Irene (MAG); Mahabir, Camille (MAG); Martin, Sharon A. (MAG); Mazzotta, Grace (MAG); McWade, Jami (MAG); Ophar, Ursula (MAG); Patterson, Emma (MAG); Prince, Rojean (MAG); Segon, Mary (MAG); Stafford, Paul (MAG); Sutherland, Patricia (MAG); Temple, Heather (MAG); Toffolo, Patricia (MAG); Tota, Gerardina (MAG); Vernon, Annette (MAG); Villeneuve, Nicole (MAG); Wan, Vanessa (MAG); Yastreb, Kostyantyn (MAG); Yu, Jennifer (MAG)
Subject: FW: CSD ADAG to all CSD Staff 2017-18 Client Satisfaction Survey
Attachments: Client Satisfaction Survey Key Findings Infographic v5.pdf

CSB: FYI

From: Dobbin, Tina (MAG) **On Behalf Of** Bristo, Sheila (MAG)
Sent: Friday, September 14, 2018 11:33 AM
To: Banerjee, Babi (MAG); Bristo, Sheila (MAG); Debnath, Falguni (JUD); Dunn, Debbie (MAG); Hughes, Jill (MAG); Kamm, Jo Dee (MAG); Kashak, Sarina (MAG); Kulos, Cathy (MAG); Lecour, Robert (MAG); Leonard, Beverly (MAG); Manton, Danielle (MAG); Murphy, Jackie (MAG); Newton, Lori (JUD); Pappas, Vaia (MAG); Poisson, Samantha (MAG); Sharma, Mohan (JUD); Williams, David (JUD)
Cc: Caon, Danny (MAG); Chin, George (MAG); Fortin, Sylvie (MAG); Joy, Shaun (MAG); Rob, Jennifer (MAG); Sessions, Livia (MAG); Ventura, Tony (MAG); Scaccia, Mario (MAG); Ikonomou, Despina (MAG); Clarke, Anne-Marie (MAG); Vernon, Annette (MAG); Halpert, Cory (MAG); Ernst, Ingrid (MAG); Kester, Gbemi (MAG)
Subject: CSD ADAG to all CSD Staff 2017-18 Client Satisfaction Survey

DMC, please share with all staff.

All CSD Staff,

I am pleased to share with you the results of the 2017-18 Client Satisfaction Survey that was conducted throughout the months of January and February 2018.

Court Services Division is committed to providing high-quality services to the public in keeping with the division's service standards. To achieve this goal, the annual survey is used to inform our understanding of client satisfaction with court counter services for the civil, family, criminal, and small claims practice areas. Respondents are also given the opportunity to provide additional qualitative feedback on what was working well and how we can improve in the future. The survey focuses on organizational performance and progress. It is not used to assess the performance of individual staff members.

The 2018 survey was conducted by court staff at 17 director-approved court locations across the province. I would like to take this opportunity to thank the employees at the participating court locations for assisting in this important process. Clients are also offered the opportunity to complete

the survey online. This year we gathered feedback from 1,372 clients from 46 court locations across the province, a two (2) percent increase in the number of responses from last year.

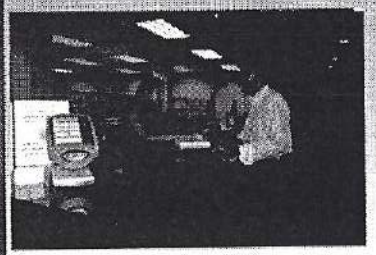
I encourage you to review the results of the survey available on the CSD Intranet Should you have any further questions about the client satisfaction survey or results please contact your Supervisor or Manager.

Sheila Bristo
Assistant Deputy Attorney General
Court Services Division

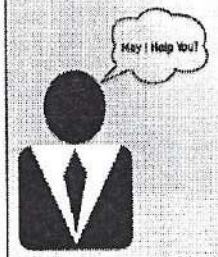
A0065061_117-000636

CSD Client Satisfaction Survey Highlights - 2017/18

Survey Statement	2015-16	2016-17	2017-18
I am satisfied with the service I received	89%	88%	**86%**
Staff were knowledgeable and helpful	91%	89%	**92%**
Staff treated me in a courteous, professional and respectful way	92%	93%	**93%**
It was easy to access the court service counter that I required	91%	91%	**92%**
I received the services I required	92%	90%	**90%**



Respondents & Services



Who are the respondents?
40% state they are self-represented

What practice area are respondents accessing the most? 45% family court

Online vs. In Person: which form of access are more satisfied with our service? 88% of in person respondents stated that were satisfied (vs 56% of online respondents)

Accessibility

French Language Services 95% of respondents were satisfied with French language services they received

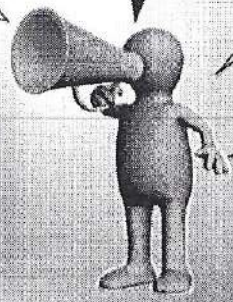
Disability 84% of respondents were satisfied with disability-related assistance they received; this is a 24% increase from 2016-17 survey

Qualitative Comments



French Language Services

68% of all FLSA-designated area respondents indicated that they were made aware of French Language services by court counter staff



Court Locations With Highest Volume of Respondents

393 University (252)
Milton (168)
Chatham (85)
Oshawa (83)
Windsor (82)

Court Services Division
2017-18 Client Satisfaction Survey

Strategic Context

Court Services Division is committed to the strategic priorities of:

- Focusing on core businesses which include providing excellent client services to court users; and
- Enhancing access to justice by providing court clients with more service options

To inform CSD's work towards these priorities, the division conducts an annual Client Satisfaction Survey and utilizes the data collected to measure organizational performance and progress, not personal performance of staff members[1].

Survey Methodology

The 2017-18 Client Satisfaction Survey[2] was conducted in-person and online throughout the months of January and February 2018. This methodology is consistent with the method used to collect data in 2014-15, 2015-16, and 2016-17.

The in-person survey was conducted at 16 court locations[3] across the province from January 2 to March 2, 2018. Clients were made aware of the online survey through the distribution of postcards by court counter staff in addition to posters in each courthouse.

The survey questions remain unchanged from those used in the 2016-2017 survey.

In total, there were 1,372 respondents from 47 court locations[4] across Ontario, compared to 1,343 respondents in 2016-17. This represents a 2% increase over the last year. The survey focused on client satisfaction with court counter services for the civil, family, small claims, and criminal practice areas.

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[1] See Appendix A for a summary on how Court Services Division uses the Client Satisfaction Survey for reporting.
[2] See Appendix B for a copy of the 2017-18 Client Satisfaction Survey.
[3] Oshawa, Bracebridge, Hamilton, Milton, Brantford, Ottawa, Belleville, Timmins, Sudbury, Fort Francis, 393 University Avenue, 1000 Finch Avenue West, 444 Yonge Street, Windsor (200 Chatham Street), St. Thomas, and Chatham.
[4] See Appendix C for a breakdown of participation by court location.

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What has changed for the 2017-18 Report?

1) For the purposes of visual clarity all data labels for percentages of less than 4% have been removed. If you require the full data charts from this report please contact ingrid.ernst@ontario.ca or cory.halpert@ontario.ca.

How to use the Client Satisfaction Survey Report

The report has been drafted to assist the division, regions, and local managers in understanding the client experience at courthouses. The report generally follows the order of the client satisfaction survey; readers are encouraged to review the copy of the survey provided in Appendix B to assist in understanding the format and layout of the survey completed by clients.

Directors

Regional Directors are encouraged to review their responses in comparison to both the divisional (aggregate) data as well as the responses submitted for their regions in previous years. Results should be shared and discussed with managers as part of a Regional Management Team meeting with consideration given to areas that have improved as well as areas that require attention.

The key areas of Disability Related Needs and French Language Services should be reviewed in detail. Although the number of respondents accessing these services is quite low, it is still important to review the feedback collected to ensure we are meeting our obligations and commitments in these priority areas.

Managers

Managers are encouraged to review the information in the report to determine opportunities to engage employees in discussions about customer service. CSD offers a training module that provides information on how to provide excellent customer service to the client's courthouse. This module is identified as mandatory administrative training for any employee working in a court office, and it is encouraged that all employees who work with clients receive this training as part of their onboarding or ongoing training plan.

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Key Findings

1. **Respondents were asked whether they were self-represented, represented by a lawyer, legal counsel, process server, paralegal or legal assistant, or other.** *(Q17)*
   - The largest proportion of respondents (40%) were self-represented clients. This represents a 7% decrease in the proportion of self-represented respondents from 2016-17.
   - There were significant[5] variances in the proportion of self-represented respondents between 2016-17 and 2017-18 in several regions:

2. **Proportion of respondents by practice area** *(Q2)*
   - The largest group of respondents (45%) accessed family court services. This finding is consistent with the 2016-17 survey.
   - Respondents also accessed: civil (25%), small claims (9%), and criminal (21%) practice area.

3. **Overall client satisfaction and access to services** *(Q3-6 and Q12)*
   - 86% were satisfied with the services received, compared to 88% in 2016-17.
   - 92% believed that staff were knowledgeable and helpful, compared to 89% in 2016-17.
   - 93% believed that staff treated them in a courteous, professional, and respectful manner, no change from 2016-17.
   - 92% responded that it was easy to access the court service counter, compared to 91% in 2016-17.
   - 90% received the services they required, no change from 2016-17.

Of those clients who stated they were unsatisfied with the services they received, 39% reported that they were still able to obtain the services they required.

- This represents a 4% increase from 2016-17.

Clients accessing civil court services reported lower satisfaction rates, while clients accessing Small Claims Court services reported higher satisfaction rates.

- Satisfaction rates from clients accessing civil court services decreased by 9%.

[5] For the purposes of this report "significant" will be defined as a difference of greater than ten percent (>10%).

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- Satisfaction rates from clients accessing Small Claims Court services increased by 6%.

In-person respondents are more satisfied than online respondents.

- Consistent with previous survey findings, in-person respondents are generally more satisfied than online respondents.
- In 2017-18, 88% (-3% from 2016-17) of in-person respondents reported that they were satisfied with the services they received, compared to 56% (-8% from 2016-17) of online respondents.

4. **French Language Services** *(Q9-11)*
   - When asked about the satisfaction levels for French language services, clients reported an 8% increase (95% in 2017-18 compared to 87% in 2016-17).
   - 68% of all French Language service designated area respondents indicated that they were made aware of French Language services by court counter staff.
   - This represents a 10% increase from 2016-17 and a 21% increase from 2015-16.

5. **Services to support clients with disability-related needs (Q7-8)**
   - Respondents indicated a 24% increase in satisfaction when asked about accessibility for persons with disability-related needs (86% in 2017-18 compared to 62% in 2016-17).

Qualitative responses from clients

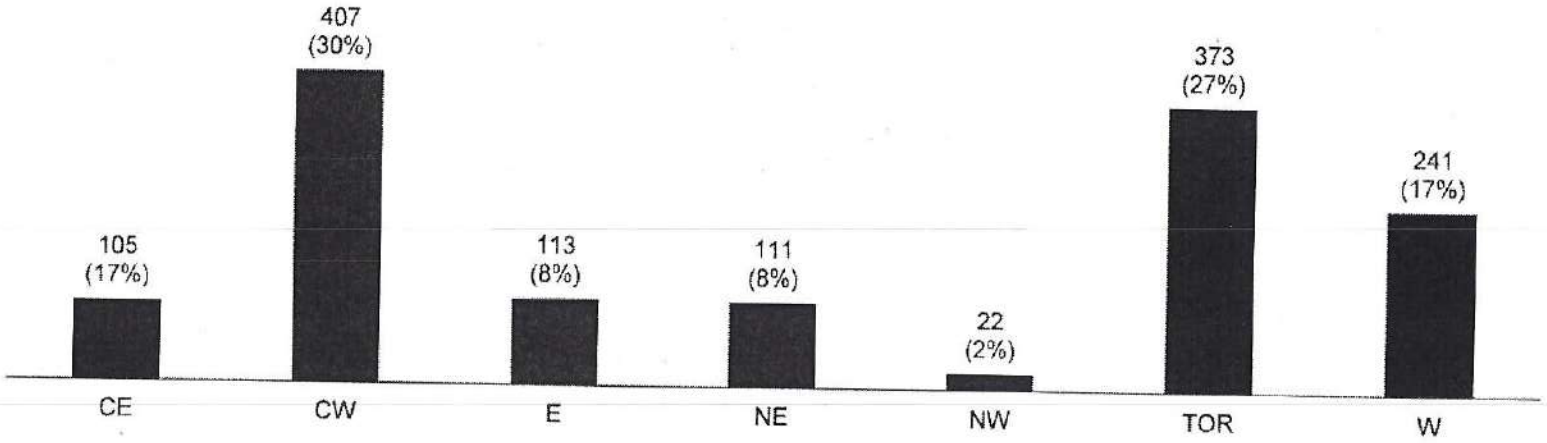
Section two (2) contains an analysis of the qualitative responses received in the survey. The themes remained similar to last year's responses, with the majority of respondents commenting on general customer service, triage/wait times/tickets/hours, knowledgeable/helpful staff, courteous/professional staff, and staffing levels.

Who are the respondents?

Q1 - Where are the Respondents Located?

Clients from locations across the province were given the opportunity to respond to the survey in person and online. The Central West Region had the highest participation rate in 2017-18, with 407 out of 1,372 surveys, for a total of 30%. The Central West Region had the highest participation rate in 2016-17 with 20%.

Respondents by Region



Top 5 Locations by Respondents

Court Location	Region	Number of Respondents (#)	Number of Respondents (%)
393 University Avenue	TOR	252	18%
Oshawa	CE	83	6%
Windsor (200 Chatham St. E.)	W	82	6%

s.N/R

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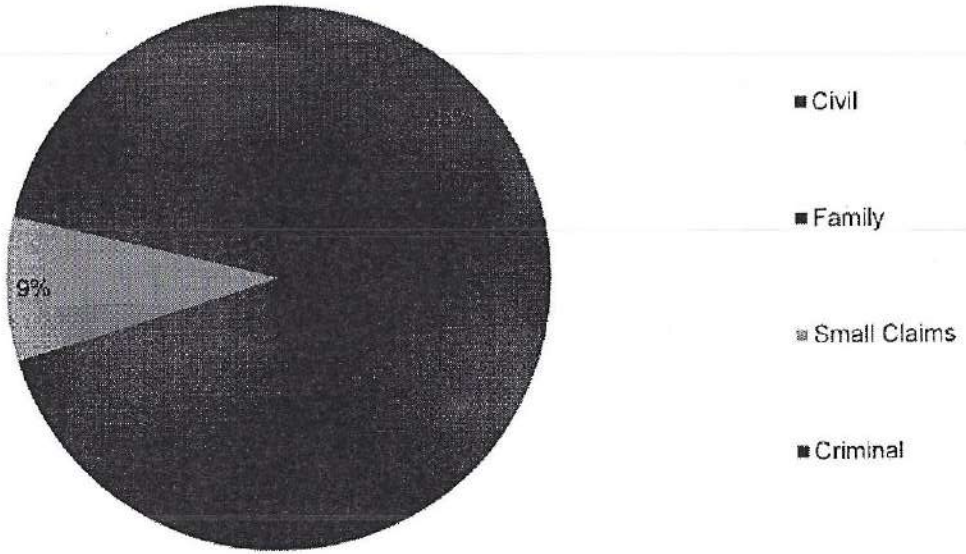
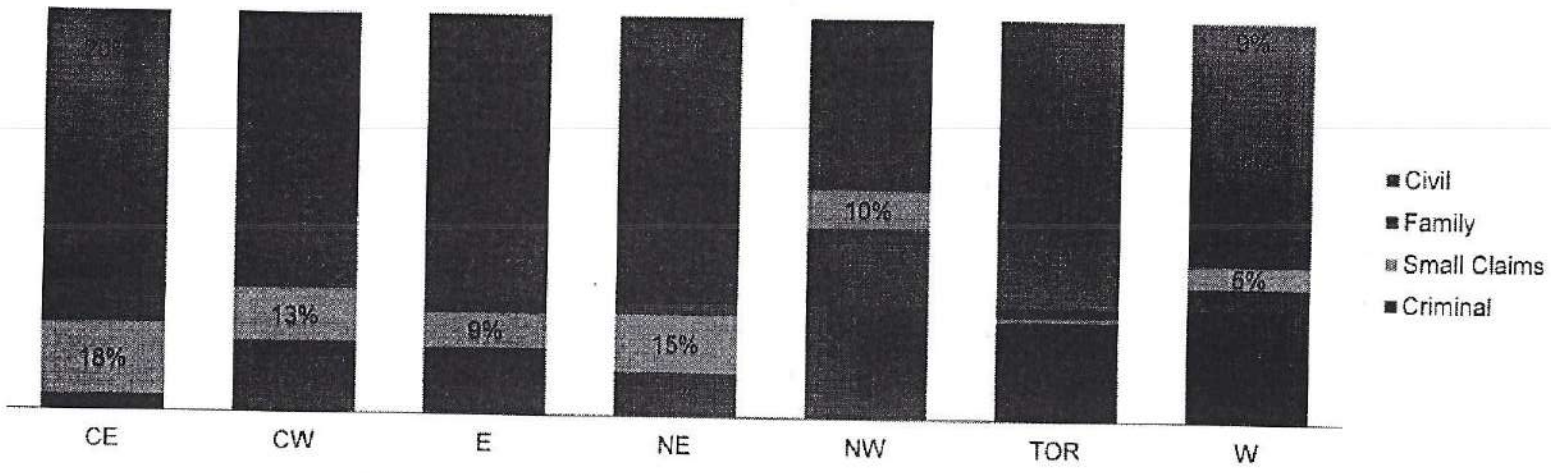
Q2 - What Practice Areas are Respondents Accessing?

CSD has four (4) practice areas: small claims, criminal, family, and civil. The survey asked respondents which practice area they utilized during their visit to the courthouse. The largest group of respondents, 45%, accessed family court services resulting in a 1% increase from the 2015-16 survey.

Practice Areas Accessed by Respondents



Practice Areas Accessed by Respondents - Regional



In-person survey court locations differ each year to include a representative sampling of court locations across the province. Therefore, it is common to see significant variances in the proportion of respondents accessing each practice area between the regions, and significant variances between the proportions from 2016-17 and 2017-18.

	Civil			Family			Small Claim			Criminal		
	2016-17	2017-18	Δ	2016-17	2017-18	Δ	2016-17	2017-18	Δ	2016-17	2017-18	Δ
Central East	17%	20%	**3%**	52%	58%	**6%**	17%	18%	**1%**	13%	4%	**-9%**
Central West	14%	25%	**11%**	66%	44%	**-22%**	10%	13%	**3%**	10%	18%	**8%**
East	15%	19%	**4%**	44%	55%	**11%**	10%	9%	**-1%**	31%	17%	**-14%**
Toronto	7%	44%	**37%**	1%	30%	**29%**	40%	1%	**-39%**	51%	25%	**-26%**
West	18%	9%	**-9%**	51%	52%	**1%**	10%	5%	**-5%**	21%	34%	**13%**

s.N/R

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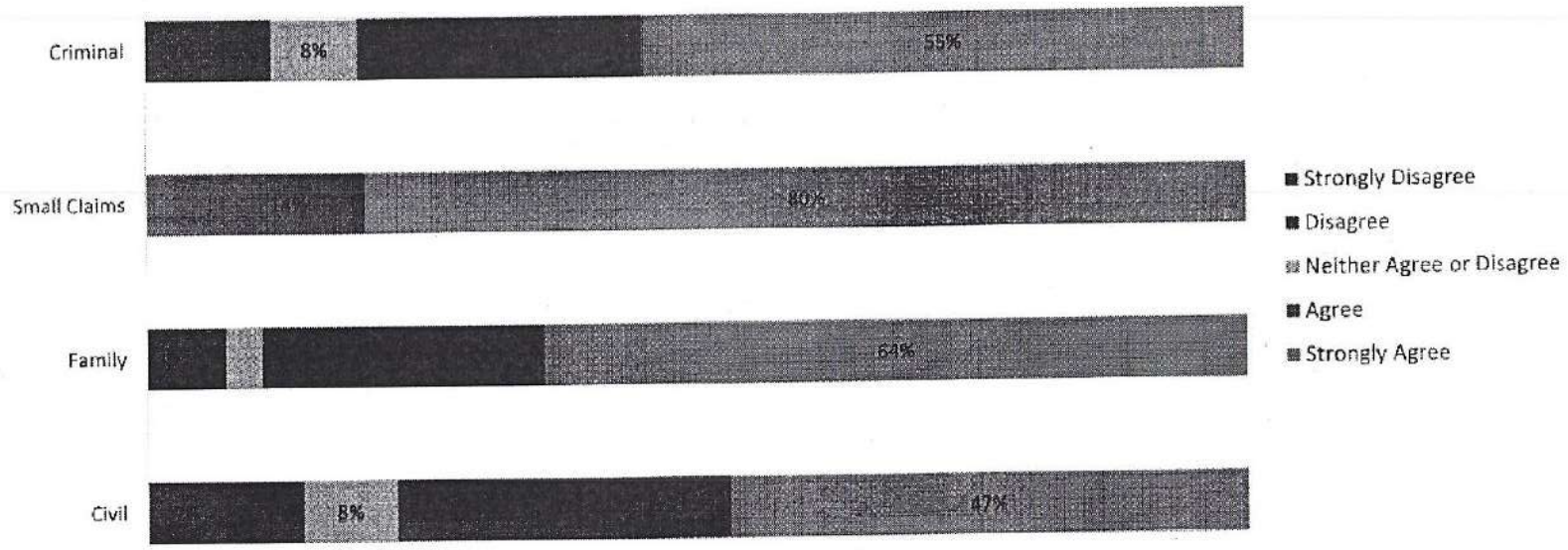
Satisfaction by Practice Area

An analysis of satisfaction by practice area indicates that client satisfaction across the province remains high, with civil at 77% (86% in 2016-17), family at 90% (92% in 2016-17), small claims at 94% (88% in 2016-17), and criminal at 81% (81% in 2016-17).

Satisfaction by Practice Area



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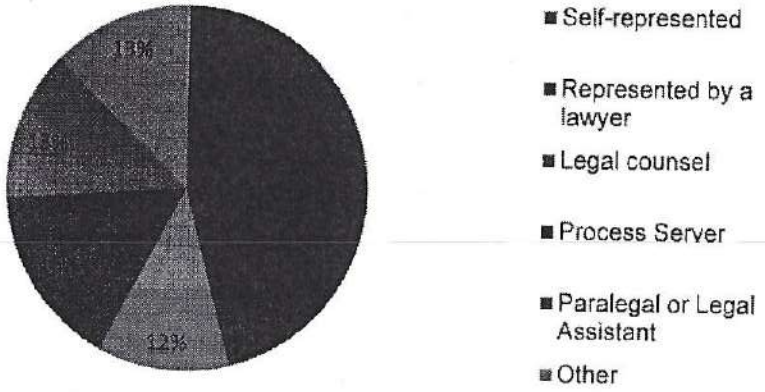
Q17 - Respondent Categories

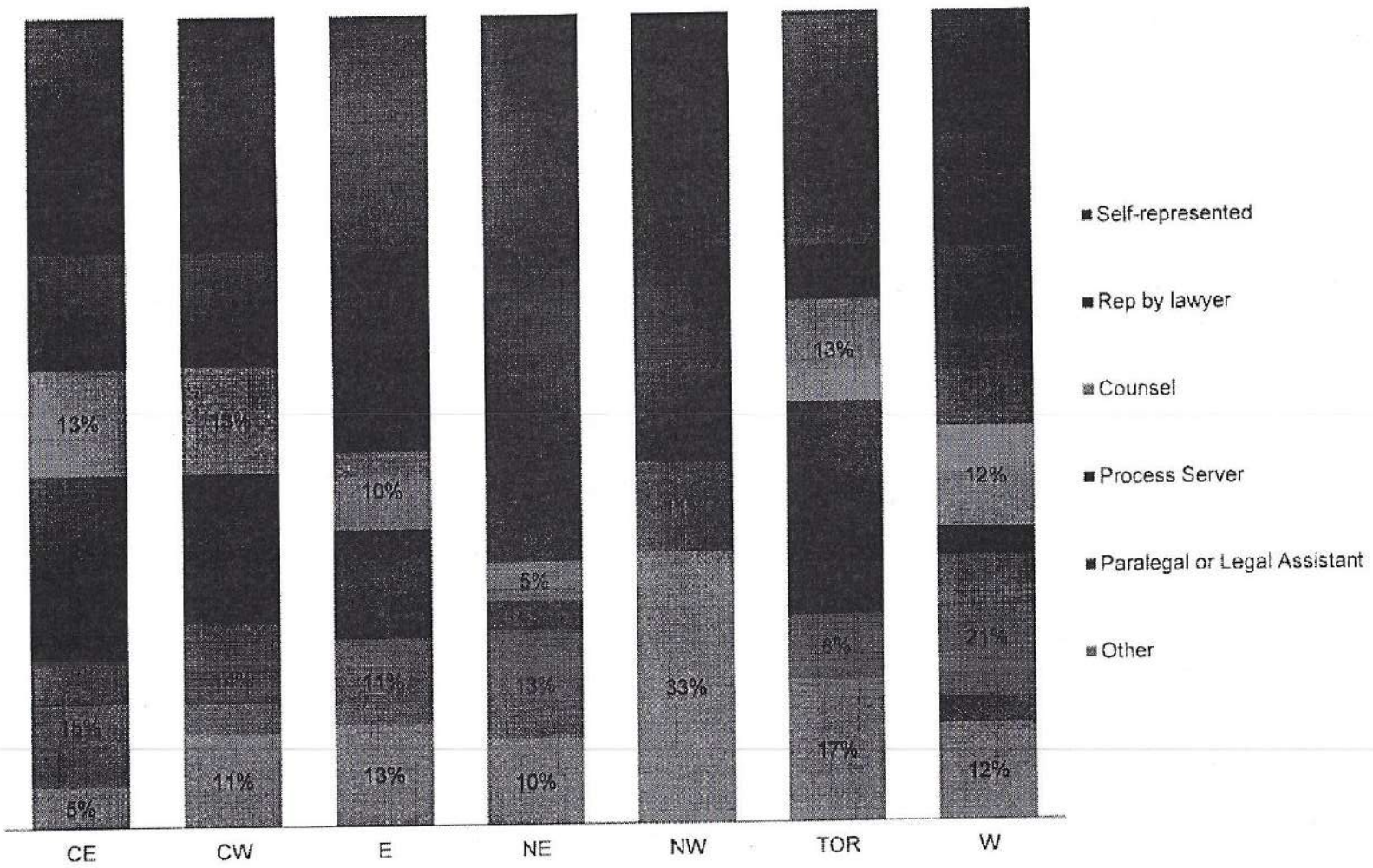
Respondents were asked what best described their position or role using the court counter services. The largest group of respondents, 40%, were self-represented clients compared to 47% in 2016-17, representing a 7% decrease. There was also a 10% increase in process servers being served (16% in 2017-18 compared to 6% in 2016-17). The charts below provide a complete summary[5].

Respondents by Category



[5] See Appendix D for a list of the responses clients indicated under "Other".

Respondent by Category - Regional



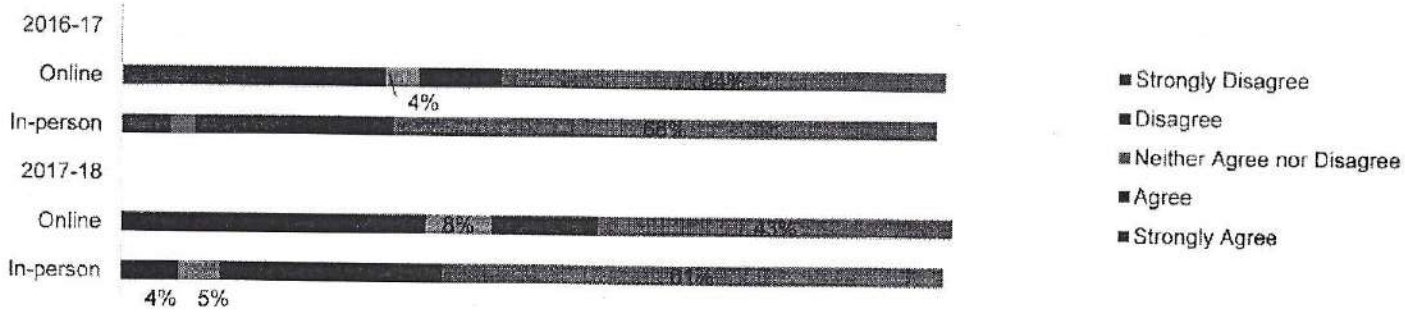
How are Respondents Completing the Survey?

An analysis of survey methodology indicated that the majority of surveys, 90%, were collected in person by designated staff who surveyed clients using court counter services and 10% were completed online, representing no change from 2016-17.

This statistic is specifically relevant when we consider that the overall satisfaction rate for surveys collected in person was 88% (91% in 2016-17), 32% higher than online surveys with an overall satisfaction rate of 56% (64% in 2016-17). When asked the five (5) questions related to service satisfaction, online clients indicated they were less satisfied in each area compared to in-person respondents.

This has been a common trend throughout previous surveys and has been attributed in part because clients who respond in-person do so immediately after service, as opposed to online respondents who complete the survey some time after their experience. The court locations with the highest number of online respondents were: Brampton (19 respondents), Toronto – 393 University Avenue (19 respondents), Ottawa (nine (9) respondents), and Toronto – 330 University Avenue (eight (8) respondents).

Online vs. In-Person Satisfaction Comparison: 2016-17 and 2017-18 (Q3)



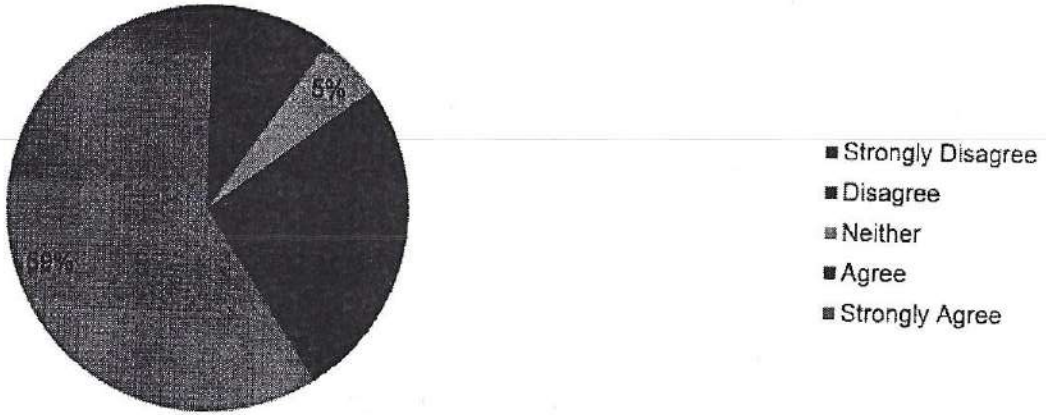
Analysis of Client Satisfaction Survey Results

There are five (5) key statements that Court Services Division uses to determine overall client satisfaction:

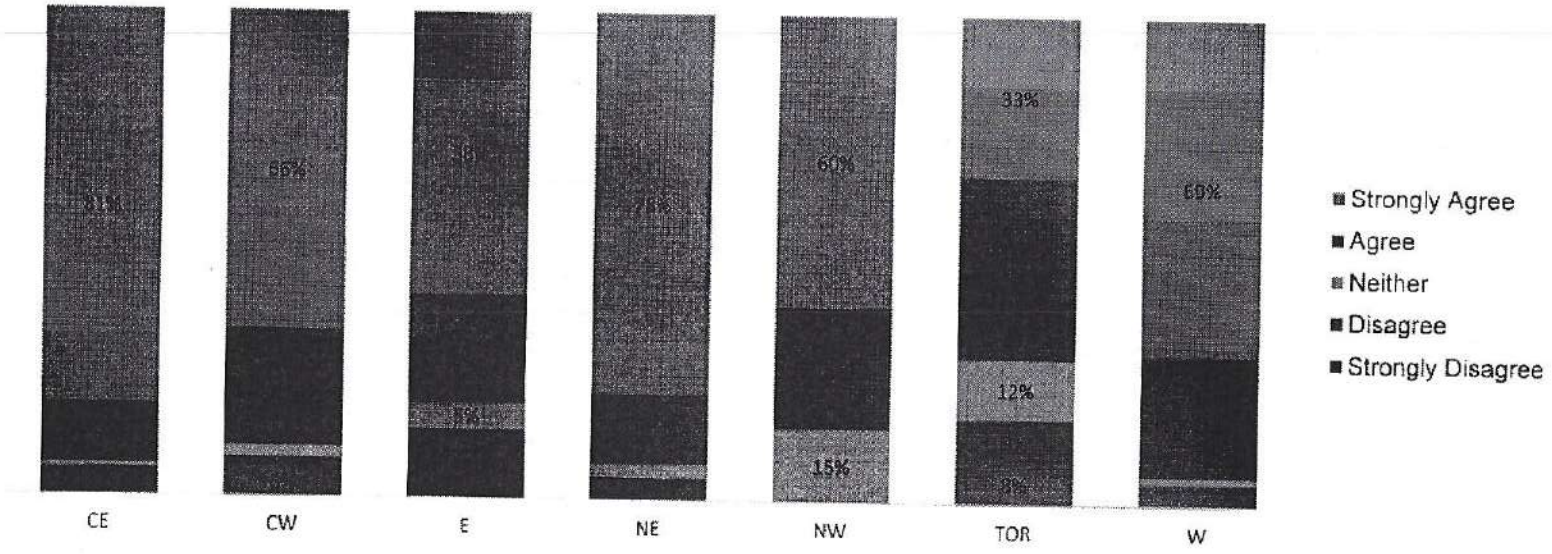
Survey Statement	2015-16	2016-17	2017-18
I am satisfied with the service I received *(Q3)*	89%	88%	**86%**
Staff were knowledgeable and helpful *(Q4)*	91%	89%	**92%**
Staff treated me in a courteous, professional and respectful way *(Q5)*	92%	93%	**93%**
It was easy to access the court service counter that I required *(Q6)*	91%	91%	**92%**
I received the services I required *(Q12)*	92%	90%	**90%**

Respondents are asked to indicated if they strongly disagree, disagree, neither agree nor disagree, agree, strongly agree, or if the question is not applicable. For the purposes of this report the proportion indicated in the table includes responses of both "agree" and "strongly agree".

Q3 – I am satisfied with the service I received



Q3. I am satisfied with the service I received (Regional)



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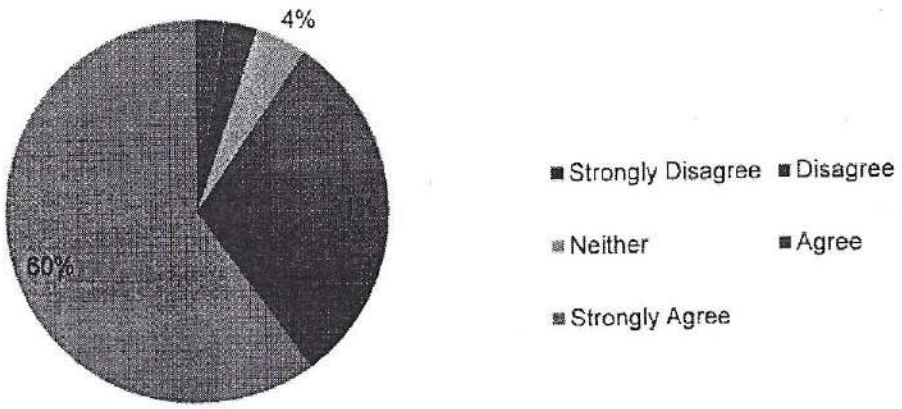
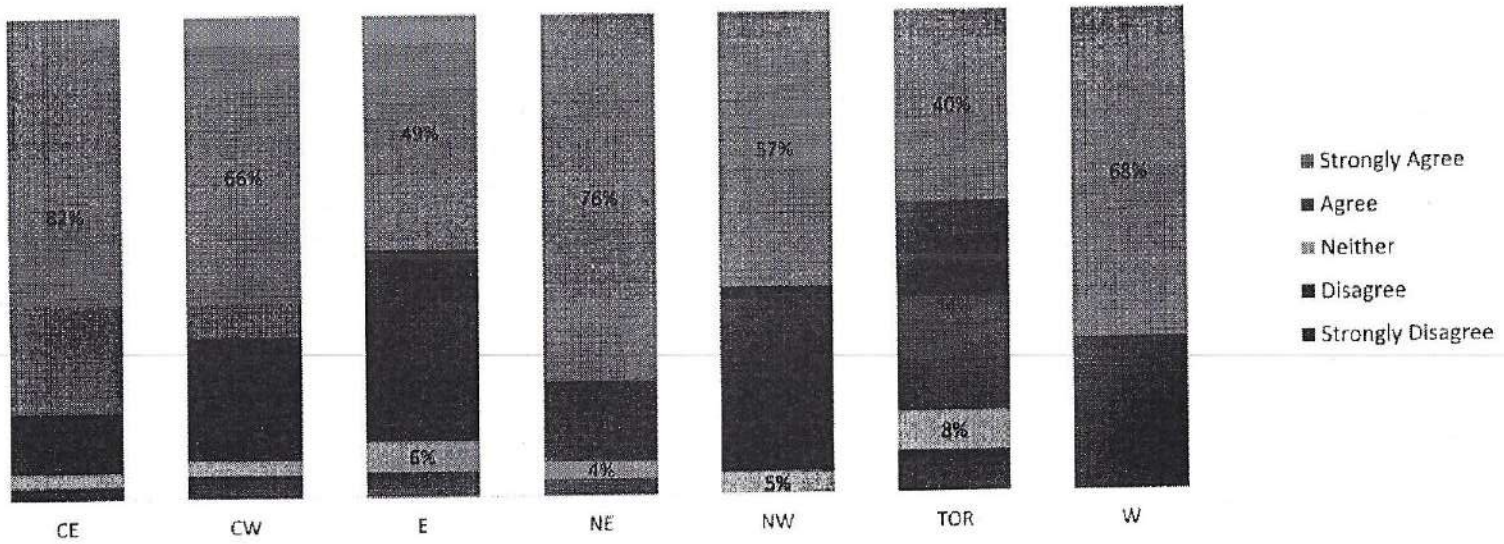
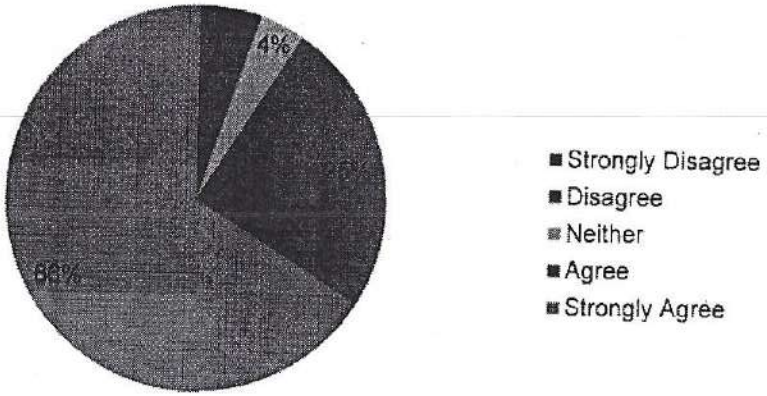
Q4 – Staff were knowledgeable and helpful



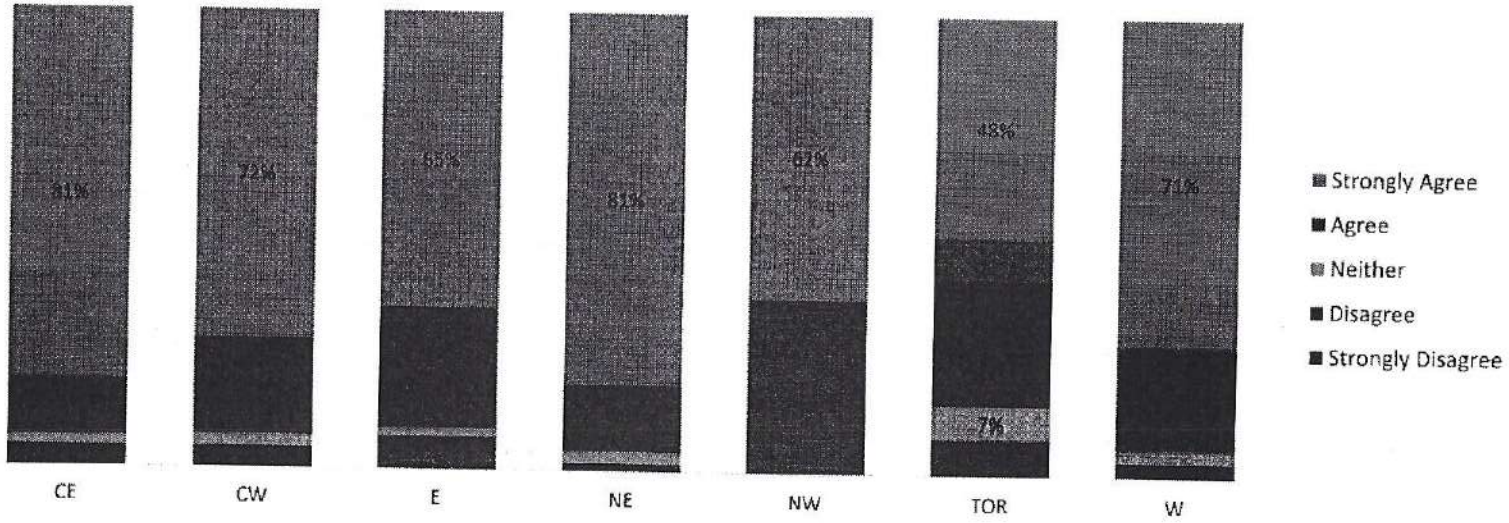
Q4. Staff were knowledgeable and helpful (Regional)



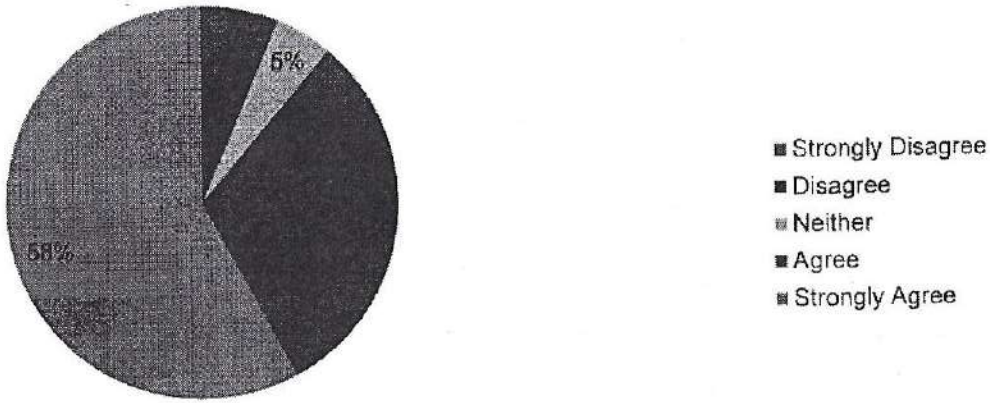
Q5 – Staff treated me in a courteous, professional and respectful way



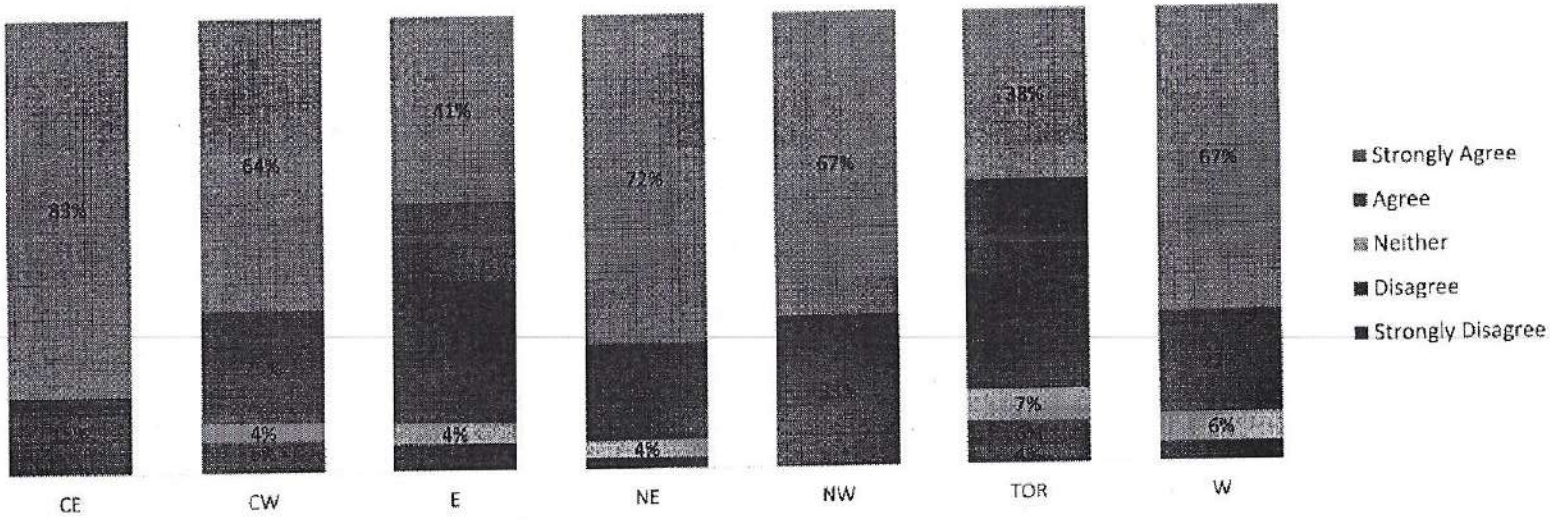
Q5. Staff treated me in a courteous, professional and respectful way (Regional)



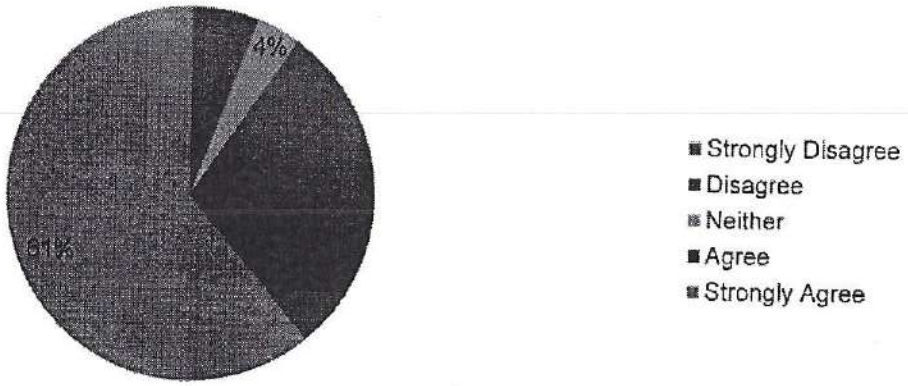
Q6 – It was easy to access the service that I required



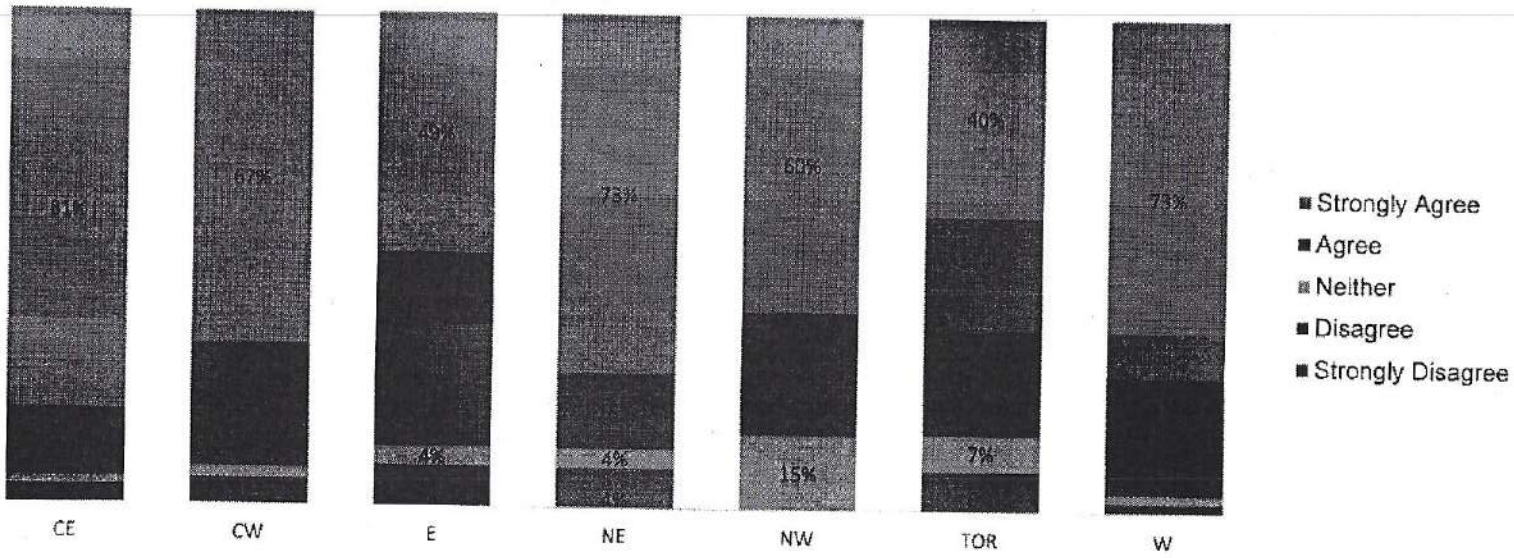
Q6. It was easy to access the service that I required (Regional)



Q12 – I received the service(s) that I required



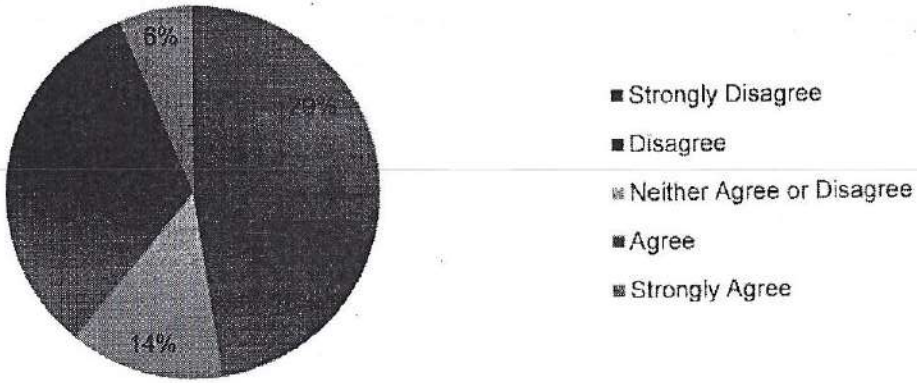
Q12 I received the service(s) that I required (Regional)



If a Respondent indicated that they were unsatisfied, did they get the service they required in the end?

39% of clients who indicated that they were unsatisfied with the court counter service agreed or strongly agreed that, in the end, they received the services they required, a 4% increase from 2016-17.

Did unsatisfied clients receive the services they required?



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Disability-Related Needs

Q7 – Did Respondents indicate disability-related needs?

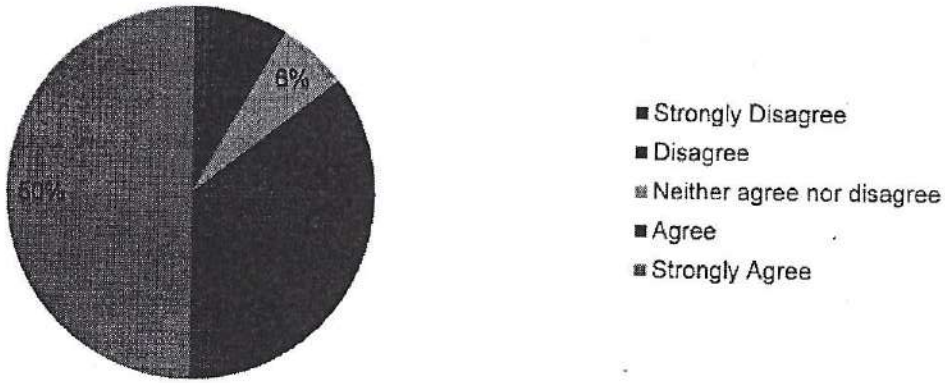
When asked whether they or their client had any disability-related needs when using the court office counter, 48 respondents, or 3.5%, indicated they had a disability-related need. In 2016-17, 33 respondents, or 3%, indicated they had a disability-related need.

The distribution of respondents who indicated that they had disability-related needs is as follows: Central West – 13 (27%), Toronto - 13 (27%), North East – 7 (15%), East – 6 (13%), Central East – 4 (8%), West – 4 (8%), and North West – 1 (2%).

Q8 – Satisfaction of Clients with Disability-Related Needs

When asked if they were satisfied with the disability-related assistance they received, 86% of respondents indicated that they were satisfied. This is an increase of 24% from the 2016-17 survey (62%). The respondent pool for disability-related services is very small, 48 respondents (three and a half (3.5%), which can result in drastic changes in satisfaction rates.

Satisfaction with disability-related needs assistance



French Language Services (FLS)

Q9 – Were Clients actively offered FLS?

The *French Language Services Act (FLSA)* guarantees the right to services in French in government offices located in designated areas of the province, generally where Francophones make up at least 10% of its population. The 2012 *Access to Justice in French* report recommended that the ministry recommit to delivering French language services based on the concept of active offer.

To assess whether French counter service is being proactively offered in areas that are designated under the *FLSA* to provide services to the public in French, the following question was introduced in the 2015-16:*"Were you made aware that counter service was offered in French at the courthouse you visited today?"* In 2016-17, this question was modified to more explicitly define an active offer of FLS: *"Were you made aware that counter service was offered in French at the courthouse you visited today? (By any means, i.e. signage, verbal offer, etc.).*

Within the 26 *FLSA* designated areas, 14 of the 46 surveyed court locations were considered *FLSA* designated areas[7]. Of the 518 respondents from FLSA designated areas, **352 (68%) indicated that they were made aware of FLS by court counter staff.** In 2016-17, 49% of respondents that they were made aware of French Language Services by staff, representing a 19% increase. The distribution of respondents who indicated that they were made aware of FLS is as follows: East – 38 (78%), West – 131 (74%), Central West – 59 (74%), North East – 76 (71%), Toronto – 214 (61%). The North West and Central East regions did not have any respondents answer this question.

The division will use these benchmark results to determine what staff training and/or additional visual aids may be necessary to promote the active offer of service in French.

Between September 2017 and March 2018, prior to the launch of new ministry service standards for French language services (FLS), CSD provided French language services training to CSD staff and management in all of the courthouses

[7] Brampton, Chatham, Haileybury, Hamilton, Kirkland Lake, L'Orignal, London, Newmarket, Ottawa, Sudbury, Timmins, Toronto, Welland, Windsor.

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designated to provide French language services. Over 100 sessions were given to approximately 1,000 staff from 40 court locations. Most of the sessions were given in person. The sessions focused on ensuring the active offer of FLS.

Q10 – Did Respondents request FLS?

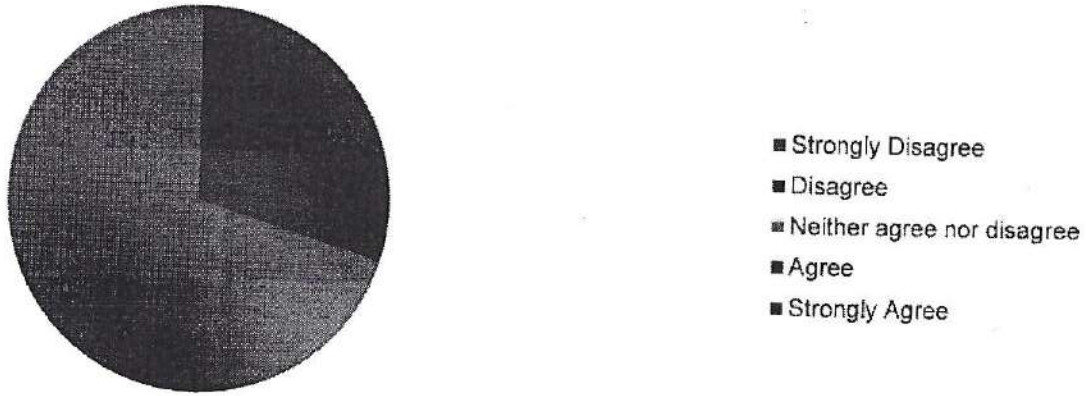
When asked if they requested any counter services in French, 1%, or 15 respondents, indicated that they requested FLS. This represents a 1% decrease from clients who requested FLS in both 2016-17 and 2015-16 surveys.

The distribution of respondents who indicated that they requested FLS is as follows: North East – 4 (27%), East – 3 (20%), Toronto – 3 (20%), Central East – 2 (13%), Central West – 2 (13%), and North West - 1 (7%). The West Region did not have any respondents indicate they requested FLS.

Q11 – Satisfaction of Clients requesting French Language Services (FLS)

The respondents were asked to rate their satisfaction with FLS provided during their visit to the courthouse. 95% of clients indicated that they were satisfied with the services, representing an 8% increase from 2016-17. The respondent pool for FLS is very small, 15 respondents (1%), which can result in drastic changes in levels.

Satisfaction with FLS



Website Knowledge and Satisfaction

Q13 – Were Respondents aware of the CSD website?

Of the 1372 respondents, 939 (71%) were aware of the CSD website.

Q14 – Did those respondents who accessed the website find it helpful?

Of those who accessed the CSD website, 80% found the information on the website helpful. These findings are consistent with the results from 2016-17.

A0065061_142-000661

Client Satisfaction by Region

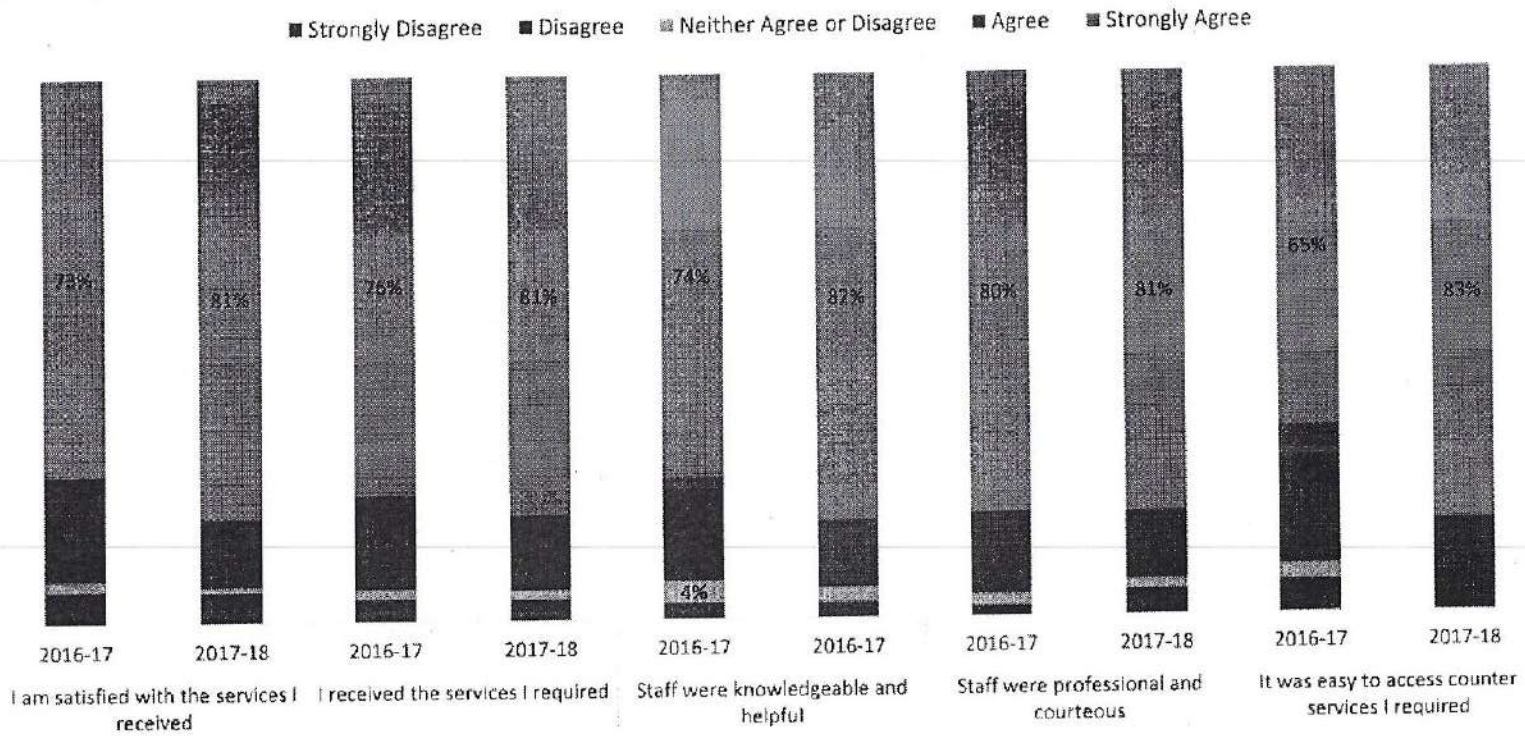
As indicated previously, there were five (5) satisfaction-related questions on both the 2017-18 and 2016-17 surveys. In this section, an overview of client satisfaction for each region is provided and compared to results from last year, beginning with the Central East region.

A0065061_143-000662

Central East Region

Clients from the Central East Region who responded to each of the five (5) satisfaction questions reported slightly higher satisfaction rates in four (4) of the five (5) key areas when compared to the 2016-17 survey.

Key Satisfaction Indicator	2016-17	2017-18	Variance
I am satisfied with the services I received	92%	93%	1%
I received the services I required	93%	94%	1%
Staff were knowledgeable and helpful	93%	94%	1%
Staff were professional and courteous	95%	93%	-2%
It was easy to access counter services I required	90%	98%	8%



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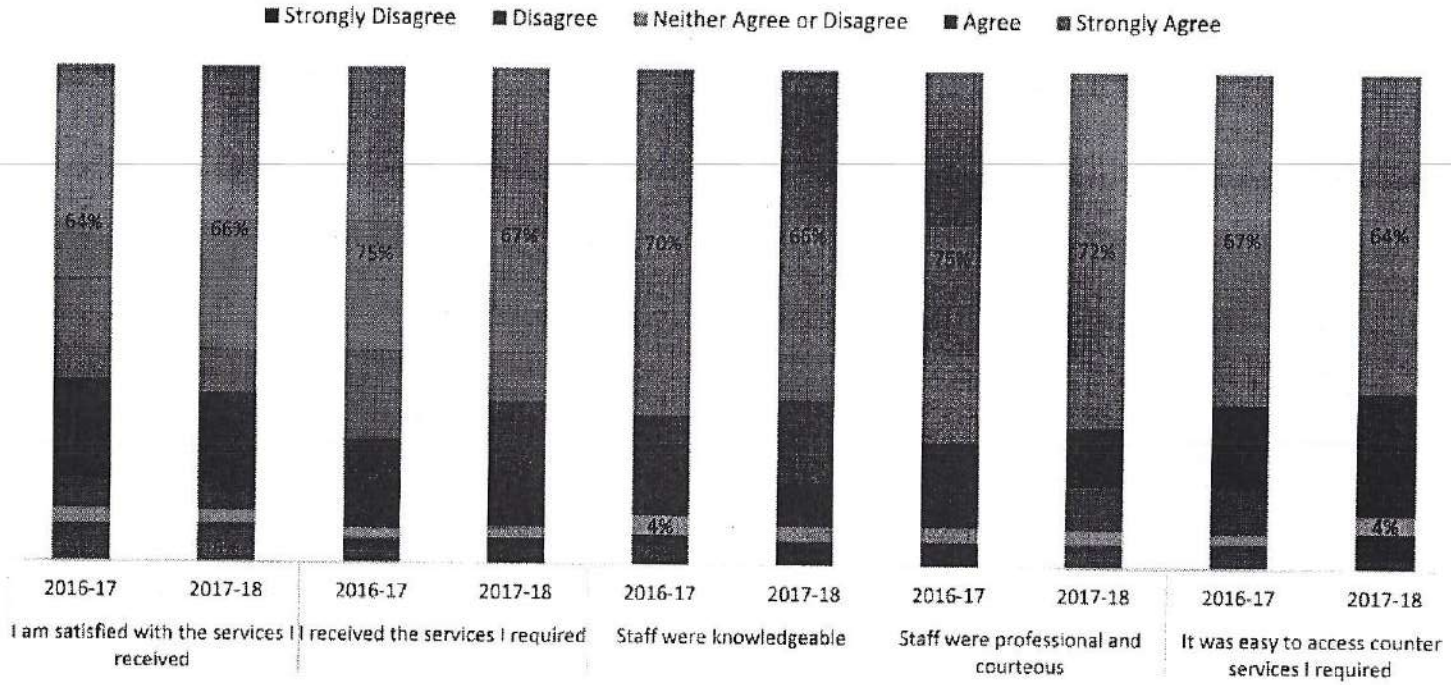
Central West Region

Clients from the Central West Region reported slightly lower satisfaction rates in two (2) of the five (5) areas, higher satisfaction rates in two (2) areas, and unchanged in one (1) area.

Key Satisfaction Indicator	2016-17	2017-18	Variance
I am satisfied with the services I received	90%	**90%**	-
I received the services I required	93%	**92%**	-1%
Staff were knowledgeable and helpful	90%	**92%**	2%
Staff were professional and courteous	92%	**93%**	1%
It was easy to access counter services I required	93%	**89%**	-4%



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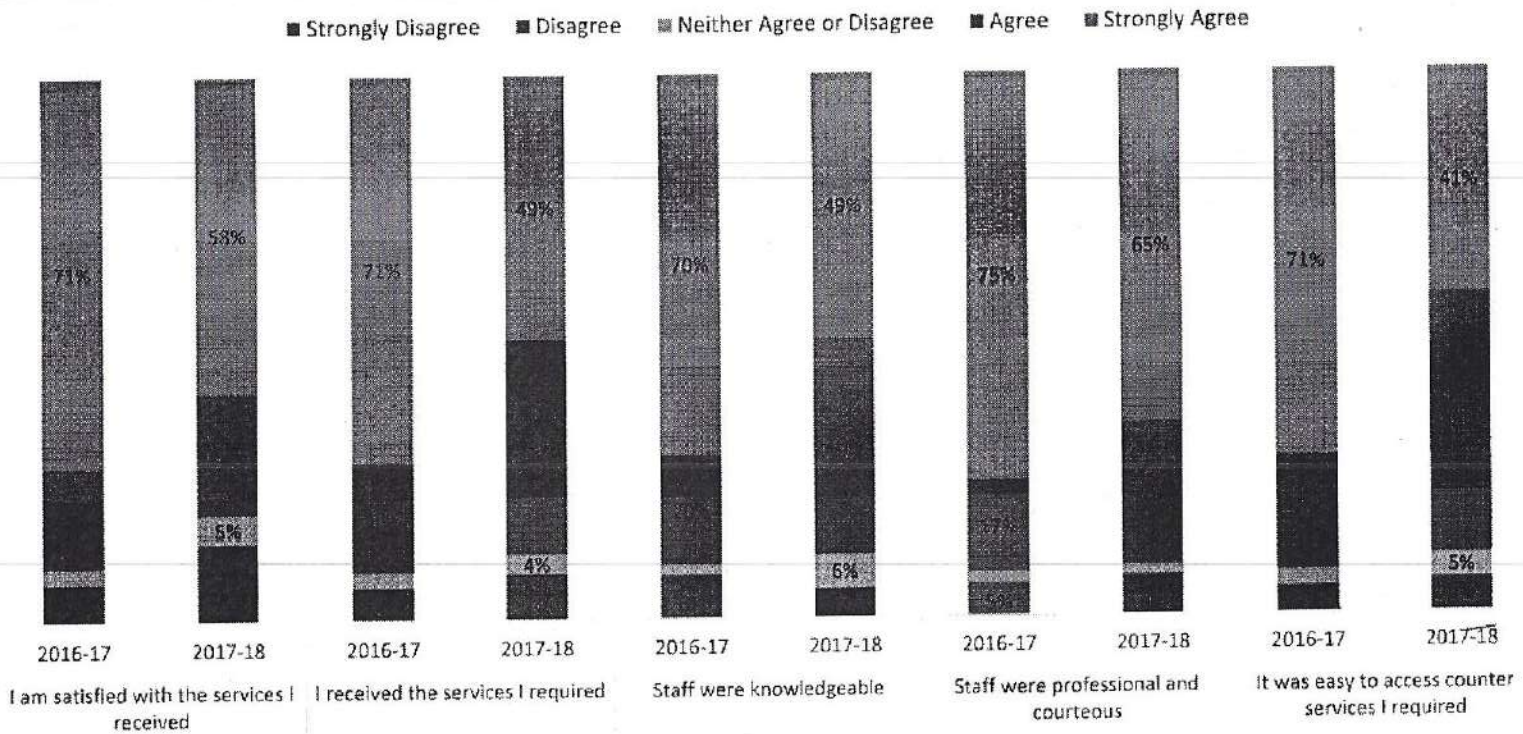
East Region

Clients in the East Region reported slightly lower satisfaction rates in all five (5) satisfaction areas. See the below chart for more details.

Key Satisfaction Indicator	2016-17	2017-18	Variance
I am satisfied with the services I received	90%	80%	-10%
I received the services I required	92%	88%	-4%
Staff were knowledgeable and helpful	90%	88%	-2%
Staff were professional and courteous	92%	91%	-1%
It was easy to access counter services I required	92%	89%	-3%



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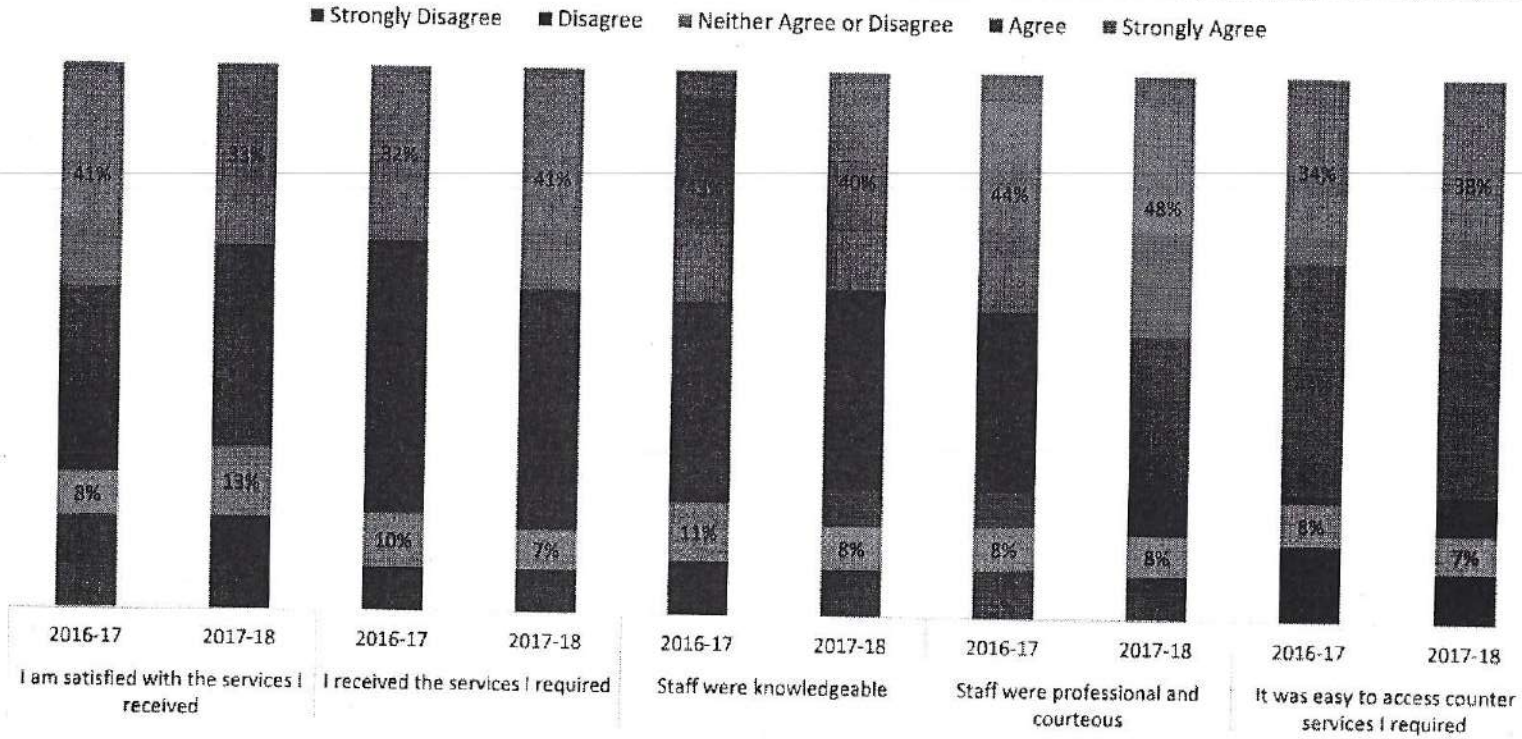
Toronto Region

Clients in the Toronto Region reported higher rates in three (3) of five (5) satisfaction areas, lower rates in one (1) of five (5) areas, and no change in one (1) areas. See the below chart for more details.

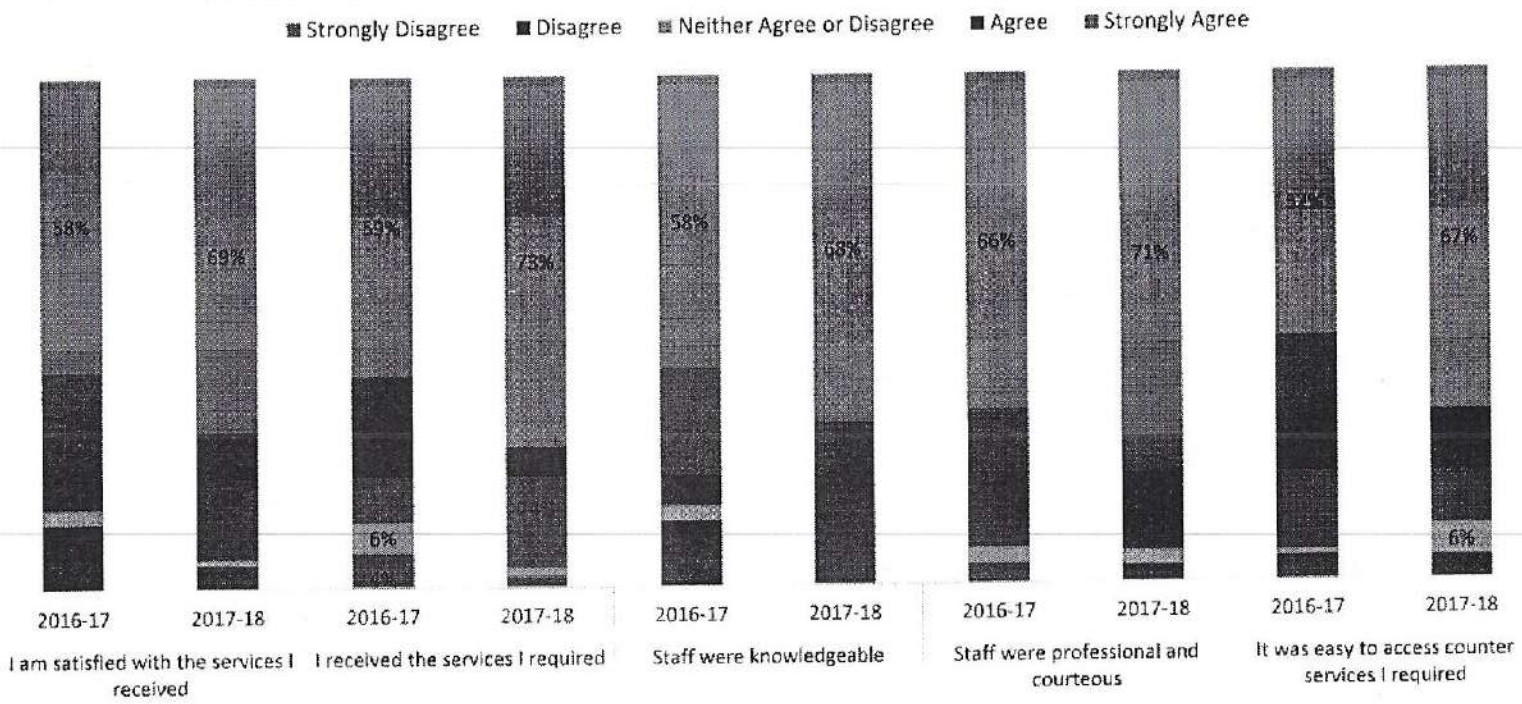
Key Satisfaction Indicator	2016-17	2017-18	Variance
I am satisfied with the services I received	75%	**70%**	-5%
I received the services I required	82%	**85%**	3%
Staff were knowledgeable and helpful	79%	**83%**	4%
Staff were professional and courteous	84%	**84%**	-
It was easy to access counter services I required	78%	**84%**	6%



West Region

Clients in the West Region reported higher satisfaction rates in four (4) areas and lower rates in one (1) area. See the below chart for more details.

Key Satisfaction Indicator	2016-17	2017-18	Variance
I am satisfied with the services I received	84%	94%	10%
I received the services I required	88%	96%	8%
Staff were knowledgeable and helpful	84%	97%	13%
Staff were professional and courteous	93%	94%	1%
It was easy to access counter services I required	94%	89%	-5%



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Qualitative Respondent Comments

A comparison of the 2016-17 and 2017-18 Client Satisfaction Survey qualitative responses.

Executive Summary

The two qualitative questions in the 2017-18 survey remained the same as the past five (5) surveys.

Q15. Do you have any comments about what we are doing well?

Q16. Do you have any comments on how we can improve the quality of service?

Questions 15 and 16 of the Client Satisfaction Survey gave respondents the opportunity to provide qualitative comments in response to what they thought court locations were doing well, and how they could improve the quality of service. These responses were compared to last year's results, which used the same questions.

The examination identified the positive, negative, and neutral comments for each year as well as the common themes.

Based on the qualitative responses to the two (2) questions in the survey, an analysis of the responses found the following themes:

- General customer service
- Knowledgeable and helpful staff
- Courteous, professional, respectful
- Facilities
- Signage
- Triage, wait times, ticket system, hours
- Website
- FLS/accessibility
- Staff levels
- Other

A0065061_151-000670

Key Findings from Qualitative Responses[8]

1. **Clients are less satisfied with the knowledge and helpfulness of staff.**
    - There was 10% decrease in positive comments and a 7% increase in negative comments.

2. **Clients are less satisfied with their interaction with staff.**
    - There was a 29% decrease in positive comments and a 31% increase in negative comments about the courteous, professional, and respectful treatment clients received from staff.
        - Positive comments: 77% in 2016-17 to 48% in 2017-18
        - Negative comments: 21% in 2016-17 to 52% in 2017-18

3. **French Language Services (FLS) and Accessibility**
    - There were 14 comments related to FLS and Accessibility.
    - There was a 26% increase in positive comments, a 40% decrease in negative comments, and a 14% increase in neutral comments.
        - Positive comments: 17% in 2016-17 to 43% in 2017-18
        - Negative comments: 83% in 2016-17 to 43% in 2017-18
        - Negative comments: none in 2016-17 to 14% in 2017-18

4. **Wait Times**
    - A common trend throughout the surveys, clients are dissatisfied with the time it takes for them to receive service at the counter.
    - There was a 1% increase in positive comments, a 4% decrease in negative comments, and a 3% increase in neutral comments.
    - Some common suggestions from clients are to have more counters open, vetting counters, and opening express queues for process servers and/or self-represented litigants.

5. **Staffing Levels**
    - Client comments related to staffing levels at the counter were 96% negative; 1% positive; 4% neutral.
    - The majority of negative comments stated that more staff is required to serve the needs of clients.

[8] For a table summary of the results, including ranking and percentages, please see Appendix E.

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6. **Facilities**
    - There was an 11% increase in positive comments and an 11% decrease in negative comments related to facilities.
    - Negative and neutral comments tended to be more suggestive about what would make the courthouse facilities better rather than what is wrong with them (similar to the 2015-16 and 2016-17 survey).
    - Many respondents commented that free parking, increased counter space, public computers, and the removal of glass between staff and clients would make courthouse services better overall.

7. **MAG Public Website**
    - There was a 7% decrease in positive comments and a 9% increase in negative comments regarding clients seeking court counter service information on the MAG public website.
        - Positive comments: 10% in 2016-17 to 3% in 2017-18.
        - Negative comments: 59% in 2016-17 to 68% in 2017-18.

A0065061_153-000672

Analysis of Qualitative Comments

Comparison of responses 2016-17 to 2017-18

In total, there were 1,339 qualitative comments (compared to 1,167 comments in 2016-17), a 13% increase from the 2016-17 survey.

All respondents who provided qualitative comments in French were responding online, while 83% of those respondents providing qualitative comments in English were in person.

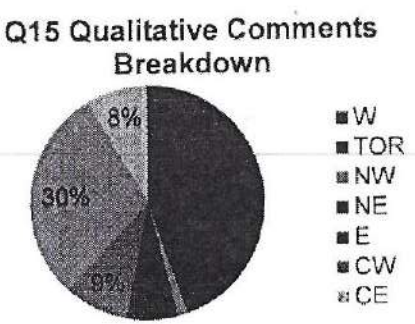
Qualitative Comments by Region

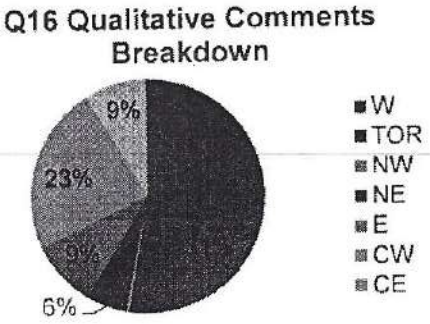
Q15 – Do you have any comments about what we are doing well?

There were a total of 546 comments made in response to this question (a 10% increase from 2016-17). An overall regional examination of who responded to this question revealed that the Central West Region (161) had the most comments, followed by West Region (127), Toronto Region (117), and East Region (49).

Q16 – Do you have any comments on how we can improve the quality of service?

There were a total of 550 comments made in response to this question (a 13% increase from 2016-17). An overall regional examination of who responded to this questions revealed that Toronto Region (172) had the most comments, followed by Central West Region (129) and West Region (118).





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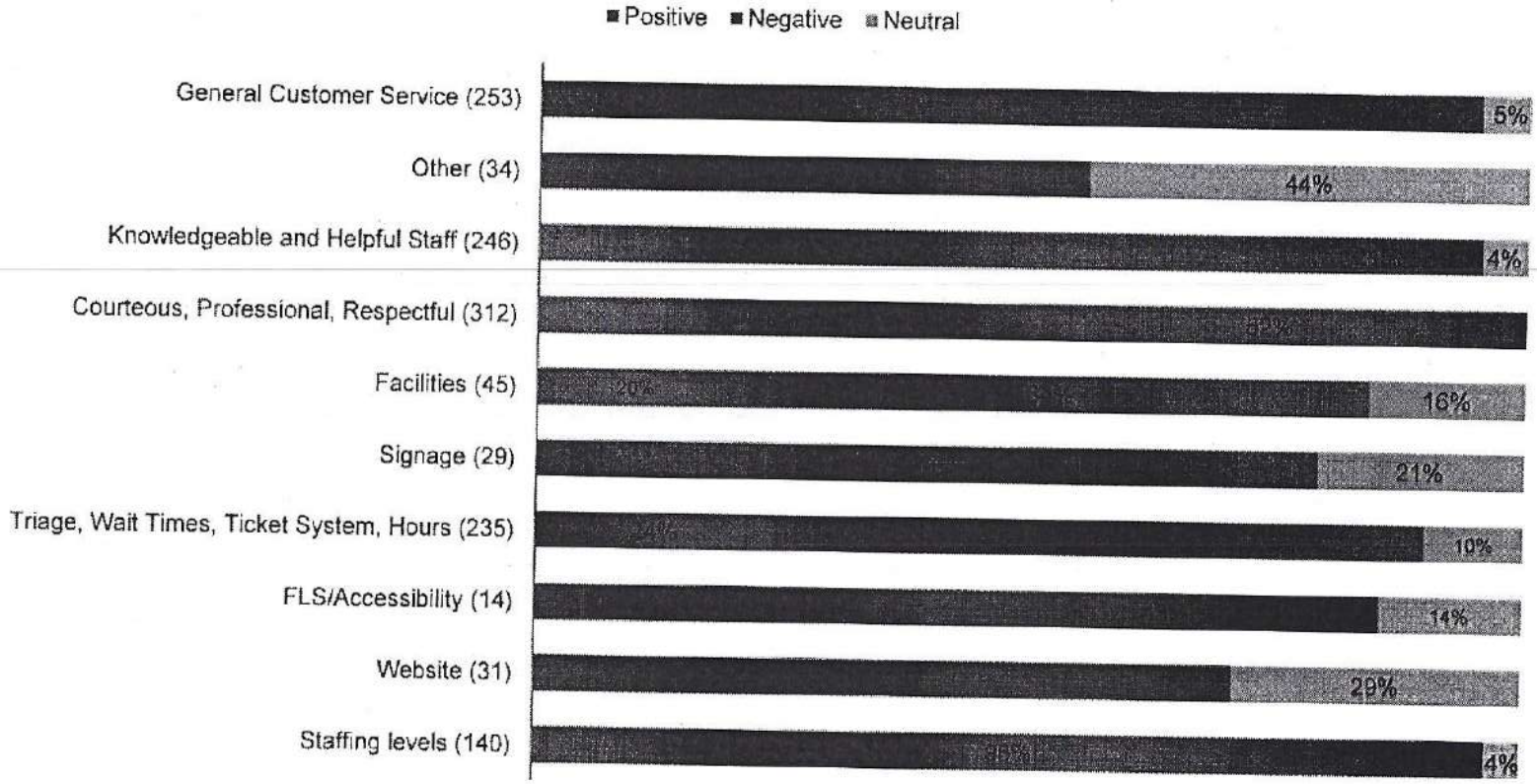
Nature of Qualitative Comments

In the qualitative comments section of the survey, clients are given the opportunity to comment on what we are doing well, and how we can improve. Overall, comments were 45% positive, 7% neutral, and 48% negative.

The themes receiving the most positive qualitative comments include general customer service (75%) and knowledgeable and helpful staff (74%). The themes receiving the most negative comments include staffing levels (96%) and signage (76%).



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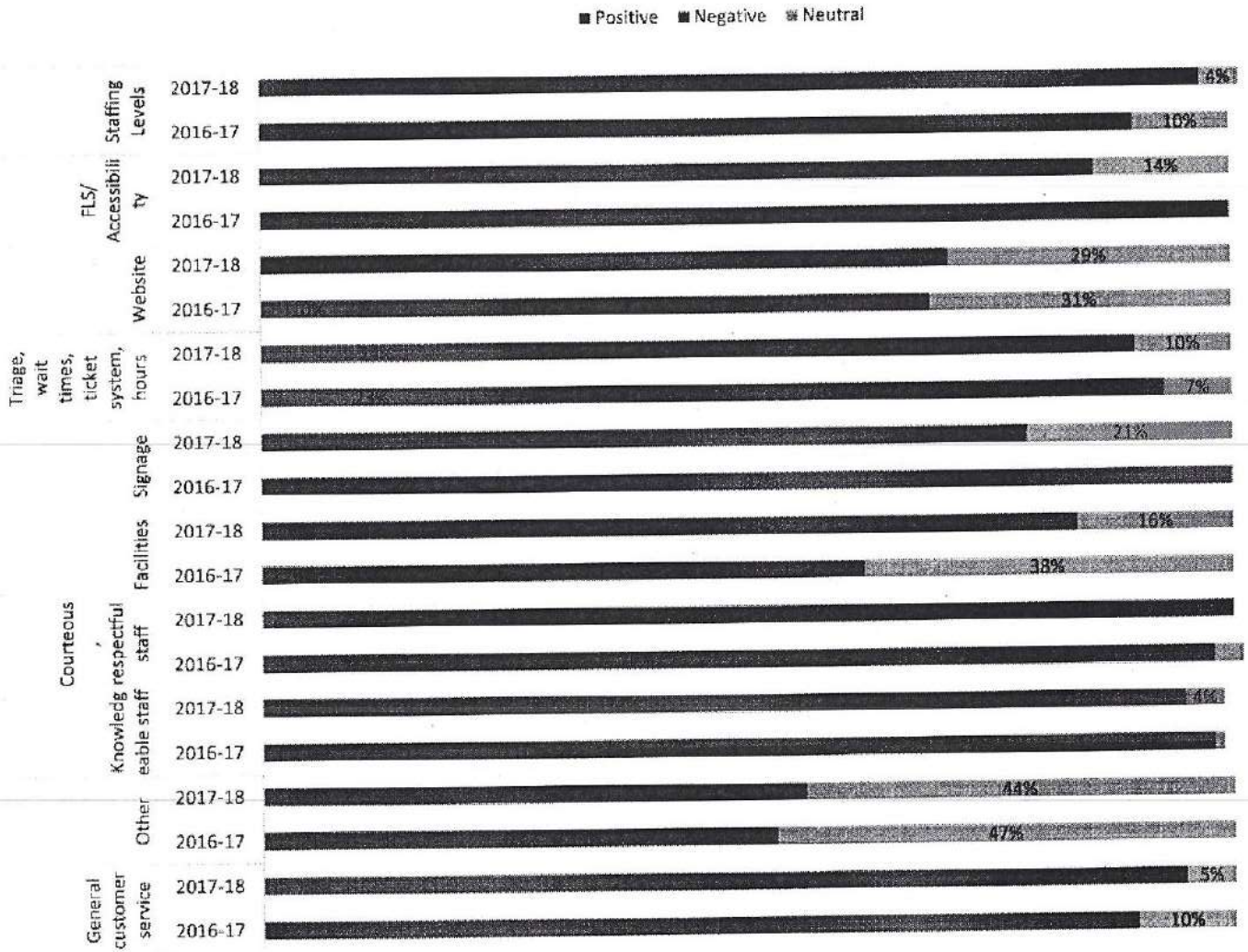
Comparison of Nature of Qualitative Comments: 2016-17 and 2017-18



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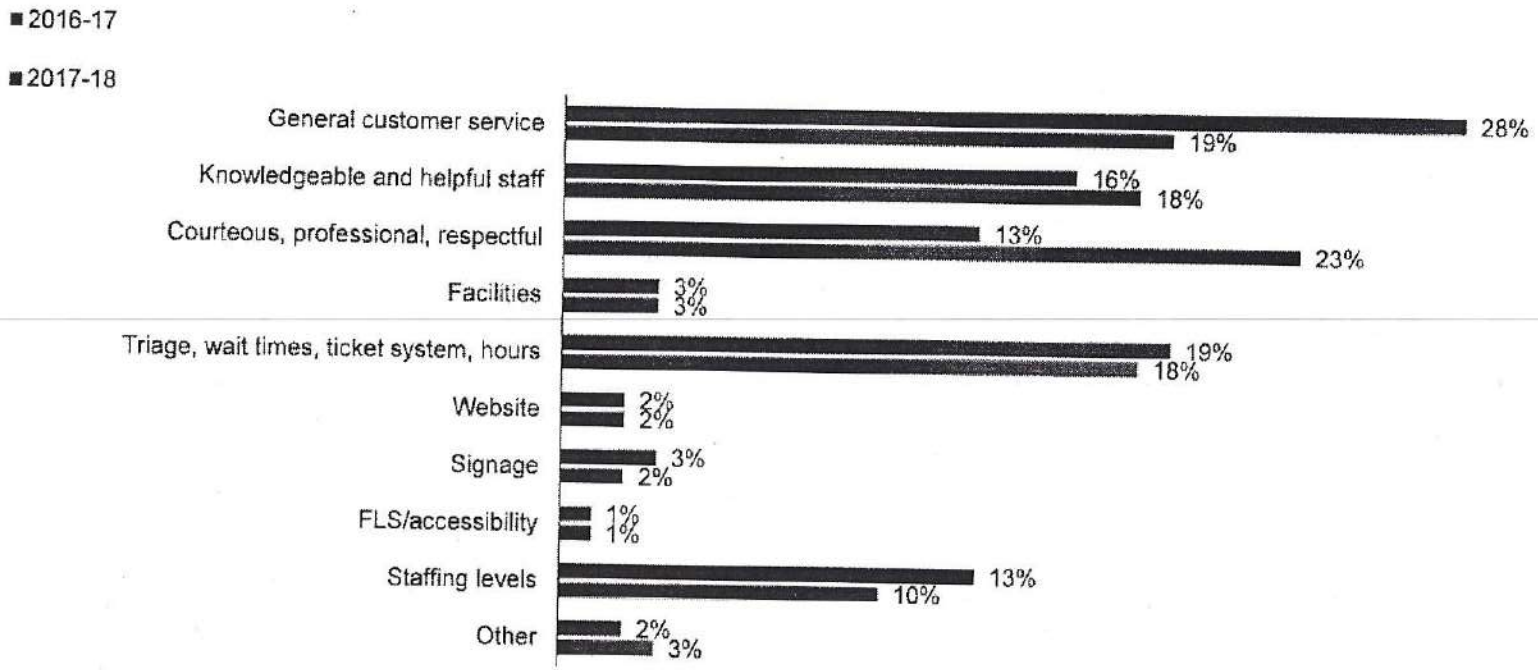
Qualitative Comment Themes

Qualitative comments are reviewed and categorized by general theme. The dispersion of comments by theme is as follows:



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Five Most Common Themes

Theme	Quantity	Positive (2016-17)	Neutral (2016-17)	Negative (2016-17)	Examples
Courteous, Professional, Respectful Court Staff (23% of comments)	312	48% (77%)	**0%** (2%)	52% (21%)	"Much of my visits have been about wading through poor people skills" "The attitude of some of the clerks[requires improvement]" "Very courteous, professional staff"
General Customer Service (19% of comments)	253	75% (74%)	5% (10%)	20% (16%)	"Have a complaint desk" "Very difficult and confusing to navigate the court system" "Treat self-represented [clients] different because we are at a loss 100%" "Excellent service"
Knowledgeable and Helpful Staff (18% of comments)	246	74 (86%)	5% (0%)	21% (14%)	"There are times of inconsistency around processes" "Received conflicting instructions" "Staff was very knowledgeable and helpful".
Triage, Wait Times, Ticket System, Hours (18% of comments)	235	**24%** (23%)	10% (7%)	66% (70%)	"A window specific to process servers/self-reps/lawyers would free up others" "Provide clearer filing instructions" "Bring back our appointments" "Should be a clerk processing one item visitors".
Staffing Levels (10% of comments)	140	1% (0%)	3% (10%)	96% (90%)	"Need more lawyers at Legal Aid" "More counters open in the afternoon" "More counter staff needed" "More staff needed".

Appendix A: How Court Services Division is Using the Client Satisfaction Survey for Reporting

Revised Service Standards

On April 1, 2014, Court Services Division implemented revised service standards for the division. The revised service standards describe the experiences that a client can expect when using the services in Ontario's courthouses.

Our Pledge

The division's mission is to provide a modern and professional court service that supports accessible, fair, timely, and effective justice services. Court Services Division is committed to service excellence.

Our Performance Objectives

1. It is our commitment to serve clients in a courteous, professional, and respectful manner at our court locations.
2. It is our commitment to make all of our court forms and guides available in French and English.
3. Court clients who require assistance with an accessibility-related need will have access to the services of an Accessibility Coordinator at our court locations.

Court Services Division publishes the results of the overall satisfaction rate, as well as the satisfaction rates pertaining to French Language services and accessibility, in its annual report. The report is published online and is available to the public. The division uses the following questions to report on the objectives listed above:

"I am satisfied with the service that I received."

"Staff were knowledgeable to helpful."

"Staff treated me in a courteous, professional, and respectful way."

"It was easy to access the court service counter that I required."

"I received that services I required."

Appendix B: Court Services Division Client Satisfaction Survey

Ontario
Ministry of the Attorney General

The Court Services Division of the Ministry of the Attorney General is conducting a survey to measure customer satisfaction with the services provided by the civil, family, small claims and criminal court offices. The information you provide as part of this survey helps ensure we provide the best court services possible. The results are used to review possible enhancements to our service.

The survey will take approximately five minutes to complete. No personal information is collected. Any information you provide will remain confidential, and your responses will remain anonymous.

Your feedback is important and the Court Services Division greatly appreciates your assistance.

All of the questions in this survey relate to services you received today at the courthouse.

1. Courthouse Location: _____

2. Which service did you receive today at the courthouse? Please choose one service.

- ☐ Civil
- ☐ Family
- ☐ Small Claims
- ☐ Criminal

3. Please indicate how much you agree with the following statement:

I am satisfied with the service that I received at the court office counter today.

Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	Not Applicable
☐	☐	☐	☐	☐	☐

A0065061_160-000679

Keeping in mind your experience with the service you received in the courthouse today, please indicate how much you agree with each statement in questions 4 through 6.

4. Staff were knowledgeable and helpful.

Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	Not Applicable
☐	☐	☐	☐	☐	☐

5. Staff treated me in a courteous, professional and respectful way.

Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	Not Applicable
☐	☐	☐	☐	☐	☐

6. Once I arrived at the courthouse, it was easy to access the court service counter that I required (it was easy to find and easy to get to).

Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	Not Applicable
☐	☐	☐	☐	☐	☐

7. During your visit today, did you or your client have any disability-related needs when appearing in court or using court services?

☐	Yes	If you answer "yes", please move to question # 8.
☐	No	If you answer "no", please move to question # 9.

8. If you asked for assistance from a staff member in meeting a disability-related need, please indicate how much you agree with the following statement:

I was satisfied with the help I received.

Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	Not Applicable
☐	☐	☐	☐	☐	☐

9. Were you made aware that counter service was offered in French at the courthouse you visited today? (by any means, i.e. signage, verbal offer, etc.)

☐ Yes
☐ No

10. Did you request any counter services in French during your visit at the courthouse today?

☐	Yes	If you answer "yes", please move to question # 10.
☐	No	If you answer "no", please move to question # 11.

11. I was satisfied with the quality of French language services provided.

Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	Not Applicable
☐	☐	☐	☐	☐	☐

12. In the end, I received the services I required from my visit to the courthouse today.

Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	Not Applicable
☐	☐	☐	☐	☐	☐

13. Are you aware Court Services Division has a website with information on court locations, court hours and services provided by the courts?

☐	Yes	If you answer "yes", please move to question # 13.
☐	No	If you answer "no", please move to question # 14.

14. Did you find the information on the website helpful?

☐	Yes
☐	No

15. Do you have any comments about what we are doing well?

16. Do you have any comments on how we can improve the quality of service?

17. Which of the following best describes you:

- ☐ Self-represented
- ☐ Represented by a lawyer
- ☐ Legal counsel
- ☐ Process Server
- ☐ Paralegal or legal assistant
- ☐ Other

If other, please specify: _____

Thank you for completing the 2016-17 Court Services Division Client Satisfaction Survey.

For questions regarding this survey please contact us by email at CSS@ontario.ca.

Appendix C: Participation by Court Locations

Which courthouse location did you visit? (It is sorted alphabetically)

Court Location	Respondents	
Brampton, 7755 Hurontario St.	1.39%	20
Hamilton, 45 Main St. E.	4.31%	59
London	0.44%	6
Newmarket	0.15%	2
Oshawa	6.07%	83
Ottawa	3.80%	52
St. Catharines	0.15%	2

s.N/R

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Court Locations	Respondents	
Toronto, 1911 Eglinton Ave. E.	0.07%	1
Toronto, 1000 Finch Ave. W.	2.92%	40
Toronto, 2201 Finch Ave. W.	0.15%	2
Toronto, 60 Queen St. W. (Old City Hall)	0.07%	1
Toronto, 130 Queen St. W. (Osgoode Hall)	0.15%	2
Toronto, 361 University Ave.	0.15%	2
Toronto, 444 Yonge St. (College Park)	4.53%	62
Toronto, 393 University Ave.	18.42%	255
Toronto, 330 University Ave.	0.58%	8
Windsor, 200 Chatham St. E.	5.99%	82
Windsor, 245 Windsor Ave.	0.37%	5
	Answered	**1,372**
	Skipped	**0**

s.N/R

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Appendix D: Who Are We Serving? "Other" Category

Q17. Which of the following best describes you?

- Self-represented
- Represented by a lawyer
- Legal counsel
- Process server
- Paralegal or legal assistant
- **Other**

The most common responses to those who indicated "other" were as follows:

- Student
- Community/Victim/Witness Support Worker
- Client
- Legal Assistant/Law Clerk/Paralegal
- Police
- Surety

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Appendix E: 2016-17 and 2017-18 Qualitative Responses Comparison Table by Theme

Rank	2016-17 (1,343 respondents)					Rank	2017-18 (1.368 respondents)				
	Theme	Frequency of themes	Positive %(#)	Negative %(#)	Neutral %(#)		Theme	Frequency of themes	Positive %(#)	Negative %(#)	Neutral %(#)
1	General Customer Service	331	74% (246)	16% (52)	10% (33)	1	Courteous, Professional, Respectful	312	48% (151)	52% (161)	0% (0)
2	Triage, Wait Times, Ticket System, Hours	222	23% (50)	70% (156)	7% (16)	2	General Customer Service	191	75% (191)	20% (50)	5% (12)
3	Knowledgeable and Helpful	190	86% (163)	14% (26)	7% (16)	3	Knowledgeable and Helpful	246	74% (183)	21% (52)	4% (11)
4	Courteous, Professional, Respectful	150	77% (115)	21% (31)	3% (4)	4	Triage, Wait Times, Ticket System, Hours	235	24% (57)	66% (155)	10% (23)
5	Staffing Levels	146	0% (0)	90% (131)	10% (15)	5	Staffing Levels	140	1% (1)	96% (134)	4% (5)
6	Facilities	34	9% (3)	53% (18)	38% (13)	6	Facilities	45	20% (9)	64% (29)	16% (7)
7	Signage	34	3% (1)	97% (33)	0% (0)	7	Other	34	3% (1)	53% (18)	44% (15)
8	Website	29	10% (3)	59% (17)	31% (9)	8	Website	31	3% (1)	68% (21)	29% (9)
9	Other	19	0% (0)	53% (10)	47% (9)	9	Signage	29	3% (1)	76% (22)	21% (6)

Rank	2016-17 (1,343 respondents)					Rank	2017-18 (1.368 respondents)				
	Theme	Frequency of themes	Positive %(#)	Negative %(#)	Neutral %(#)		Theme	Frequency of themes	Positive %(#)	Negative %(#)	Neutral %(#)
10	FLS/Accessibility	12	17% (2)	83% (10)	0% (0)	10	FLS/ Accessibility	14	43% (6)	43% (6)	14% (2)
	Total comments: 1,167		583	484	100		**Total comments: 1,339**		601	648	90

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West Region

Regional Summary from the 2017-18 Client Satisfaction Survey

A0064987_9-000703

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Guelph (36 Wyndham St. S.) 7
Guelph (74 Woolich St.) 7
Kitchener 8
London 8
Sarnia 9
St. Thomas 10
Windsor (200 Chatham St.) 10
Windsor (245 Windsor) 12

Summary Locations and Methodology

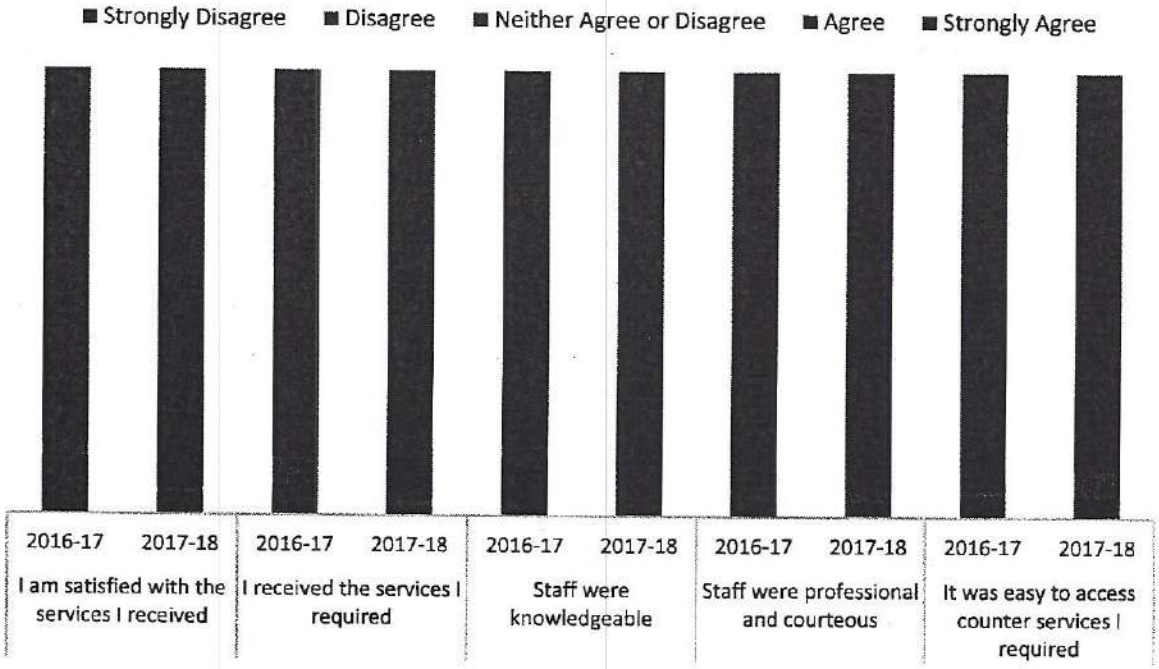
Surveys in the West Region were administered both in-person and online. The in-person surveys were administered at the following court locations: Chatham, Windsor (200 Chatham St.), and St. Thomas. Clients completed the online survey after receiving service at the following court locations: Chatham, Goderich, Guelph, Kitchener, London, Sarnia, St. Thomas, and Windsor.

Overall Client Satisfaction Results

Summary

Clients in the West Region reported higher satisfaction rates in four (4) areas and lower rates in one (1) area. See below chart for more details.

Key Satisfaction Indicator	2016-17	2017-18	Variance
I am satisfied with the services I received	84%	94%	10%
I received the services I required	88%	96%	8%
Staff were knowledgeable and helpful	84%	97%	13%
Staff were professional and courteous	93%	94%	1%
It was easy to access counter services I required	94%	89%	-5%



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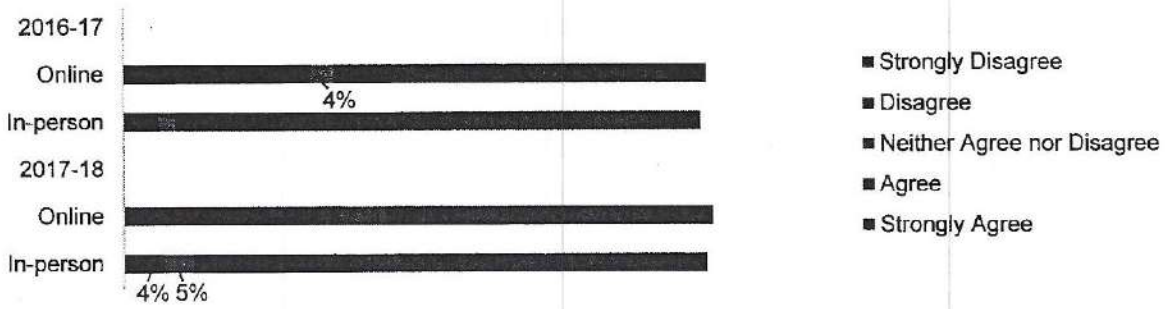
Online vs. In-Person Satisfaction

Below provides an overview of online vs. in-person satisfaction rates in 2016-17 and 2017-18. As demonstrated in previous surveys, in-person respondents tend to be more satisfied than online respondents. Satisfaction rates from in-person respondents decreased by two (2) percent, while satisfaction rates from online respondents decreased by eight (8) percent.

Online vs. In-Person Satisfaction Comparison: 2016-17 and 2017-18



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s.N/R

London

Q. 15 Do you have any comments about what we are doing well?

- The clerks are always nice and efficient.
- Friendly staff
- The counter staff is very helpful and knowledgeable, but the wait times are ridiculous.
- No
- Speeding up your service when there is a survey running.

Q. 16 Do you have any comments on how we can improve the quality of service?

- There needs to be more clerks available (3 minimum) unless the room is empty, or there should always be a receptionist available to take easy filings. It takes longer than it should for filing.
- Wait times need to be improved. Additional personnel to lessen the 3-4 hour wait to see someone
- Wait times are beyond ridiculous. Having a dedicated counter to process servers who have multiple items would be helpful. Having a fast lane if all that needs to be done is filing (not issuing) a document (eg. an Affidavit of Service of an Order in the Endorsement Record -- takes 2 minutes to do, but 2 hours to wait to get it done)
- Have the service counters open and operational
- Get more bodies at the counters!!
  Have counters for people with large files and counters for people that only need small documents sworn in.

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- I have issues with these surveys as staff become much less difficult. My wait time to file drops from 2hours to 30 min and folks pat themselves on the back for a fictional job well done.
  Things only become a customer service like experience during the survey window and back to usual once it is over.
  There is a desk with the number machine. This desk is hardly ever staffed. It has been staffed regularly now. I wonder why.

  s.21(1)

  When new staff don't have the answer, their answer can't be 'we cannot provide legal advice, we are only a filing system'. How about you consult a colleague or a supervisor.

s.N/R

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s.N/R

Windsor (200 Chatham St.)

Q. 15 Do you have any comments about what we are doing well?

- Service is great.
- having accessible parking near the courthouse for people with disabilities.
- Staff was amazing at helping me through the process and explaining what I needed to do.
- Fast service
- Clerks, office staff, and security staff are all excellent.
- The staff are very friendly and knowledgeable.
- The staff go out of their way to help the lawyers.
- Very quick and efficient service
- Everything is going well.
- the whole process when very smoothly

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- Staff always go above and beyond
- Very good personal service
- Everyone is always helpful. if they don't know something they will find the answer.
- s.21(1)
- Staff has always been helpful
- Very fast efficient service
- Everything was excellent
- Great personal service
- Excellent personal service.
- Doing everything right.
- Always good to have experience staff.
- Staff is always quick to acknowledge when we are at the window. Good service.
- Doing a good job, keep it up.
- Staff dealing with customers have to realize that even if they explain something the customer may not understand the process right away. Lady I dealt with seemed "put off" when I told her something....she gave me a date of when they started filing things on computer. I said my case was after that but she couldn't find it in the computer. She found the log in a binder and went downstairs for a copy but it wasn't my fault it wasn't in the computer based on the date she gave me. This was 11:00 a.m.....she had a look the whole time as if she needed to retire and work was the last place she wanted to be. We all have those days, but don't take it out on the customers with the way you speak to them.
- Friendly, helpful staff at counter
- Very friendly and helpful

Q. 16 Do you have any comments on how we can improve the quality of service?

- Don't be rude and condescending when explaining items that were filled out incorrectly or accidentally omitted. Please refrain from your personal opinions regarding why we were there. Also please be knowledgeable about what forms may be required instead of saying "form 14-something or another. You can find it online." How about you look it up, or better yet print it off and hand it to me
- Could one of the service counters be dedicated to lawyer that have very quick matters to resolve. Often you get stuck waiting for someone to finish a matter that takes a long time.
- Sometimes it take a long time to get service due to under staffing.
- Counter person interrupted me several times.
- Hire more staff. it took a long time to get papers signed.
- I was confused on where to go and which counter to go to. I did realize I had to go up to the window and wait.
- Would like to see dedicated staff at the windows to avoid waiting.
- Usually there is more than one person at the counter but lately there is only

one, causing delays.

- Sometimes I've had to wait due to not enough staff, but I understand.
- A bell at the counter would be helpful
- More staff need to cover window service.
- Do not switch staff around.
- no

Windsor (245 Windsor)

Q. 15 Do you have any comments about what we are doing well?

- Everyone from the security guard at the entrance helping me with directions and orientation to the small claims clerks that assisted me were both friendly and extremely helpful. (the first clerk I spoke with) was both attentive and considerate to my unexperienced newbie-ness! She spoke softly and clearly and had no problem re-explaining the process when I didn't understand what the next steps would be. s.21(1)

  very unfamiliar and intimidating process and provided me reassurance and peace of mind that the matter was resolved and done. Correctly :)
- Staff were very helpful.

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Toronto Region

Regional Summary from the 2017-18 Client Satisfaction Survey

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Summary Locations and Methodology

Surveys in the Toronto Region were administered both in person and online. The in-person surveys were administered at the following court locations: 393 University Avenue, 1000 Finch Avenue West and 444 Yonge Street. Clients completed the online survey after receiving service at the following court locations: 60 Queen Street West, 130 Queen Street West, 361 University Avenue, 330 University Avenue, 393 University Avenue, 444 Yonge Street, 1000 Finch Avenue West, 1911 Eglinton Avenue East and 2201 Finch Avenue West.

Overall Client Satisfaction Results

Summary

Clients in the Toronto Region reported higher rates in three (3) of five (5) satisfaction areas, lower rates in one (1) of five (5) areas, and no change in one (1) areas. See the below charts for further detailed information.

Key Satisfaction Indicator	2016-17	2017-18	Variance
I am satisfied with the services I received	75%	70%	-5%
I received the services I required	82%	85%	3%
Staff were knowledgeable and helpful	79%	83%	4%
Staff were professional and courteous	84%	84%	-
It was easy to access counter services I required	78%	84%	6%

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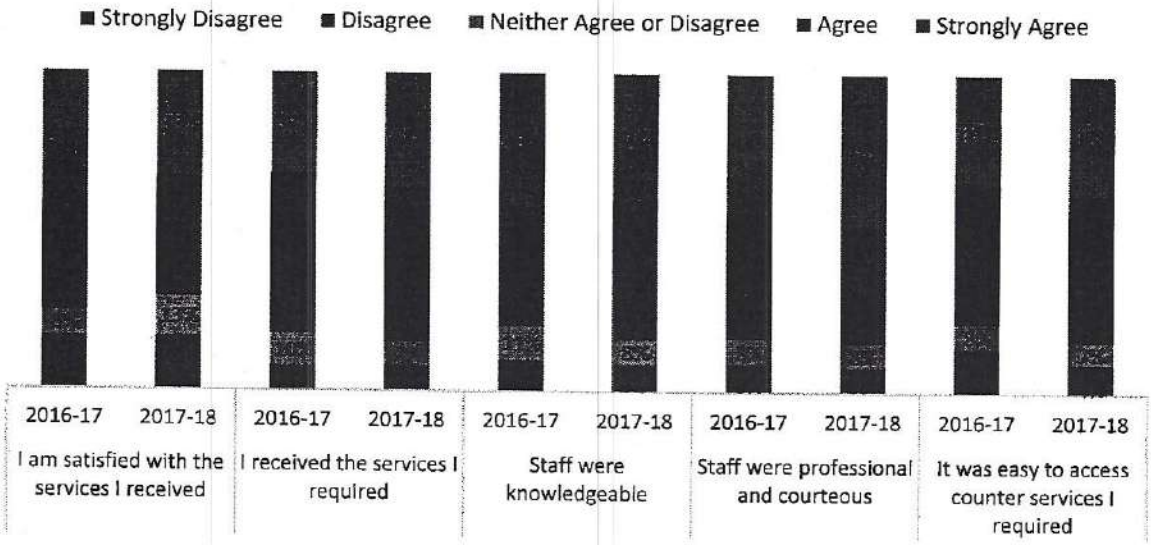
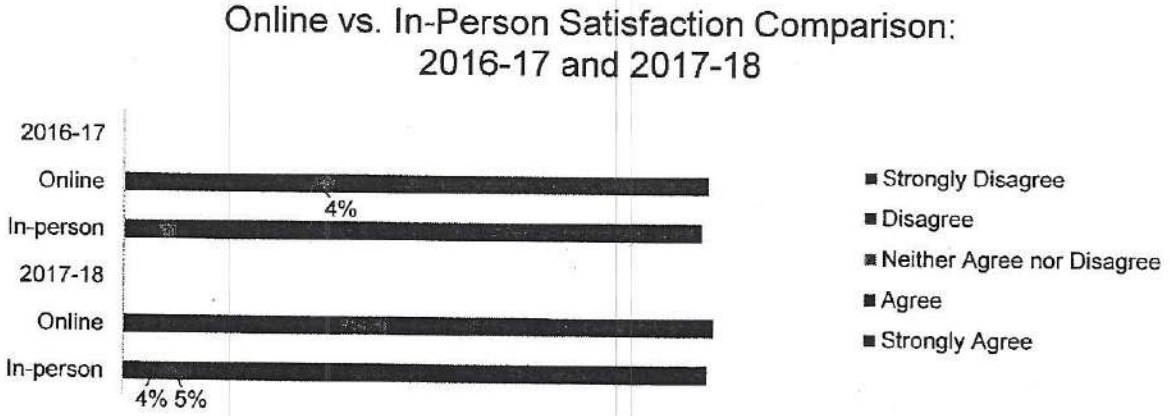


Online vs. In-Person Satisfaction

Below provides an overview of online vs. in-person satisfaction rates in 2016-17 and 2017-18. As demonstrated in previous surveys, in-person respondents tend to be more satisfied than online respondents. Satisfaction rates from in-person respondents decreased by two (2) percent, while satisfaction rates from online respondents decreased by eight (8) percent.



Toronto Region Qualitative Comments: 2017-18 Client Satisfaction Survey

444 Yonge Street

Q. 15 Do you have any comments about what we are doing well?

- Canadian legal system needs a reform ASAP
- Nothing
-
- Duty counsel was really helpful.
- Accessible washrooms
- Nothing
- They are always terrific.
- I just wanted to specifically mention that . was incredibly helpful today. She was so kind and went out of her way to help me get the information I needed. In visiting other court offices and receiving assistance from other court clerks both on the phone and in person, I have never met anyone as genuinely friendly and nice as . She really made this a positive experience for me. I later spoke on the phone with her colleague as well. She was also very kind and helpful, but unfortunately I did not get her name. Kudos to the College Park Inquiries desk for providing excellent, and certainly above average customer service!

s.21(1)

Q. 16 Do you have any comments on how we can improve the quality of service?

- Better signs to the courthouse.
- Building should have signs. Elevator could indicate where court is.
- I would create a stronger web presence and allow email between offenders and probation.
- Visibility downstairs.
- I would humbly say that the only improvement would be time organization and more cooperation between the courts and counsel.
- Maybe hearing someone's personal view on allegations, mental health as well as assistance with social programs. Facial profiling. Room 503, racist to your sexual gender, and also judgmental and argumentative and very arrogant. See someone's attitude and not based on judgement.
- Listen
- Do not waste people time.
- Court should move faster.
- Faster services.
- Faster process.
- Everything

- Better courthouse/faster services
- Lawyer did not show up
- Faster services
- Keep up with whatever process this is part of.

60 Queen Street West

Q. 15 Do you have any comments about what we are doing well?

- The team in room 5A at Old City Hall is always so lovely and accommodating. Given the nature of my work with the Fair Change Legal Clinic, my visits to 5A often result in many hours of work for the clerks behind the counter. But nonetheless, they always provide me with fantastic assistance.

1000 Finch Avenue West

Q. 15 Do you have any comments about what we are doing well?

- Keep up the good work!
- All fine.
- Long wait to see justice of the peace.
- (Information) was very helpful. Give him a pay raise! (VWAP) is very helpful and knowledgeable. In helpful and pro-active in finding information and readily available at the Information Counter. Documentary notices are in small print and hard to read without eyeglasses. s.21(1)
- does a great job. She is professional and patient to all clients.
- is very knowledgeable and helpful...always.
- duty counsel office line-up is confusing, maybe use # as basis.
- does a great job here! is fantastic! Some of the others, not so much.
- One thing I know is courthouse is very well and provide the clients with an excellent services.
- All information

Q. 16 Do you have any comments on how we can improve the quality of service?

- The service is really bad and special with victims. I am a victim of fraud I have never been in court so I do not know anything about cases, laws, etc. I came here to get a copy of the case were I was a victim of fraud and identity theft, so I can appeal money than the credit card think I owned. People in this service are rude, not polite, not helpful at all. The quality should be like the lady sitting in the probation office, I always go to her because she is very nice and helped

me a lot of how I could get the information I need since I don't know anything about court, I am not a criminal.
- Both of the office ladies are on lunch at the same time!?
- waiting two hours on lunch break
- More prep required. Lawyer are not insightful.
- J.P's clerk needs a well trained back-up for when they are away.
- Give more access to judicial persons, so justice can be served rather than given the client the run around.
- Get rid of the people who don't answer the phone or who look away when someone is standing at the counter. You know who she is.
- Supervisor didn't know what to do. Support staff had more knowledge. Supervisor didn't treat me in a courteous, professional manner, but support staff did. Requested infos are months behind. Supervisor rarely returns calls and when she does, doesn't have knowledge to deal with situation.
- Court staff at all courthouses must become more knowledgeable on which court documents are public and can be accessed by members of the media. Far too often, journalists have to flight with staff members for access even the most basic documents.
- There is often nobody at the counter. Staff at the counter are often unhelpful and rude.
- Employee persons that know what they are suppose to do and not give wrong information to the public.
  Teach your employee some manners and customer service skills.

1911 Eglinton Avenue East

Q. 15 do you have any comments about what we are doing well?

- Was here to pay a fine. No one was available to take my payment for over 45 min. I was told several times they are on their way but a very long wait. I was first in line. I waited from 1045am until 1130.am.

Q. 16 Do you have any comments on how we can improve the quality of service?

- Have more than 1 person who is capable of taking payments if someone is at lunch or on break

2201 Finch Avenue West

Q. 15 do you have any comments about what we are doing well?

- Knowledgable and courteous

Q. 16 Do you have any comments on how we can improve the quality of service?

- Had to wait 15 minutes for an employee to arrive at the counter.

130 Queen Street West

Q. 15 do you have any comments about what we are doing well?

- Generally providing staff with good knowledge.

Q. 16 Do you have any comments on how we can improve the quality of service?

- Perhaps more staff at peak times

361 University Avenue

Q. 15 Do you have any comments about what we are doing well?

- I have dealt with two clerks on my visits. Both have been very pleasant, polite and helpful.
  The numbering system works fairly and the wait time was never very long. On my last visit, I brought a book to read while waiting and was taken right away.

Q. 16 Do you have any comments on how we can improve the quality of service?

- More fully trained counter staff. More continuity between staff and offices on the procedure for documents (i.e. amendments).
  Poor signage.
  Not clear where to lineup.
- website said that I could pay by credit card; however, when there to pay probate fees was told it had to be cash or certified cheque so I had to leave and go get money.
  The process to obtain probate seems unnecessarily cumbersome. For example, one of the things wrong with my forms was the format for the date on one form. It was perfectly clear what the date in question was but the form was rejected. I understand that it is important to provide probate (or whatever its called) on the right will to the right person, but the process is made so complex and so picky that I doubt very many get through on the right try which extends the period to obtain probate and doubles your workload. As a taxpayer, it seems that streamlining and being more flexible would be a good thing.
  My form 74.8 was rejected because it had too much information in it. All the required information was there; in addition it attested to the fact that the deceased was over 18 when making the will. But I had to go back to the lawyer

and get a new form 74.8. Even the clerk at the counter sort of rolled his eyes at the need to redo this form.

393 University Avenue

Q. 15 Do you have any comments about what we are doing well?

- Everything has gotten much fast and better over the last few months.
- Courteous knowledgeable staff. Always a pleasure to deal with exceptional! s.21(1)
- Vetting documents.
- Renovation looks great.
- The service today was satisfactory but I have mad experience from before that the staff weren't at their job and I waited several hours.
- FLIC is good.
  -patient.
  -explain process, even little questions.
  -commissioning is free.
  -explain steps well so that you don't waste time running around.
- We had a great experience today.
- Everything is good, I think.
- So far so good.
- Good job keep up.
- Staff are helpful and friendly.
- Some staff are very helpful, some are not, more consistency.
- Excellent service.
- The FLIC office has helped me by providing information in my case. Without their knowledge this would be a difficult task.
- Very happy with the wait time today.
- There are a few friendly staff here that make the experience nice for you given that circumstances but that's only if you are lucky enough to fall on them.
- Service provided is sometimes courteous and professional, even when the court is busy and wait times are long.
- Seems organized - could be more signage re: where to go and what to do (line-up here, get ticket...etc.).
  I liked that I get ticket there was able to copy while I waited - poor signage copy room or what to do/how to use service, no one offered to help (although people busy).
- Wait times have been reduced. System is working efficiently.
- Peen was great!
- Thank you!
- The service today was exceptional. I was in and out in under 10 minutes. Usually it can take more than an hour. Bravo!
- Once I get to the counter, service was quick and efficient.
- The process is very clear once you figure it out.

- The people at the counter caught our mistake and I was able to fix it.
- Friendly staff
- Very polite and most helpful. at counter #31 is excellent!
- Counter staff in generally helpful.
- Not at this time. I am pleased to be here and taking care of a much needed divorce!
- It seems everything are good. Not bad at all for first timer. Ty
- The service people were courteous and helpful. The wait to get to speak to someone at the counter was a bit long however.
- Staff was friendly and helpful. Answered all questions.
- Good public relations, very professional.
- The staff here are very pleasant and knowledgeable, they are a credit to the professional.
- The staff gave me good direction to Div. Lt.
- Court staff is very knowledgeable and procedures and necessary documents required to complete filing.
- You are doing "slow" well. s.21(1)
- Staff are positive and knowledgeable.
- Just continue being nice and smile, don't be grouches or hold grudges. Ty
- Good staff. Knowledgeable. Number system. Vetting.
- Great customer experience! Staff really helped me get around.
- More efficient while you are here watching.
- Numbers seem to be going faster with new system although vetting line is too long.
  Motions line is amazing.
  is doing a great job.
  offsite files is so much more organized.
- Service has gotten much faster
- No positive comments.
- Staff are always helpful and knowledgeable. They are willing to answer questions about the process and are willing to do something extra to make sure we can complete the task at the counter.
- It is good that new staff is being trained to replace retirees. This is a very busy court. Need maximum staff to ensure adequate service - seem to be working toward that goal.
- The male supervisor on December 21st was very nice and helpful and ensured I was seen that same day- the last day of my statute.
- Hard work
- Copy court of appeal
- Staff always helpful and friendly. No complaints.
- That the work is checked before grabbing a number.
- Always kind and respectful.
- Counter clerks are nice and respectful, helpful if questions are asked.
- Staff are courteous and helpful.

- Wait times have improved. They could always do better.
- Yes, the lines seem to be moving faster in the last couple of weeks.
- Not much.
- seems as though service has been more friendly in recent months.
- Staff are mostly kind for the most part.
- Friendly staff. Today wait time not excessive.
- Awesome service very helpful and very courteous.
  Thank you!
- Facility is nice and clean, however, I feel staff should be more welcoming. They're nice people, don't get me wrong.
- The Law Help Ontario Office was extremely helpful. I wouldn't have been able to navigate the legal system without their assistance.
- Staff is very friendly and knowledgeable.
- having the file room accessible without having to take a number is time savvy.
- You provide an important servicer and your staff are helpful and courteous.
- Court clerks are always very personable.
- Wonderful at 393 University , everyone (counter).
- All staff are very helpful, friendly and knowledgeable. It is a very busy place, so the wait time can be a little long, but the staff make the wait worthwhile. A great bunch of people.
- Although staff are very helpful, but I ask they treat self represented different because we are at a loss 100%.
  I have a serious disability and your staff specially at #25 lady, and and gentleman at #32 were really helpful and patiently.
-
- I like that we are able to come in and speak directly to a clerk who is knowledgeable about the civil process and can answer some insight about our filings. The clerk is accessible and willing to answer appropriate questions during our turn at the counter. The process can be complicated and it's good to be able to speak to a clerk.
- Your staff is excellent but you need more people. Hire more of the same type of people. s.21(1)
- Staff are very knowledgeable at the rules and are helpful in explaining how the system works.
- Courteous, kindness, respectful - all clerks have these qualities.
- No, bit I do have comments.... it is unacceptable to wait 3 hours to file documents. The court is understaffed and 5 clerks are taken off the counter almost everyday to act as registrars in court. This is not fair to the remaining staff as it puts undue pressure on them to deal with the huge backlog. We went from a 1/2 hour wait to 3hour wait, how is that ok? This is the busiest courthouse yet it is so understaffed. It make no sense.
- Once called, we received proper service. Staff trying to accommodate customers with minimal staff.
- , assisted me on two occasions. Monday Feb 26 & March 1, 2018.my situation was particularly difficult in that I had to file an affidavit and the lawyer

who served me- didn't have both my correct name or the correct file number. Staff at court services were finally, through slouthing able to assist. was professional, polite. The wait times were excellent. Signage clear.

- Recently, I have had more positive experience when trying to file. This has not always been the case, and I suspect that court staff are on their best behaviour because of this survey and because they are being supervised, something else I've witnessed. I hope this overall more reasonable, courteous attitude continues. (after they're no longer subject to a client satisfaction survey)
- was very helpful, he explained things to me in words I could understand and he took the time that I needed to have my case completed
- The first level staff were very helpfull to fill out the divorce forms
- was absolutely amazing. Very knowledgeable, very patient. There was a woman who was very frustrated and she handle the matter very professionally
- The lady at the vetting station was unneccessarily rude and blunt. s.21(1)
- Yes, when my number called, I attemtped to file Affidavitof Service. The Counter Clerk . She treated me like a slave. She behaved very rude and throwed the affidavit towards me in extremely rude and aggressive body laguage. This was witnessed by few people around. When I asked her name, she rudely refused to provide her name. Anoher clerk namely

  well, but the reudest clerk did not provide me her name . I was treaed with disrespect and insulted by the Clerk.She must be fired from the Job and the Attorney General should hold an investigation in this matter.
- A very busy location and matters were handled as well as they could be considering the volume.
- The counter service is okay, and takes only a few minutes, but the 2-hour wait is unacceptable, as is having over two dozen kiosks processing as little as a total of one file per half hour. It's offensive to the public interest and harms justice.
- The most of the court staff is empathetic toward clients who are not lawyers. They would explain the next step(s) in plain language and repeat if necessary.
- Very slow service - waiting 3 hours to do one file. Unacceptable
- I am a process server and I attend this court location regularly. The staff here is very friendly, knowledgeable, efficient and helpful if there are problems with a filing, all while following the rule about suggesting courses of action (which I know they are not permitted to do), except for ONE staff member (see below).
- pour pousoir faire des chases bein comme il faut, il faudrais mieux attaches ji impertan ce a la qualite des services, suvtort j apprenti sage sur le plan administrative et insurotique
- juste le temp d'attente

Q. 16 Do you have any comments on how we can improve the quality of service?

- I had an issue with the Conference Notice. They had booked it for 4pm when they had written 12pm on the Notice. They should scan a copy into the system so they can speak to whomever made the mistake. Another issue, is that they need to have an email address where you can send a copy of a document if the court file doesn't have it.
  I understand people will take advantage of the e-mail address but rotate the people to monitor the email address. was helpful and provided his e-mail address and allowed me to print an endorsement when the court file copy didn't have one. The clerks refused to give this and I explained that this is a one off situation. s.21(1)
  Also, when the clerk's know your from a law office, they say oh the lawyer should know. I ask them to tell me and they get very restless. I think you need to have a booklet or a book that says what to do when filing documents and why the courts may reject documents. Also, I found
  helpful. They go above and beyond to help people.
  As a legal assistant, its easy to get frustrated with the process. I am asking please have an email where we can send documents when the courts make a mistake the clerks just throw it back on the person behind the counter. They don't look to help for or provide remarks.
  Conference Notices should be saved into the system, not expected to be carried around by the process server or legal assistant.
- Staff are too slow. One counter spent 10 minutes cleaning their desk window. If they are actually moved along at a decent speed there would be limited backlog.
- One day I was here and counter g notice a person with a file going down the elevator with the files and the lady said you are not allowed to take the files out of here. It was very good of her to notice it. If clients are requesting to view files they are supposed to be informed they are not allowed to take files out of the court. Is that one way of loosing files? Hope not!!
- Only problem is occasional long waits especially mid-day.
- -Reduce the wait to file.
  -Have more staff at the vetting station during peak times.

- Adding staff.
  Have a flowchart to show if you do this, then do that.
  Step-by-step (rather that a long list).
  website: used forms to ensure the one he used were the most up-to-date.

- Printing facilities for counsel would be useful.
- In the past, we have had great difficulty contacting the court by telephone. Additionally, procedural info is hard to come by either over the telephone or on the website/practice directions.
- Free parking will be nice.
- Faster processing for entering orders obtained by master same day - e.g.

different lines / service desks for process servers with multiple matters.

- Wait times can be quite long.
- All service that I have used have been satisfactory.
- More staff required in order to court order / Judgements etc, be processed faster.
- The waiting time is long and unpredictable.
- I got here on Friday at 10:03 am waiting in a vetting line and got my civil ticket at 10:25 am and was served at 11:05 am.
  I had ONE document to file (an Order which can't be filed on-line), entirely a waste of time!!!!
  Also, to make the experience more aggravating there were 10 CLOSED COUNTERS! On a Friday!!! After paying for parking and the time I spent here I actually have to pay out of pocket for filing the Order today.
- There are long wait lines for Civil filing. you are short on staff and need to separate process servers from counsel and one time visitors.
- (As a side note - in relation to the Oshawa Courthouse, their website is out of date and lists the wrong days on which civil motions are heard).
- Feels rushed, as if you can only ask 1 or 2 questions then move on.
  Non-legal questions were not explained well, although I appreciate that we should come prepared. I was unable to locate a supervisor for a question.
  Difficult to indicate who works here, other than people behind counter (more tags maybe?).
  I was given possibly the wrong advice..told they wouldn't accept AOS that was properly served - had to get another number and wait again.
  Also, this form should arguably be automated the fact that this is completed in writing indicate how out-dated the gov. is...I see online option now.
  Also, I was told by staff that I had to do x & y to seal motion record - would have taken a long time - all I did was go back to court and ask master to seal - took 10 minutes.
- Regarding the family court side, it should be first come first serve.
  The "a" number and the in persons seem to get priority.

NOT FAIR!

- Would like to see a dedicated counter for URGENT matters.
- Vetting counter; self-representative have their own line.
  There should be a clerk processing one item visitors
- If there will be more counters, it could reduce the wait time.
- I went to 47 Sheppard Ave first, have an information from the website...then I was told to come to University Ave.
- it took a long time to get served.
- More detailed info online
- -have been in vetting line for 15 min and there is no one giving numbers.
  -it's always a waste of time to wait.
  -their interpretation of the rules is sometimes off - better communication of the rules and how they are supposed to be (the govt decides how they will interpret

rules and you think you did everything correctly and you wait in line for nothing).

- Waiting time is so long.
- Make the service fast and efficient by having staff available to serve the public. Provide online services to east the amount of time spent lining up, providing these services can be rendered online.
- Quicker service, photocopiers with credit card payment option.
- Line up for vetting station is kinda long.
- No, I have been to the courthouse before and have always had courteous and friendly service.
- Over all it's about how staff interact with clients; so much of my visits have been about wading through poor people skills. This survey shouldn't just focus on today - my feedback is base on my several visits over the past few months.
- Quicker service. Waiting time long.
- Need more vetting, counter staff, but folks more counters.
  Need more staff, very long wait times.
  Also, willingness to assist with photocopies if small amount (eg. 1 page).
  Also, more signage downstairs/around the building to assist where to go.
- The time spent is too much, 2 hours is not a good time to file a document.
- Wait times are too long.
  The process is awkward to learn and negotiate making the courts difficult to access. The online forms are not user friendly making them frustrating and further adding to the access problem.
- Service can be slow when the registrars are pulled off to court.
  Hire more registrars.
- With regards to Small Claims, I would like for your site to indicate whether or not I can file at 393. Also, wait times to see a counter agent should be more quicker/frequent.
  Offer a mobile app option to file a small claims lawsuit.
- I have been doing process serving at this location for 15 years, main problem is long waiting time (sometimes up to 2 hours).
- I usually tend to come Wednesdays or Tuesday to do filing at the Family Court and do find that the line up is better and service is fast on these days, it may be just my perception, but that's my experience from the past.
- No comment.
- Wait times too long just to file.
  Single filing express line for individuals not process servers.
- A little more information on your website FAQ's
- First time at the court to file material. I was unsure of where to go and was direct to the Family entrance instead of the Civil entrance. Made other process servers angry.
- File retrieval can be improved.
- The service here really is good, occasionally, lunch can be slow but, I really have no complaints.
- It was difficult to figure out where to go. Originally I went to the courthouse just

down the street and then didn't see signage outside the building or on first floor. The signage for the info booth on the 10th floor was not intuitive, staff were GREAT.

- Reduce wait times/time waiting to be served.
  Restock computers/printers with toner promptly.
  Some clerks take their frustration out on process servers.
- Electronic filing.
- Work faster.
- Many employees here need to do their job and not worry what everyone else does that's the manger job is and if he does do his job find someone that can.
- Smile
- More staff required. Don't pull staff off counter for Registrar duties. The staff on counter, I believe at times could call faster.
- Try to have staff meetings before or after work (eg. years ago, court opened 30 min late in the morning).
  More clerks on counter would be good, but I understand it's hard if they don't have the staff.
- Faster wait time and more people to help people that have never been through this before.
- Make a waiting time short especially for single filings. Few times I waited close to 3 hours. During lunch hours if counter take a break in turns it would help a lot.
- The computer terminal is hard to access, searching for information about a file is next to impossible to access. The fees $75.00 to get a file is too much, should be $15.00.
- Quality of service must be directed to revolve issues - "go ask a lawyer" answer is UNFAIR! *Majority of litigants - lay
- Keep all counters open, have lunches at different times (staggered).
- Orders taking too long to come back.
  Vetting line too long.
  Some staff won't do writs or garnishments.
  Staff shouldn't talk about Union or work problems out in open (customer service)
  Process Servers aren't treated like customers. We don't get good Customer Service.

- No, I am satisfied
- I arrived at 1:10pm and waited in one line to get a ticket and waited again to get a stamp, while staff was sitting at the window chatting. Staff could be more respectful of people's time.
- Brampton court staff is NOT much courteous, professional, or respectful unlike Toronto staff. Brampton staff is allergic to lawyers and not helpful at all.
  Provide training to Brampton staff by Toronto staff on dealing with lawyers and paralegals with politeness.
- The numbering system has improved the efficiency of being called in a timely

manner, but I still believe more counter staff is required. There are day when there is a major counter-staff shortage. This give the impression that the clients/customers' needs are not considered to be important. Please communicate with the clients/customers more.

- The glass between the clerk and the public was poorly designed so that it can make it difficult to hear what the clerk's are saying.
- Require all clerks to show up on time and work. Not talk on the telephone.
- My biggest concern has to do when management is not on site (i.e. they are attending meetings elsewhere) and staff take this as an opportunity to slow down service; service is not always consistent.
- The website doesn't contain information about working hours of a court.
  There isn't any way by phone to receive answer on a simple question.
  There isn't clear instruction what to do for amateur visitors.
  To put as much as possible information on website. It will make life easier for visitor and staff.
- Comfortable climate control.
  A/C when hot.
  Heat when cold.
- I understood addressing the language issue, but I do not think this is the issue needing addressing. What about the waiting time? The efficiency of the work. Too many data entry mistakes. The waiting time has improved but still needs work.
- 1) have more employees like the female employee at the motion counter. I have been here three times and she has consistently been compassionate and friendly to me as a self-represented litigant. s.21(1)
  2) follow the O.H.R.C, when I told a female supervisor that I have mental health needs and advised her that she was intimidating to me, she dismissed my medical needs and said she doesn't intimidate anyone. She maintained a dramatic and overly expressive tone and facial expressions.
  3)have friendly, courteous and helpful employee at the vetting station. On December 21, 2015, I arrived at approximately 4:25pm on the last day of my statue of limitations, which was beyond my control and due to severe psychological impairments (as a result of my claim). The female employee told me she would not be able to give me a ticket until I provided a "backpage". After I claimed not to have known what a "backpage" was and notified her that I desperately needed to see an agent that same day and explained it was the last day of the statute, she claimed not to have cared or not I would be seen that day. She handed me a sample "backpage" but let me know that it was a big favour she was doing.
  4) make things less intimidating for self-represented litigants. it is self-evident that most people are lawyers. Perhaps spending more time and being more compassionate would make it a less intimidating place to be.
- Wait times are a little long at times.
  re: family court: it should be first come first serve. I noticed in persons get priority while process servers are made to wait.
- Court staff could be more friendly - smile.

Court staff were all expression-less, no thank you's or you're welcome.

- Keep better control of process servers in the court office (noise/crowding). Improve wait time for service.
- No counters or space for process servers to organize or leave even temporarily or to easily write.
- 1) I sent few motions in the past and filled paperwork and it was lost three times consecutively in 2017.
  2) The file room lost my file after court in April 2017. When I complained they accused me of taking the file, and put notes on my file but later they found my file in another court house. But the note stayed on my file to this date. when I compliant they asked police to ??
  3) every time I come to court from Hamilton, I lose almost the whole day waiting. The number changes slowly for the next person. Some people never follow the order.
  4) there is miss communication, when self represented and judge make order and other party lawyer asked to type judge order and they don't, family law rule states I should be able to make the order myself or person or counter make it if lawyer doesn't type it. But in my case, refusal to have my typal order s.21(1) typal and refused to type the order as per family law rules, they only accepted opposing lawyer order and I had typal exactly the same.
- The website needs to be more user friendly.
- at the 1st floor have signs to say where to go for motions (or where to find the list)
- Efficiency, consistency, motivated employees
- The bathrooms need fixing.
- We must strive toward consistency at the courthouse. new procedures are always implemented but never followed through. Ever single clerk must be consistent with rules, filings and procedures.
- Copy court of appeal
- Civil lineups too long.
- Court staff are overworked. Not enough of them.
- I find service is very slow anytime after 11. In the afternoon it's worse, I sometimes spend hours waiting. Also, some times get rejected that were actually correct. I find some counters give you different responses on how they want the work to be.
- Staff need to be trained, equally (some staff are knowledgeable in some areas other aren't). Train staff more, come up with an actual KPI (amount of work done per hour, depending on assignment).
- More counters.
- Website - forms should be up to date and able to be accessed properly. Service may be a little slow at times. Faster service is needed as no one should be waiting over an hour with the amount of staff is on the counter.
- Shorten wait times and line up to vet docs.
- Reduce wait times, sometimes can be a few hours, especially when staff that are supposed to be there are called away to be in court.

- More staff, less wait time. More comfortable seating.
- Stop allowing process services to bring in accordians full of docs and only use 1#. Unfair to everyone else waiting. 6 out of 7 of the family counters are closed. It is 2:35 pm and I have been here since 1:20pm, only 3 numbers have changed. Ridiculous!!!
- Keep it up!
- Can be very difficult to be served between 12 - 3.
- Perhaps some light indicators so that the staff behind the glass does not have to wave to us to get our attention that our turn is up.
- More website information.
- Move clerks at their stations.
- Reduce long wait times -getting file and submitting documents.
- Improve directory in lobby under "Legal Services" there was no one listed for Family Court or Family Law Information Office only on the alphabetical list. **Wait time too long after ordering file, 2hour wait.
- Express line for filing conference briefs and other quick, non-complex filings.
- I think you could provide more guidance to self represented, any persons who are not familiar with details of the law.
- Wait times are often over 60 minutes which is unreasonable. 45 minutes should be the absolute most someone waits after getting a number.
- As a first time client it is confusing to find out where to go. At least an information desk would be helpful.
- Vetting needs to do a better job of ensuring documents are correct. Waited in cue only to find a deficiency and had to wait again.
- I was sent back and forth between offices when this could have been resolved with one visit.
- More consistency between how self reps are handled vs, profession eg: rejecting docs if missing tabs.
  Fix toilet in men's washroom broken for at least 3 years.
  Fix building issue with drinking water.
- Courts and justice system are the main pillar of each society. You know how you can improve, so please do them, but I had a very assisting experience.
- More staff/judges, etc.
- Yes, stop taking staff off the counters to service court rooms as registrar's. This has a huge impact on being served.
  Please update Newmarket's system and increase staff.
- Sometimes it can be hard to hear thru the glass - should have a better hole to speak.
- Not waiting more than 3 hours per 3 limit on filings. Need more staff serving the counter.
- Keep hiring great staff, the people on this floor are wonderful.
- Long wait time for single claim. I am not process server, we should be entitled to an express line for non P.S. single items.
- More CSR's required because my wait time was over 3 hours. This is not acceptable.

- More staff on the counter so I wouldn't have to wait 3 hours to get called. 3 hours and 8 minutes to be exact! That's ridiculous. Need more employees.
- 1) if you don't have enough staff for the counter (2-3 hour wait). Who is doing the new garnishment line?
  2) who will be default judgements?
  3) why are e-tickets being stamped by 3:00 in the afternoon that you will not get served. All this is unacceptable.
- More counter staff. Less socializing at the counter. Quicker to press civil #'s, less delays in calling #'s.
- Attended this morning at 11:55am and waited 3 1/2 hours for service for 3 items as limit. Staff are wonderful if they are around. Manager not on site as usual. Group leader running around training staff and answering a lot of questions.
- Service was excellent! Far better than Oshawa Court services. Staff as well, far more polite and ready to assist. Only suggestion, when they post cases to be heard for the day it is only on one side of elevators, not for the other set of elevators. I had a concussion, so dexterity is a bit off. I was asked to put my paper work through the silver ring. It was a bit difficult. Perhaps the Court officer could have assisted.
- Overall, court administration services need to be more consistent. Court staff need to be more patient and, at times, more respectful. It seems, from my experience, and from hearing from others who have dealt with court administration, that court staff tend to reject filings for reasons which are not based on the Family Law Rules; they reject filings based on their interpretation of the Rules, which is sometimes correct, and other times not. They are not judges and should not take on that role.
- There is too much paperwork, most things should be able to completed online at home
- I watched 3 workers at the counter discuss with one client which dress to choose. The clerk was rude, window 4 10th floor
- Upon entering the office, the gentlemen at the desk was extremely abrupt and didn't seem to care what we needed or why we were there. No eye contact, no hello. All he said was "take a number". Didn't understand why I needed a number when I simply needed to use a computer to complete documents. This is the second time I have encountered this gentlemen and he is extremely rude, unprofessional and has an obvious attitude. has given me a hard time is very unapproachable, speaks to clients in a condescending manner as well. s.21(1)
- Please take a good look around the space. There are computer made signs printed and taped up every few feet. For a first time visitor to the space there it is hard to clearly denote where you need to be and what needs to be done first. The stanchion in the lineup pints to nowhere indicating to get a number first. There is nothing on the station where the queue number is issued that indicates this is where the queue numbers are issued (only "vetting"). The barrage of information taped up everywhere is not consistent with any sort of brand (the handmade signs are all in English only, for example) and in many cases do not meet accessibility standards (placement, size of font).

- Not have the vetting station worker yell at you when the purpose of the vetting station is to make sure everything is there and ready for actual filing. If you don't have an answer, you can just say you don't know; not yell in front of everybody saying "why don't you know this and that". The purpose of me asking a question was because I don't know.
- Remove the clerk from the Job I mentioned .
- Take the entire service online so the public can avoid travel time and line-ups. Also, the swearing of affidavits needs to be modernized so that deponents can swear an affidavit online with full legal effect, serve it and file it with one appearance, either online or at a kiosk. Banking, home purchases and voting is already online in modern jurisdictions.
  Currently the public is subjected to up to four appearances and ten hours of lineups to being a motion. No one has sufficient resources for such illogical and onerous procedures.
  Alsol, modernizing rule to comport with modern civil practice in provinces such as B>C> would allow more cases to setle early in a just fashion. The current system was set in motion when then only judges, for the most part, were from large commercial firms. This is no longer acceptable.
  Efficiency can be accomplished with skype or with an email filing service, back and forth. The current malaise is an affront to justice, adds thousands of dollars to the cost of any case, and by default benefits the wealthy insurers who most use the civil courts for their own benefit, even as many as 80% of litigants are unrepresented.
  The rules of civil procedure need to be modernized to fit with modern litigation, clarify actions to promotes justice, and need to be re-written, properly edited together so they make sense, properly annotated, indexed and made available to every person who attends court.. Case law needs to be available, in full, on canlii,org without exception. No more cover-ups and case hiding which is endemic to Ontario and its too often compromised courts. Case hiding is unlaw obstruction, corruption and may also be a breach of trust. It must end. A precedent system is based on full access to all decision, not just those that senior judges agree with.
  The court office must hand out or email web site information when every file is opened. Ontario must not continue to be a place where exercising your legal rights depends on the unlikely event that one can find out what their legal rights are.
  Confusing cumbersome processes must be done away with, and all practises need to be clearly described in a logical manner. Keyword searches must turn up answers to every question about court practises or procedures.
  Those responsbile for the Rules of Civil Procedure must be listed, along with address information, with a single court web site. Please take down the scores of stray and outmoded web sites and create one web site for all Ontario courts. It too must make sense and be keyword indexed.
  The biggest threat to justice in Ontario right now is not the enormous assets of defence insurers but the ridiculously disorganized civil rules, outmoded practises, pointless line-ups and endless unexplained delays, all which work

against the public interest and the cause of justice.
Finally, every posted notice about this survery lists the address wrongly as: https://www.surveymonkey.com/r/C$$2018ENG as this address has two Ss and no $s. I guessed the address but most others will not.

- The staff at the intake/document review counter, who look through the papers and give a waiting number need to understand that some of the clients rarely visit places like that and are under a considerable stress.
- Please use one of the counters for express items. Example. Notice of discontinue. I have to wait in line for 1-3 hours for an item that takes less than 90 seconds to file. This is very inefficient and poor management. Or have the vetting person(s) accept quick items. It's blantently obvious that these lines move slow(civil). Having an express line will help get people in and out.
- Have separate counter for those that have only one to file. Have more staff
- The staff member I am referring to goes by the name

This woman interfered with a matter I was attempting to deal with at a counter between Christmas and New Years.
I had a few matters that a counter staff member was trying to help me with, when she instructed him to stop doing what he was doing (helping me) and assist another client. He had already begun assisting me, but I waited patiently until he finished. By that time, the end of the day had been reached. I waited at the service counter for approximately 35 minutes, for assistance in a matter that only required 5 minutes of time.
I know this sounds like an exaggeration and one may think, what is the problem? If it was only a "quick fix" what are you so worried about?
Well, while the gentleman I was waiting for was helping the other client, I overheard s.21(1)

etc, (instead of assisting the "self rep" herself), all while I had to waste my time, waiting around for assistance, only to be told that the work day had ended and while the clerk I was waiting for was very sorry, I would have to return at another date to have my work attended to.
Now, to today.

at the vetting counter and counter 12 is open for overflow.
Counter 12 had a particularly inexperienced self rep to deal with, that required a ridiculous amount of time. Please note, I don't believe the clerk at counter 12 is at fault at all, she was doing her job, helping clients.

When she finally DID finish, she looked my way, so I went to her counter (I learned through observation, that her way of calling clients to her counter is by looking over, not by calling them).
She immediately said to me "I didn't call you" in such a demeaning and embarrassing manner, that I felt that I had to comment in this survey. I told her that when she had looked my way, I believed she was calling me over. She

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said No, she was talking to her coworker.
What could they be talking about? Her coworker is vetting Family Court matters, NOT Civil Court matters.
She was busy chit-chatting while there was an extraordinarily long Civil court vetting line up!
I don't understand how this behaviour can be considered acceptable, especially in an environment where one deals with the public. This behaviour does NOT reflect well on the reputation of the court staff.
I stand by my above comment about how other staff members are friendly, knowledgeable and well, a pleasure to work with.
I strongly suggest receive some sort of Customer Service or Sensitivity re-training, as this behaviour is entirely unacceptable. s.21(1)
Alternatively, she could always be transferred to a position where she doesn't deal directly with the public. She clearly doesn't have the necessary skills for this job.
Thank you for affording me the opportunity to address my concerns and for taking the time to read this rather long winded rant.
Kind regards

- les services en francais sont ruls. il ya un grans manqué de personels francophones. Les services sont leong a forte raison pour les francophones. Les seins come moi qui niime pas d'argent pour pager les frais de la Cour, le personel au comptroure les impreisent. L'aces a la justice est un drout sans discrimination cucume. Dinc, ourquir, le personel au comptouire vens ta vie encore plus difficile au sens qui vivest chichement?
- attente longue
- le service peut etre un pev rapide la garage gute trep chere.

330 University Avenue

Q. 15 Do you have any comments about what we are doing well?

- Clerks seem more concerned and wasting time than helping people waiting
- The service at the counter is good. Staff is friendly.

Q. 16 Do you have any comments on how we can improve the quality of service?

- The person at the commercial list filing station was unhelpful, rude, intentionally slow and made my trip to the court house extremely agonizing.
- This Toronto location has not been performing up to standard over the past 6 months. I have concerns over staff using language in front of the clients. I.e. talking bad about their supervisor, leaving randomly to go for a break and not opening on time. They have advised us incorrectly on certain procedures and

we have been told they are so behind on their mail and courier packages that they are just sitting in a pile untouched. It is very frustrating to attend this courthouse and there is ALWAYS a long wait to speak to a representative. When we courier or mail items, we should NOT have to be worried that they will get lost within the courthouse. I.e. we have received a correction notice saying probate fees haven't been paid when they have been couriered to the courthouse.

- Tell clerks to do their job rather than focus on socializing
- Indeed I do-my Fathers probate took an extraordinary length of time to be processed for what was a very straightforward Will. From October 2017 to Feb 6, 2018-even the lawyer commented on the lack of movement on the file-I'm obviously not privy to how workloads are distributed but surely some work can be done on streamlining processes and by the way-the environment appears to be quite toxic for the counter employees at the Estate counter
- Phone calls for simple questions to the court were not returned 50% of the time and I found it better to appear in person.
- The work of the Estates Registrar needs to be reviewed as it is no secret that an Application for Certificate of Appointment is easily returned for corrections. There needs to be more common sense used in determining what requires correction. For example an application was returned because one box stated that the applicant was "not working" and the other stated "unemployed". The delay to the bereaved is unnecessary in some circumstances. On another file, the application was stalled because the certified cheque was deficient by $0.11. The application should have proceeded and then a notice sent for the balance. The process should not have been delayed for $0.11.

Central West Region

Regional Summary from the 2017-18 Client Satisfaction Survey

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Summary Locations and Methodology

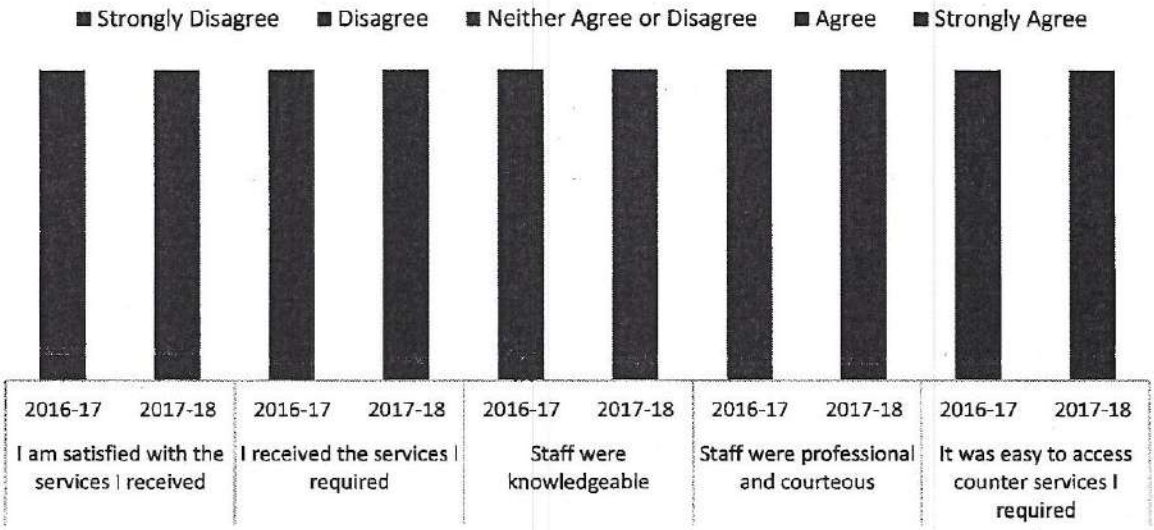
Surveys in the Central West Region were administered both in-person and online. The in-person surveys were administered at the following Central West Region court locations: Brantford, Hamilton and Milton. Clients completed the online survey after receiving service at the following court locations: Brampton, Brantford, Hamilton and Milton.

Overall Client Satisfaction Results

Summary

Clients from the Central West Region reported slightly lower satisfaction rates in two (2) of the five (5) areas, higher satisfaction rates in two (2) areas, and unchanged in one (1) area.

Key Satisfaction Indicator	2016-17	2017-18	Variance
I am satisfied with the services I received	90%	90%	-
I received the services I required	93%	92%	-1%
Staff were knowledgeable and helpful	90%	92%	2%
Staff were professional and courteous	92%	93%	1%
It was easy to access counter services I required	93%	89%	-4%



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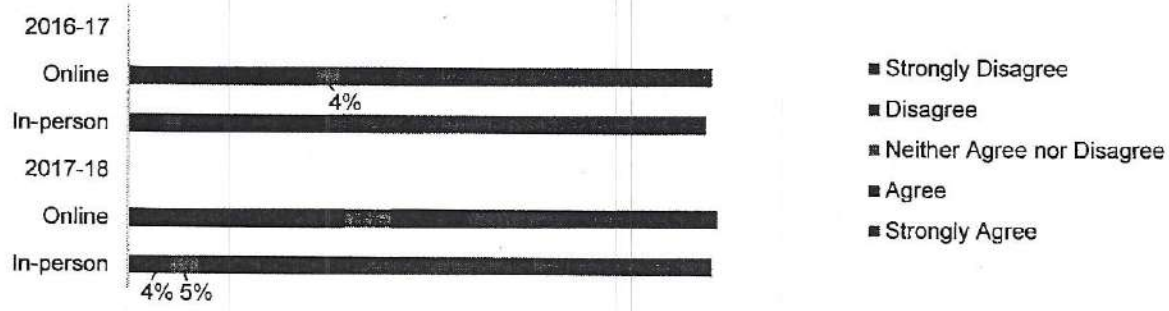
Online vs. In-Person Satisfaction

Below provides an overview of online vs. in-person satisfaction rates in 2016-17 and 2017-18. As demonstrated in previous surveys, in-person respondents tend to be more satisfied than online respondents. Satisfaction rates from in-person respondents decreased by two (2) percent, while satisfaction rates from online respondents decreased by eight (8) percent.

Online vs. In-Person Satisfaction Comparison:
2016-17 and 2017-18



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Central West Region Qualitative Comments: 2017-18 Client Satisfaction Survey

Brampton (7755 Hurontario St.)

Q. 15 Do you have any comments about what we are doing well?

- Absolutely nothing! Spent 4 hours and 47 minutes to get a simple divorce order!
- Windows for superior court open but no staff present. Staff disappearing for hours while window is open. Not sure if understaffed or staff wasting time. Waiting over 2 hours for my turn to file an uncontested divorce paper is unacceptable.
- i did not catch the clerk name but she was amazing. not the date/time on reciept and you will see it was at 5pm. i had last ticket served. as closing time approuched i noted other wickets close and not call new number begining at 4:40ish. but i got lucky because my clerk cared about working not goofing off
- Over 3 hours waiting every time in this court for just file one file. All other court has much less waiting time.
- Long waiting time to file papers.

  Many days the dispatcher forward me to wrong place. s.21(1)

  Not all staff show on time.
- The counter staff and staff at the information booth were very pleasant and helpful.
- The girls I dealt with on both occasions this week were absolutely fantastic! A refreshing change from the Yonge/Sheppard courthouse.
- Court staff are friendly and helpful.
- I am in several courts in different jurisdictions on a regular basis. With out a doubt the Brampton Small Claims court has the most knowledgeable and professional clerks of all courts that I attend. Special mention to for the excellent work they perform
- In dealing with the public under stressful situations, staff conduct themselves appropriately.
- Police scan at entrance is appreciated.

  Very clean facility

  I hope the renovations finish soon

  Front counter personnel were polite and pleasant
- Most of the staff is very helpful.
- Easy is the word I would use in access and getting what I needed done.

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Q. 16 Do you have any comments on how we can improve the quality of service?

- Extremely long waiting hours!!!!!!!
  We waited for more then and till now still waiting for more then 2 hours to be attended. And it's not that busy today. When asking to one of the staff wether we were at the right department, then it was told to just wait and look at the number board till your number appears.
- Open more counters! There are 11 counters where I'm sitting and only 3 are open! Breaks should be spaced, more Clerks for busy times during the day. Clerks should not carry on long unnessary conversations with customers because this prolongs the wait.
- Wait times for counter service at the filing office are unacceptably long. I initially waited 45 minutes to obtain a number at the information counter. I waited 4 hours to get called to the counter!!!
- Hire more people , waiting time is over an hour and at the end you dont even know whether the clerk even take your papers or not
- Improve staff hours to have more staff, see if staff are wasting time and keeping windows unattended without reason. Improve it so people are given similar urgency regardless of the file they have to submit or their profession.
- reward that clerk,. i wanted to kudos

s.21(1)

- Improve efficiency of the worker or hire more people if required.
- Monitor waiting times.
  Have a complaint desk.
- There is not enough staff working, they are curt, argumentative and lazy. They take their time and do not care that people are wasting their time waiting for them. No warning is given when they leave for breaks which are long. It should not take more than 3 hours to be served. In the end, I waited more than 4.5 hours and had to leave before being served due to another important appointment. I received my ticket at 9:30 AM and at 2 PM was still waiting. Too many J (express) tickets were ahead of me. They need to add a separate wicket for express tickets. I AM EXTREMELY DISSATISFIED. The workers seem completely insensitive and uncaring about people losing income by missing work to wait for them. And they are rude!
- I had 1 item to file and was advised that the wait was going to be quite long BUT I think waiting 2 1/2 hours to file something is unacceptable and there must be a staffing issue.
- Honestly, no. I thought it was great. I wish I had more of my business with the Brampton courthouse rather than Toronto!
- Please please please.
  Have an express line. Waiting in line for 4 hrs to file (civil) something that took less than 3 mins is ridiculous. Vetting should just accept these quick documents or have an express line . Bramptons civil line roughly moves at 1.5 ppl per hour. That is unacceptable.
- The line and wait is way too long. It's unbelievable that anyone would have to wait 2 hours plus to file one document. There is a lot the court house could do to help with the wait times but it doesn't seem like anyone cares. There are only 2-4 windows open for several hours and a huge back up. This needs fixed immediately.

- Standardize a plaintiff/defendant virtual/ e-mail follow-up system across all the courts with specific questions and answer that can be asked and answered i.e. are payments regarding a Garnishment received by the court, is the particular garnishment I am inquiring about a split garnishment, at what time do I need to attend court for my motion etc.
- Length of wait was extremely excessive (being only 4th in line, the wait for counter clerk was over one hour), maybe should hire more staff??????????????? Court process differ too much depending on jurisdiction. Should have clear, concise procedures that public can look up and follow. This would avoid any conflicts at the counter.
- Front counter personnel should be able to direct me to where I needed to go when I showed her the "served paper" information that needed to be filed. I was directed upstairs, waited on another personnel and then directed downstairs to the appropriate place, when all I needed was a number to wait in the correct area downstairs. Health concern - there should be a chime and an audible read-out of our number/ticket. It is tiring and straining on the neck to keep looking up at the screen, while waiting for our number to show up, as directed by the front desk personnel.

- The attitudes of some of the clerks. I had a clerk, by the name of on window 6, who had a horrible attitude!

s.21(1)

s.N/R

s.21(1)

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s.N/R

Hamilton (45 Main St.)

Q. 15 Do you have any comments about what we are doing well?

- Not enough staff. Staff often rude
- No. However there needs to be a question regarding what is wrong with the current filing system on these questionnaires.
- Counter staff at civil desk are doing a great job. I have bene well served by them on every visit. Staff are knowledgeable, courteous and helpful. I was able to receive excellent assistance navigating the filing process. Keep up the awesome work!
- There should be more than one clerk serving at a time.
  Wait times can be very long.
- No line at small claims, fast.
- no
- Helpful all around
- Very courteous and helpful staff.
- Good attention to every question.
  Patient, and well informed.
- Polite and knowlegeable
- is great!
- Service is friendly and efficient
- The lady behind the counter is nice. But she couldn't answer some questions due to lack of info. The wait time for the files to be sent is ridiculous. Something needs to be done. People have lives. Regardless why they are here.
- Move the tickets in behine the counter. "Start Vetting!"
  Name/Number of files/court file number...then give the ticket out. 2 hour wait so far today. Not acceptable.
- No. Actually I don't think you guys do anything well> I received less then basic services. This is prime example of why people fail to make court apperances. Its extremely unorganized and your staff members are insanely uneducated about the processes of the courtrooms and sending paperwork, including supervisors. Please put somebody with some compassion and common sense which they are severly lacking.
- Counter staff was very friendly.
- Prompt service. Polite.
- Yes, you are doing well at making people wait 2 hrs to do 1 or 2 filings.
- No
- Everything is just great.
- More info when I collect the forms for small claims.

s.21(1)

A0064987_56-000750

Q. 16 Do you have any comments on how we can improve the quality of service?

- More staff; less rude staff
- More counter staff on at once when busy.
- The complaint in the waiting area fro the attendees that not enough windows were open; I was fine with waiting. Staff took their time with each matter.
- Charge online so fee-exempt MAG can file online.
- no
- None I can think of.
- Sometimes very long waits.
  Hardly ever get someone over the phone.
- Often under staffed!
  Should have 2 counters open during busy periods.
  Should be able to file more than 4 items if you have to wait over 30 mins.
- Open more counters when heavy traffic is present
- 3 hour wait.
- Maximum number of files at once should be 3, not 5. All the other courts in the GTA are 3! `
- Couldn't give me proper time that the courtroom was on lunch; told 2 different time gaps.
  I was yelled at (rolled eyes), ignored. Referred to manager but never saw one.
  Faster paperwork, compassionate staff that don't treat you like a criminal. If we wernt here and in trouble these women would have no jobs. so they may wanna get some respect. Ive told them that we have an 80 year old woman (assurity) waiting. we have missed our treatment for addiction, which was made aware to judge. Been waiting 4 hours. Lady behine counter yelled. ignored. rolled eyes. s.21(1)
  Supervisor: told her they should provide me with a supervisor that can answer my questions. She took it as me "undermining her"
  was so unprofessional. Police mediated situation.
  This court is a joke. People have no idea what there doing. completely rude and take it out on clients because their lack of info. More communication at least. Hire somebody to run papers from court to counter.
- Not for this visit.
- Hire more counter staff.
- No

s.N/R

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Central East Region

Regional Summary from the 2017-18 Client Satisfaction Survey

A0064987_64-000758

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A0064987_65-000759

Summary Locations and Methodology

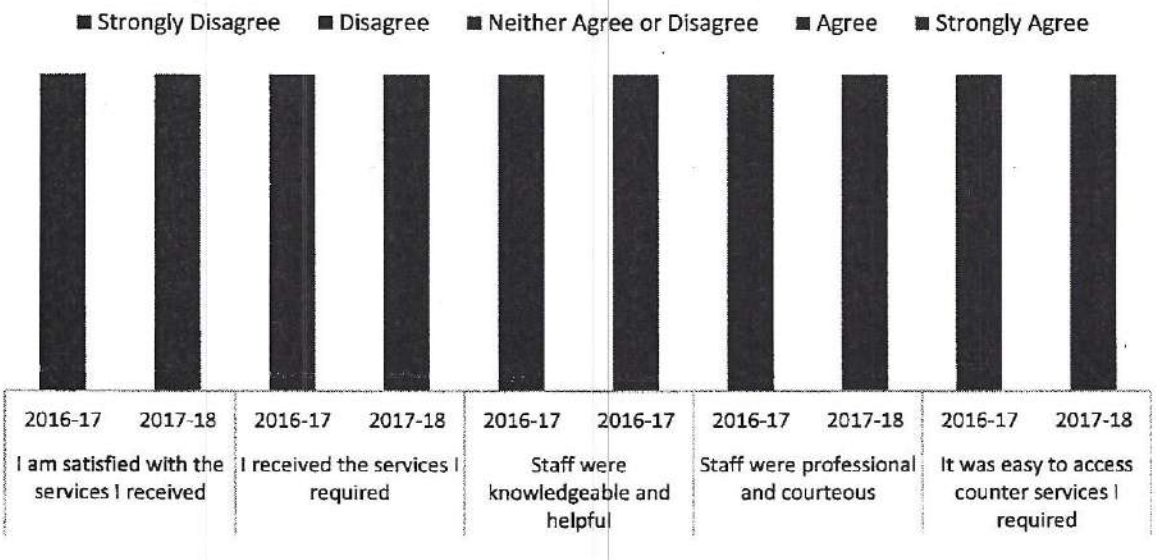
Surveys in the Central East Region were administered both in-person and online. The in-person surveys were administered at the following Central East Region court locations: Oshawa and Bracebridge. Clients completed the online survey after receiving service at the following court locations: Bracebridge, Cobourg, Newmarket, Oshawa, Peterborough and Richmond Hill.

Overall Client Satisfaction Results

Summary

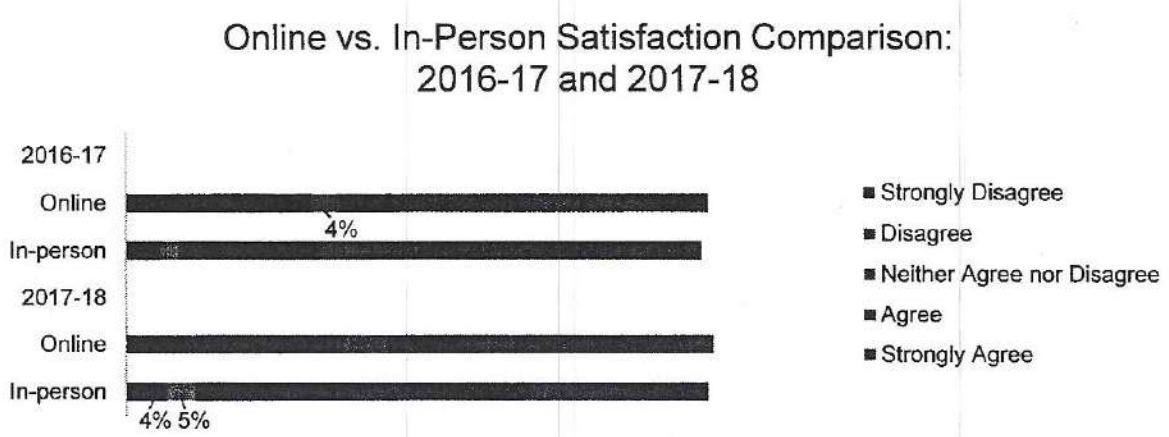
Clients from the Central East Region who responded to each of the five (5) satisfaction questions reported slightly higher satisfaction rates in four (4) of the five (5) key areas when compared to the 2016-17 survey.

Key Satisfaction Indicator	2016-17	2017-18	Variance
I am satisfied with the services I received	92%	93%	1%
I received the services I required	93%	94%	1%
Staff were knowledgeable and helpful	93%	94%	1%
Staff were professional and courteous	95%	93%	-2%
It was easy to access counter services I required	90%	98%	8%



Online vs. In-Person Satisfaction

Below provides an overview of online vs. in-person satisfaction rates in 2016-17 and 2017-18. As demonstrated in previous surveys, in-person respondents tend to be more satisfied than online respondents. Satisfaction rates from in-person respondents decreased by two (2) percent, while satisfaction rates from online respondents decreased by eight (8) percent.



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Central East Region Qualitative Comments

s.N/R

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Newmarket

Q. 16 Do you have any comments on how we can improve the quality of service?

- none at this time.
- the clerks should be more friendly and understanding that this is a learning experience for the public as they do not do this paper work for a living and do not understand half of what is going on. The clerks should understand that this can be an emotional time for people and should be friendly and not expect everyone to know exactly what they are supposed to do with their paperwork.

Oshawa

Q. 15 Do you have any comments about what we are doing well?

- Never had an issue.
- Everyone is very helpful and friendly.
- Fast, friendly, quick, clean courthouse.
- Everyone was really helpful. First time here, they made it easy.
- Staff are friendly.
- Staff were helpful. Very satisfied with our visit.
- Everyone is really nice.

- Friendly staff who go above and beyond triage (when someone is there) seems to be working.
- Excellent customer service
- Super friendly.
- Everyone does a great job. Always friendly.
- No line up today!
- Good experience every time I come here.
- Staff were great.
- Separate "multiple filing" window is helpful when busy.
- offered to speak French. She is outstanding.
- Great job!
- Doing what can be done with staff shortages and trying to make clients happy.
- Everything was great.
- Speed to file has improved since last time I was here.
- All staff were positive and helpful. s.21(1)
- Staff are friendly and approachable. Staff are knowledgeable about their services though there are times of inconsistency around processes. Keep up the good work!
- Very helpful individual.
- Great staff! Extremely helpful!
- Only complaints.
- I enjoy the helpful responses to all my questions.
- Very friendly staff. was great.
- Staff are very courteous and respectful.
- Everyone is "great"
- Great service.
- Staff are knowledgeable.
- i like the disability folks. as self representing, they are familiar with my face, and are nice to me.
- The staff are always courteous and helpful at the administration counter or while performing their duties in the courtroom. I have not experienced any problems in the past with the court staff. They are incredible people and they do a great job.

Q. 16 Do you have any comments on how we can improve the quality of service?

- More counters open in the afternoon.
- Need more staff. Girls here work hard!
- There should be someone to help people with forms. Small Claims forms are too complicated and there are so many of them. It is extremely frustrating.
- More online filing options for simple filings i.e. 14A affidavit to correct a date on a previous form.
- Other jurisdictions have a computer for litigation searches for people to use. If triage isn't staffed in Oshawa I have to wait in line for counter.

- Unfortunately the staff member I dealt with today asked questions but would not listen to my answers. Frustrating.
- Hire more staff. keep the trained staff at counter or in the same office instead of constant new staff who is always training and learning.
- Long line ups
- Signage for online small claims filing should detail what you can file online specifically.
- Enforcement of court orders in Family Court needs to be addressed. People get a lecture from a judge but continue to disregard the order time and time again.
- Bring our appointments back!
- Wait time is usually over 30 minutes!!
- My only concern is that I would like to get my documents filed in a timely manner. I understand that it should be first come first served but with new system it is not like that. I understand its a new system and would like management to take process servers into consideration because we have to attend different courts in a day.
- The advice consel at the FLIC needs to explain the process better i.e. financial qualifiers for legal advice. I go to FLIC to see a lawyer because I can't afford one, then all the advice counsel tells me is to hire a lawyer. Frustrating.
- Paper work too complicated.
- Bring back our appointments!
- Bring back appointments. Hire more staff!
- Today's experience has been pleasant however, there has been multiple visits where I have experienced interactions from very rude and unprofessional staff.
- Not interested in online services. Prefer in-person service.
- More counters open in afternoon.
- More counter staff for less/lower wait times. Maybe do a survey during a busy time of year when they would actually matter more. Public computer for searches so to avoid long wait times or reduce said wait times.
- From where I parked it was difficult to locate the entrance of the building. Need signage.
- When calling never got though at all.
- Received conflicting instructions from staff members re: forms/filing
- Customer service can be daunting. There has never been uncomfortable or unpleasant experience for myself at the counter. However, I have witnessed mistreatment to the clerk staff and in turn the staff has been curt and rude with customers who follow. Counter staff should be encouraged to complete self care and supported to relieve or take break following crisis or traumatizing interactions.
- Less waiting times.
- More staff. Wait times are ridiculous.
- Not far that process servers get priority. More clerks are needed at 830-900 and more are needed throughout rest of day.
- Figure out how to do the lines better please. Waiting over an hour every day.
- I wish there was more available staff to commission documents. Would like to

see more legal counsel available in the FLIC office. Both of these would cut down on enormous wait times. A window specific to process servers to free up others to allow public to file with less wait time.

- If it starts getting busy - to open more counters and not take "break" if under staffed.
- More staff on counter.
- Less waiting time.
- CSD website sucks. Needs to be updated. Make more user friendly.
- CSD website "sucks".
- Try to speed up the in-between time of counter rep after last client.
- Wait times are ridiculous. Counter staff is too chatty, too much socializing with clients they like.
- Perhaps keep the employees upgrading their skills, and familiarity with family law (s) to allow more consistent answers to the public. i have a disability that includes avoiding use of computers. having to represent myself is extremely difficult as everything is online., but financially I have no choice., I would like to see the option of having a paper copy of the Family Law rules, or law in question be mailed out to those with a repetitive strain injury. i dont have a place to have internet consistently,, nor money for a printer, to have fair access to public information . for us with a disability which includes, internet useage. thank you. for listening

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s.N/R

East Region

Regional Summary from the 2017-18 Client Satisfaction Survey

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Summary Locations and Methodology

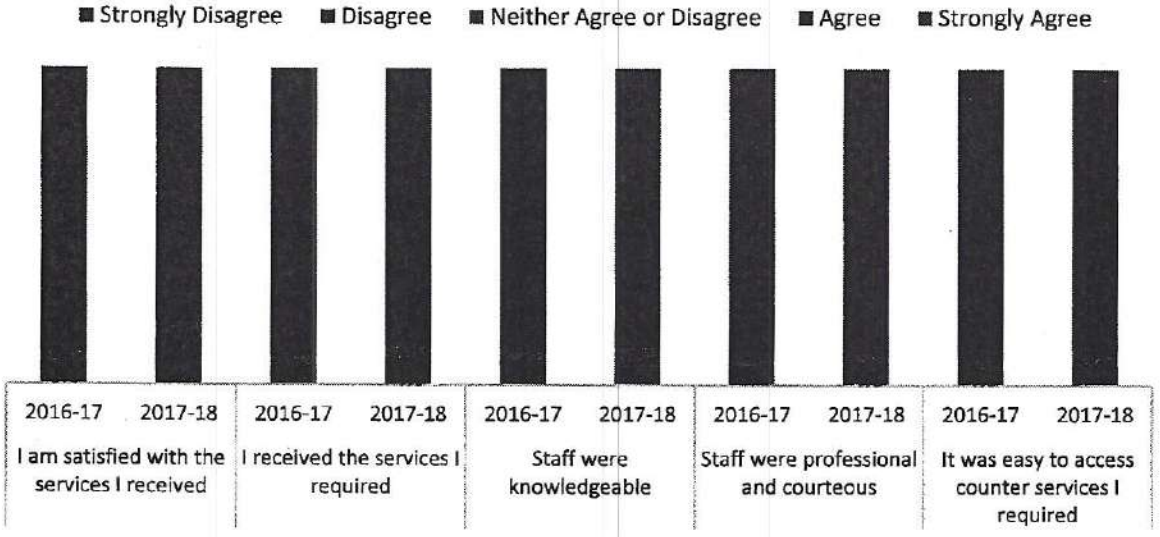
Surveys in the East Region were administered both in person and online. The in-person surveys were administered at the following court locations: Ottawa and Pembroke. Clients completed the online survey after receiving service at the following court locations: Belleville, L'Orignal and Ottawa.

Overall Client Satisfaction Results

Summary

Clients in the East Region reported slightly lower satisfaction rates in four (4) satisfaction areas and a significant decrease in one (1) satisfaction area. See below chart for more details.

Key Satisfaction Indicator	2016-17	2017-18	Variance
I am satisfied with the services I received	90%	80%	-10%
I received the services I required	92%	88%	-4%
Staff were knowledgeable and helpful	90%	88%	-2%
Staff were professional and courteous	92%	91%	-1%
It was easy to access counter services I required	92%	89%	-3%



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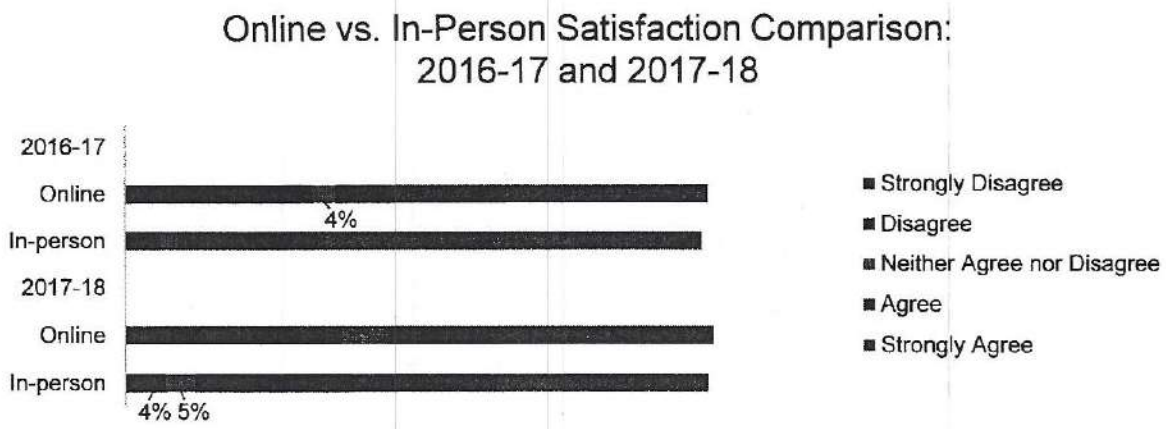
Online vs. In-Person Satisfaction

Chart 2, below provides an overview of online vs. in-person satisfaction rates in 2016-17 and 2017-18. As demonstrated in previous surveys, in-person respondents tend to be more satisfied than online respondents. Satisfaction rates from in-person respondents decreased by two (2) percent, while satisfaction rates from online respondents decreased by eight (8) percent.



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Ottawa

Q. 15 Do you have any comments about what we are doing well?

- Could not even get served. This is a daily occurrence in Ottawa. After 15 minutes in line a lot of people just give up. There is only 1 counter open. Totally inadequate. One person in line could take up 20 minutes when forms are being filled out or inquiries being made how to appeal etc. At least the sign that said "to serve you better we are closed from 12:00 - 1:00" has been taken down.
- That fine young gentleman with the glasses was really polite and informative.
- The lady is an angel.
- Counter #2 is so helpful.
- Certain staff are fantastic to deal with, especially on complicated issues.
- In my opinion I feel that all of the staff in this Courthouse are very nice respectful and helpful. My#1 is the lady that is handling out the survey, she was very helpful and in finding small claims court and wished me luck, she deserves a promotion. Thank you!
- Keep doing it.
- Always helpful and friendly.
- Staff are very nice.
- For the best service the user must be prepared, knowledgeable with respect to the process and communicate in a positive manner. You get out what you put in. s.21(1)
- I have visited the Estates Division three times in the past about 18 months. Each time they have been extremely helpful and knowledgeable, and seem to truly want to help the clients they serve.
- Very open and fast
- Security area at times they not friendly they need to be more friendly with the people bad or good
- Information is very easy to find. Staff are very patient and helpful
- Small Claims Counter is typically very fast and efficient. The staff are knowledgeable about procedure.
- No
- when its my turn to file documents it goes smoothy and quickly- the staff are on same page and good at their job-
- The veteran staff at the counter

Q. 16 Do you have any comment on how we can improve the quality of service?

- Hire another person or two to have at least two counters open. A lot of lawyers request information on court dates. This should be accessible without going to the counter as throughout the province of Quebec.
- Yes, hire more like him.
- someone that can help writing documents for people with MS or dislexia
- hire more women

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- An issue I had was that staff were not familiar with my unique case as it is quite rare. Eventually after visiting 3 different counters during my visit, I got an answer. if staff could communicate between counters without requiring a new ticket, that would be great.
- A child friendly areas would help people that have to bring their children (i.e. like at the airport).
- More clerks at family counter!
- The only thing that I think you should try to improved is the legal aid office. They're very slow and unorganized. Thank you!
- Provide public Wi-Fi and public access to printers for forgotten documents.
- MORE WICKETS OPEN!
- Slow wait times!! Need more staff!
- Not at this time.
- when you have 20 people waiting in civil you don't put clerk on information survey
- Have more staff.
- procedures could be more clearly and posted
- Need to post lunch hours for the Justice to sign bail variance!
- The Civil Counter is too slow. There may be a long line of people (at least 15 people in queue), but only one counter is staffed, whereas the two others remain empty. During peak times, I would strongly suggest staffing more of the counters so that people do not have to wait 30mins or longer to have their documents filed.
- Small Claims counter I have encountered staff that seem to arbitrarily make rules that aren't mentioned in the rules anywhere or posted anywhere. They will deny/reject things without having a rule to reference and when you ask why or for them to reference which rule that states that (because most of us need to report back to a lawyer who will ask us, and if they are not satisfied with the lawyer we get their frustration), they get offended or snippy but we are simply trying to understand or know why something is being denied. The Civil counter only allows us to file 3 things at any given time, once again this is an arbitrary rule that only seem to apply those of us who are not court runners/process servers. While I understand the need to be fair and have not one person hold up the line, I have seen numerous times where a court run person will sit there and file their stack of papers. I suggest having signs with this "rule" and then ensure everyone is following it not picking and choosing. When using the photocopier I asked the staff for more paper because it was out, the girl looked as though it was an insult for me to ask to refill it, and then proceeded to give me only one pack of paper when a normal photocopier can usually take 3. I completely understand that dealing with the public is a hardship however it is rare I have ever had a nice registrar. I guess overall just be friendlier, and have rules ready to explain why you are denying something.
- The Civil Court registrars often socialize and leave the people waiting. Sometimes, the registrars sit there for 5-15 minutes without calling the next number.

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The registrars also overtly favour the process servers/court runners and let them take more than 3 items at a time. However, do not offer the same service to anyone else.
On a scale of 1-10, I would rate the overall service a 5. 1 or two registrars at the civil counter are helpful and knowledgeable and the rest do not appear to take their job very seriously. I have always had good service at the Small Claims desk.
I would actually suggest a "mystery shopper" type of assessment on a few occasions to get a sense of the above comments.
I would say that the civil filing office is not a good representation of the professionalism of the Ottawa courthouse.
I have been let down on many occasions when filing documents with the registrar. The job gets done... but at a minimum standard. I can also say that I used to attend the court once a week for court run and my wait time would always be between 1/1.5 hours, while my actual time at the counter would be about 5 minutes.
I am glad that you have circulated this anonymous survey. I have wanted to share my opinion with the Ottawa court for a long time, however, no one from a specific firm or organization wants to be the person with their name on the complaint.
I do hope that the registrars are instilled with a sense of responsibility and professionalism. As a legal professional, I have a good understanding of process. But as a self represented person, I would surely be frustrated.

- I usually take a ticket at the counter and sit down to wait for a clerk. Often times, the clerk is just sitting at their desk, chatting with another colleague, or checking their phone. This is very common. I experience it almost every time I come to the counter to file something. It is unprofessional and does not give the best impression of the Court system.
- Counter staff at the civil counters in Ottawa have to be aware that there are people waiting to be served. They tend to chat too much with some of the regulars to the counter (ie. professional filers etc.). My time is valuable and I resent having to sit tapping my toe while the counter staff discuss personal, non-important social activities etc. with some of the regulars. Some of these people really have to learn how to "bust a sweat" now and again. Main thing is to get the customers through. As quickly as possible. THIS ONE ITEM IS MY BIGGEST ISSUE WITH COUNTER STAFF.
- There is a issue with the process servers / regular court file persons having a priority at the counter / handling more than three items per number and often there is a lot of side talk of the evening before/ next nights plans between the staff and the 'regular' court file persons. This makes a long rather annoying wait for the others. Also the # system needs some adjusting. the 'regulars' take 3 or 4 numbers at a time so the wait is constant with the system as often numerous numbers are taken in advance of them having documents to file (and its super annoying to hear skip me for now on the regular as they wait for their next batch of documents to file.) Taking 1.5 hours to file a document seems excessive.

A0064987_84-000778

- The civil counter has been an absolute nightmare to deal with for the past year and a half. I attend every week as a court runner and often times the counter is empty of staff despite both counters being open and the lobby full. If the counters are staffed, the registry officers are socializing with the other young process servers. If you are not a process server at the Ottawa courthouse, you are hard pressed to get served in a timely manner. It is never less than an hour wait and we go in the 'off' hours (ie. not at lunch). I hope that their manager takes these comments to heart and makes some changes. It has been going on for too long.

A0064987_85-000779

Cha, Sarah (MAG)

From: Ernst, Ingrid (MAG)
Sent: April-15-19 2:13 PM
To: Temple, Heather (MAG)
Cc: Fernandes, Rhea (MAG)
Subject: RE: Client Satisfaction Report

Hi Heather,

Here is the new content amalgamating the two years:

In January and February of each year, the division conducts its annual Client Satisfaction Survey, which measures organizational performance at court locations across the province. During both the 2016-17 and 2017-18 years, the survey was conducted online and at 17 in person at court locations across the province and focused on client satisfaction with court counter services for the civil, family, criminal, and Small Claims Court practice areas. The following are some of the key findings:*

- *In 2016-17 there were 1,343 surveys were collected, and in 2017-18 there were 1,372 surveys were collected from across the province over the same two-month period. Between the two survey years, there was an increase of 2% in completed surveys.*
- *92% of the respondents surveyed 2017-18 believed that staff were knowledgeable and helpful, as compared to 89% in 2016-17.*
- *In both surveyed years, 93% of respondents believed that staff treated them in a courteous, professional, and respectful manner.*
- *When asked about the satisfaction levels for French language services, clients reported an 8% increase (95% in 2017-18 compared to 87% in 2016-17).*
- *Respondents indicated a 24% increase in satisfaction when asked about accessibility for persons with disability-related needs (86% in 2017-18 compared to 62% in 2016-17).*
- *86% of respondents surveyed were satisfied with the services received in 2017-18, compared to 88% in 2016-17.*

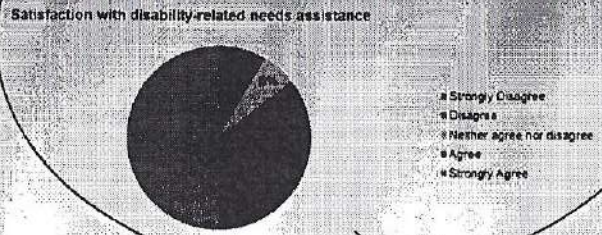
**16 in person court locations received during 2017-18 survey.*

Best regards,
Ingrid

From: Ernst, Ingrid (MAG)
Sent: April 15, 2019 10:19 AM
To: Temple, Heather (MAG) <Heather.Temple@ontario.ca>

CSD Client Satisfaction Survey 2017-2018: 7 Key Findings

86% Clients satisfied with the disability assistance they received



Who are our clients?

40% of clients are self-represented



What service was most required?

45% used Family Court Services



95% of clients who accessed French Language Services were satisfied (8% increase from 2016-17)!



Were the staff knowledgeable/helpful?

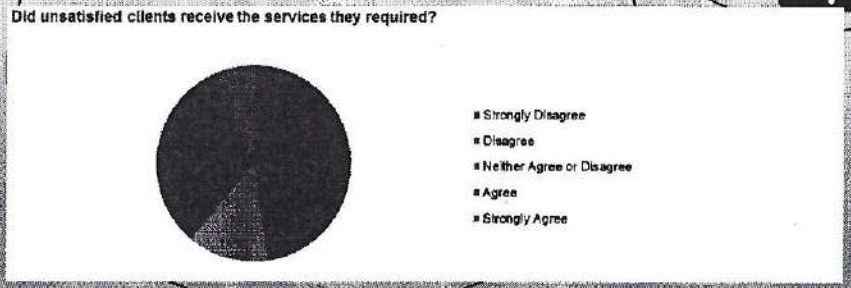
92% believed staff were knowledgeable and helpful



Court Satisfaction Rate

Clients accessing Small Claims Court Services report 6% higher satisfaction rate

39% of unsatisfied clients still obtained services required



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Appendix E – Administering the Client Satisfaction Survey 2018-19

Online Surveys

- There were 140 online responses to the 2017-18 Client Satisfaction Survey.
- For the 2018-19 Client Satisfaction Survey, online surveys will be available to the public through SurveyMonkey.com from January 2, 2019 to March 1, 2019 (inclusive).
- To promote the online survey, regions will be provided with 11" x 17" posters and postcards. These materials will be sent electronically to court locations to be printed and displayed near, or distributed at, the court counter (See Appendix C & D).
- The poster and postcards are public-facing documents. All public-facing documents require approval from the Communications Branch. The materials have been reviewed and approved by the Communication Branch to confirm that they meet the criteria identified in the Visual Identity Guide.

In-Person Surveys

- There were 1,232 in-person responses to the 2017-18 Client Satisfaction Survey.
- The in-person survey will be administered by local staff within each region as per previous years. Regions can assign staff either by identifying a staff person directly, or they can ask for volunteers.
- Staff survey administrators will be provided with an orientation and instructions prior to their first day of conducting the survey. The instructions will include information on setting up, rules of conduct, scripts, and survey information. Each court location will be surveyed for a total of 30 hours over a five-day period between January 2, 2019 and March 1, 2019.
- All in-person surveys to be sent back to the Corporate Support Branch by March 15, 2019.
- The inputting of the in-person survey results and the analysis will be managed corporately by staff in the Workforce and Strategic Planning Unit.
- The Workforce and Strategic Planning Unit will prepare a full report and seven (7) regional reports based on the survey analysis results and distribute to the following recipients:
    - The full report will be sent to members the Divisional Management Committee (DMC).
    - Each regional report will be sent to each region's respective manager of business support (MBS) and director of court operations (DCO).
- Survey results related to key satisfaction indicators (questions #3-6 – see Appendix B) will be made available to staff by highlighting these results on the CSD intranet and in the CSD Connection newsletter.

Ministry of the Attorney General
Briefing Note
Court Services Division

Subject: Administering the Client Satisfaction Survey 2018-19

Issue: **Seeking approval from the Assistant Deputy Attorney General to administer the 2018-19 Client Satisfaction Survey from January 2, 2019 to March 1, 2019.**

Background:

- Court Services Division is committed to providing high-quality services to the public in keeping with the division's service standards. To achieve this goal, the division conducts an annual Client Satisfaction Survey and utilizes the data collected to measure organizational performance and progress.
- The survey is conducted from January to March every year.
- Clients are made aware of the online survey through posters in each courthouse as well as postcards distributed by court counter staff.
- In-person surveys are conducted by court staff at director-approved court locations across the province.

Status:

Survey Launch

- The 2018-19 Client Satisfaction Survey will be conducted both in-person and online from January 2, 2019 to March 1, 2019.
- A memo is sent from the ADAG to court staff providing them with information regarding the survey. The memo is generally sent out in mid-December, and a draft memo is attached for approval as Appendix A.

Performance Measures and Service Standards

- The 2018-19 Client Satisfaction Survey (Appendix B) will be used to report performance on the following service standards and performance measures. The question used to report on the service standard and performance measure is also indicated.
    - CSD Service Standard: It is our commitment to serve clients in a courteous, professional and respectful manner at our court locations.
        - Survey Q. 5: Keeping in mind your experience with the service you received in the courthouse today, please indicate how much you agree

with each statement: Staff treated me in a courteous, professional and respectful way.

- CSD Performance Measure: It is our commitment that clients with a disability who access court services, and who ask for assistance in meeting their disability-related needs, will be satisfied with the help they receive.
  - Survey Q. 8: For clients who indicated they had a disability-related need - If you asked for assistance from a staff member in meeting a disability-related need, please indicate how much you agree with the following statement: I was satisfied with the help I received.
- CSD Performance Measure: Percent of court counter clients satisfied with the service they received.
  - Survey Q. 3 - Please indicate how much you agree with the following statement: I am satisfied with the service that I received at the court office counter today.
- CSD Performance Measure: Recommitment to delivering French Language Services (FLS) based on the concept of active offer, as recommended in the 2012 FLS Bench and Bar Advisory Committee's report.
  - Survey Q. 9 – Were you made aware that counter service was offered in French at the courthouse you visited today? (By any means, i.e. signage, verbal offer, etc.)

Survey Questions

- The survey format and questions remains unchanged from the 2017-18 survey. The questions and format received DMC approval in 2012-13.
- A new question was added for 2016-17 survey regarding the active offer of FLS (Question 9).
- The purpose of the modification was to more clearly define what constitutes an active offer.

Suggested Court Locations for 2018-19

- The following 17 director approved locations have been recommended. They include a representative sampling of small, medium and large court locations across the province, as well as court locations in designated FLS areas.

s.13(1)

Appendices/Attachments

- Appendix A: Memo from ADAG to staff
- Appendix B: 2018-19 Client Satisfaction Survey (English and French)
- Appendix C: 2018-19 11x17 Poster (English and French)
- Appendix D: 2018-19 Postcard (English and French)
- Appendix E: Online & In-Person Surveys - Overview

Prepared by: Ingrid Ernst - A/Program Assistant

Date Prepared: November 15, 2018

Manager, WSPU

Rojean Prince, Manager, WSPU

Branch/Office Director:

Babi Banerjee, Director, CSD

ADAG:

Sheila Bristo, CSD

Orientation for Survey Administrators

Important Information

MY ON-SITE CONTACT PERSON

Name: _____

Title: _____

Phone: _____

Alternate Phone: _____

MY WORK SCHEDULE

	DAY 1	DAY 2	DAY 3	DAY 4	DAY 5
DATE					
TIME					

Getting Set Up at the Courthouse

1. Confirm your work schedule with your regional manager of business support or manager of court operations.
2. On your first day, before you start conducting surveys have an orientation meeting with your on-site contact person and familiarize yourself with the orientation materials and survey questions.
3. Remember to set yourself up near the public counter exit area where you will not be obstructing the normal flow. The on-site contact will help you determine the best location.

Rules of Conduct

- When surveying members of the public, you will be representing the Ministry of the Attorney General and Court Services Division.
- It will be important to conduct yourself in a respectful, professional and courteous manner to all members of the public that you approach.
- As you may recall from your accessible customer service training, the Ontario Public Service Accessible Customer Service Policy requires that government provide goods and services in a way that respects the dignity and independence of persons with disabilities. As you will be communicating with the public on behalf of the division, it is important that you respect the quality service standards of dignity, equity, inclusion, independence, responsiveness and sensitivity. As a refresher, the Ten Rules

for Communicating with People with Disabilities are provided below. They highlight actions that you can take to uphold these standards.

- You will wear a name-tag with your first name clearly displayed. This will be provided by your on-site contact person.
- The in-person survey is voluntary, so you should not be overly aggressive when approaching clients.
- If you encounter any clients who refuse to participate in the survey and demonstrate angry behaviour or who appear upset, simply thank them for their time and wish them a good day. Do not engage in arguments with clients.
- The purpose of the survey is to measure the level of service each client has experienced when using the counter services.
    - This does not include individuals who are at the courthouse for jury duty
- All clients accessing and using the services of the court counter can be surveyed. Note:
    - Clients who access the Family Law Information Centre (FLIC) services can be surveyed.
    - Clients who access two counters can fill out two surveys, one for each counter experience.
    - Clients who access the counter multiple times during the survey implementation can fill out a survey each time they access a counter.

Opening and Closing Comments Script

Use the following script when approaching clients to complete the survey:

- *"Good morning/afternoon. We are conducting a brief client satisfaction survey today for clients who have used the counter services here at the courthouse. Would you have a few moments to give us your feedback? It will only take about 5 minutes."*
- If they agree, also mention that the survey is anonymous.

Use the following script when closing off the survey:

- *"Thank you very much for your time today. Your feedback will be very helpful when reviewing counter services at our courthouses across the province. Have a great day."*
- When asking the survey questions, the survey script must be followed as it is written, with no deviation from the wording. This will ensure all clients are being asked the same questions in the same order.
- If the respondent has comments on a specific question, you can remind him/her of the option to make comments at the end of the survey.
- With respect to the question asking if the respondent agrees with the statements in questions four and five: "Staff were knowledgeable and helpful", and "Staff treated me in a courteous, professional and respectful way"; if needed, remind the respondent that this refers to *court staff at the counter*, not to other personnel that they may have encountered during their court experience (i.e. police, court support staff, judiciary, agencies, etc.).

Survey Methodology

- Each surveyor should use a random pattern for selecting clients to approach to participate in the survey.
- For high volume court locations, you may, for example, decide to approach every 5th client leaving the counter services area or some other random pattern.
- For court locations with lower client volumes, you may be able to approach each client served to ask whether they would be interested in participating.
- The purpose is to obtain input from a cross-section of the clients who use the counter services. Make an effort to ensure you are approaching both male and female clients as well as clients from all cultural backgrounds.

Roll up

- Familiarize yourself with the daily tracking sheet before you begin conducting surveys.
- The tracking sheet requires you to track how many people you approach to conduct the survey, and how many agreed to complete the survey.
- Submit your completed surveys to the on-site contact before your mid-morning, lunch and mid-afternoon breaks. Have an agreed upon drop off spot with your on-site contact.
- On your final day, report your end of week comments and feedback to the on-site contact. This would include how the surveys went generally, and what could be done differently next time to improve the survey results.

Problems or Issues

- If you encounter any problems or issues throughout the day, check with your on-site contact person for assistance.

Thank you for your assistance with the 2018-19 Court Services Division Client Satisfaction Survey.

Ten Rules for Communicating with People with Disabilities

1. Speak directly to the person rather than the attendant/companion or sign language interpreter who is facilitating.
2. Offer to shake hands when you are introduced. Offering your left hand is acceptable. People with limited use or artificial hands can still shake hands.
3. Identify yourself and others who are with you when you meet someone with a visual impairment. Identify the person you are speaking to when you are talking in a group.
4. Do not attempt to help without asking, first. If you offer help or assistance, wait until the offer is accepted. Then listen for instructions.
5. Treat adults as adults. Do not call grown men and women with developmental disabilities – "boy(s)" or "girl(s)". Call them by their names. Address or call people who have disabilities by their first names only when extending that same familiarity to the other people present. Never patronize people in wheelchairs or with developmental disabilities by patting them on their head or shoulders.
6. Do not lean or hang on to someone's wheelchair. Physically disabled people treat their wheelchairs as extensions of their bodies.
7. Listen carefully when talking with people who have difficulty speaking. Wait for them to finish. Ask short questions that require short answers or which can be answered by a nod or shake of the head. If you don't understand; ask them to repeat what they have said. Don't pretend to understand.
8. Place yourself at eye level when speaking with someone in a wheelchair or on crutches. Offer a person in a wheelchair the choice of sitting in a chair.
9. Tap a hearing impaired person on the shoulder or wave your hand to get his or her attention. Look directly at the person, speak clearly, slowly and expressively to establish if the person can read your lips. If they can; face the light source. Keep your hands, cigarettes and food away from your mouth while you are talking.
10. Relax. Don't be embarrassed if you use common sayings such as "See you later.", "Did you hear?", or other expressions which may relate to a person's disability.

Based on the source: National Center for Access Unlimited/Chicago

Court Services Division
Daily Tracking Sheet – Client Satisfaction Survey

DAILY TRACKING SHEET

(to be completed and submitted daily by each surveyor)

Name of Interviewer : _____

Date (mm/dd/yy) : _____

City/Town : _____

Court Name : _____

Category	Calculations/Notes	Totals per Day
Number of people APPROACHED		
Number of people DECLINED		
Number of COMPLETED SURVEYS		

Comments/Issues:

How did we do today?

Take our client satisfaction survey and let us know.

If you visited a court counter today, you are invited to complete a short survey between January 2, 2019 and March 1, 2019 at:

https://www.surveymonkey.com/r/W8W53C7

All responses are anonymous. For more information email: CSS@ontario.ca

Thank you for your feedback.

Court Services Division
Ministry of the Attorney General

Ontario

How did we do today?

Take our client satisfaction survey and let us know.

If you visited a court counter today, you are invited to complete a short survey between January 2, 2019 and March 1, 2019 at:

https://www.surveymonkey.com/r/W8W53C7

All responses are anonymous. For more information email: CSS@ontario.ca

Thank you for your feedback.

Court Services Division
Ministry of the Attorney General

Ontario

A0064987_100-000794

Comment jugez-vous notre service aujourd'hui?

Participez à notre sondage sur la satisfaction de la clientèle et laissez-nous savoir.

Si vous avez visité l'un des comptoirs de tribunal aujourd'hui, nous vous invitons à participer à un court sondage entre le 2 janvier 2019 et le 1 mars 2019 à:

https://fr.surveymonkey.com/r/SCV7KLV

Toutes les réponses sont anonymes. Pour de plus amples renseignements, envoyez vos demandes par courriel à : CSS@ontario.ca

Nous vous remercions de votre rétroaction.

Division des services aux tribunaux
Ministère du Procureur général

Ontario

Comment jugez-vous notre service aujourd'hui?

Participez à notre sondage sur la satisfaction de la clientèle et laissez-nous savoir.

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Nous vous remercions de votre rétroaction.

Division des services aux tribunaux
Ministère du Procureur général

Ontario

How did we do today?

Take our client satisfaction survey and let us know.

If you visited a court counter today, you are invited to complete a short survey at:

https://www.surveymonkey.com/r/W8W53C7

The survey will be available online between

January 2, 2019 – March 1, 2019

All responses are anonymous.

For more information, email **CSS@ontario.ca**.

Thank you for your feedback.

Court Services Division
Ministry of the Attorney General

Ontario

A0064987_102-000796

Que pensez-vous du service que vous avez reçu aujourd'hui?

Faites-le-nous savoir en répondant à notre sondage sur la satisfaction de la clientèle.

Si vous avez visité un tribunal aujourd'hui, vous êtes invité(e) à répondre à un court sondage sur:

https://fr.surveymonkey.com/r/SCV7KLV

Le sondage sera accessible en ligne

du 2 janvier au 1 mars 2019

Toutes les réponses sont anonymes.

Pour de plus amples renseignements, envoyez un courriel à **CSS@ontario.ca.**

Merci de vos commentaires.

Ontario

A0064987_103-000797

Checklist for Regional Office and On-site Managers

The Representative from the Regional Office:

- ☑ Familiarize yourself with all of the 2018-19 Client Satisfaction Survey materials:
  - 2018-19 Client Satisfaction Survey (English and French)
  - Client Satisfaction Survey – Staff Orientation
  - 2018-19 Client Satisfaction Survey Poster (English and French)
  - 2018-19 Client Satisfaction Survey Postcard (English and French)
  - Survey Tracking Sheet
  - Volunteer Learning and Development Poster (Optional)
- ☑ Distribute the postcard and poster to all court locations with instructions to provide postcards to each client served at the court counter.
- ☑ Postcards should be printed double-sided and cut in half to ensure each postcard has English and French instructions.
- ☑ Assign staff to survey in-person locations, using the schedule outlined in the instructions. (An optional poster is provided with the materials to solicit volunteers for the learning and development opportunity.)
- ☑ Provide staff survey-administrators with an on-site manager or contact person.
- ☑ Provide on-site manager with a copy of the survey materials.
- ☑ Provide journal forms for salary and travel costs to Ingrid Ernst (ingrid.ernst@ontario.ca) for processing.

The On-site Manager:

- ☑ Orient staff survey-administrators to the court location and ensure survey-administrator is familiar with the orientation materials prior to conducting surveys.
- ☑ Provide the staff survey-administrators with copies of the survey before their shift and make additional copies available, if needed.
- ☑ **Review copies of survey to ensure all 17 questions are included.**
- ☑ Be available for questions or concerns during the day, ensuring staff know how to contact you.
- ☑ Collect finished surveys at the end of the day. At the end of the five days, box the surveys and send them to:

Ingrid Ernst
720 Bay Street, 2nd Floor
Toronto, ON M7A 2S9

A0064987_104-000798

Instructions for Regional Office and On-site Managers

The 2018-19 Client Satisfaction Survey will be conducted between January 2, 2019 and March 1, 2019.

In-person Surveys

Each region is asked to assign staff to complete the in-person surveys at court locations across the province.

Court Locations to be surveyed:

Region	2018-19 Locations
Central East	Lindsay Newmarket
Central West	Simcoe St. Catharines
East	Ottawa Cornwall
Northeast	Sault Ste. Marie Parry Sound
Northwest	Thunder Bay Dryden
Toronto	330 University Ave. 1911 Eglinton Ave. East 311 Jarvis St.
West	London (FLS) Guelph (72 Woolwich St. & 36 Wyndham St. South) Owen Sound

- If possible, please assign staff to neighbouring court locations to ensure the integrity of the data (i.e. not their home court location).
- Assign chosen staff an on-site contact person, a supervisor or manager of court operations.

Schedule staff using the following guidelines:

- Survey each court location for a total of 30 hours (or five, 6 hour days). Two hours on the first day can be allocated to training.
- Staff can be scheduled any time within the two month period, as long as the total number of hours surveyed is 30.

  - All courthouses must be completed by end of day March 1, 2019.
- The on-site contact person should familiarize themselves with the staff training document and be available for questions before and while conducting the survey.
- The on-site contact person will also need to orient the staff to the location and provide them with copies of the survey as needed.
- For designated FLS locations, please have staff in designated positions conduct the surveys and provide them with French and English copies.
- Once the 30 hours have been completed, box and return the surveys to:

  Ingrid Ernst
  720 Bay Street, 2nd Floor
  Toronto, ON M7A 2S9
- Please fill out a journal form with the salary and travel expenses incurred for the in-person survey staff and provide it to Ingrid Ernst at ingrid.ernst@ontario.ca by March 8, 2019.

Online Surveys

- An English and French postcard template is attached. Please distribute to all court locations.
- Court locations can print off double sided copies of the postcard on coloured bond paper, as needed, and cut into two pieces.
- All court counter staff are required to provide clients with postcards once the transaction is complete, inviting them to complete the survey.
- An 11 x 17 poster is attached. **Please distribute to all court locations.**
- Court locations can print and post one copy per court counter.
- To print on 11 x 17 paper:
  - Choose File > Print
  - Check – "Actual Size" and "Choose Paper Source by PDF Page Size"
  - Choose Print
  - At the Multi-functional Device fill the bypass tray with 11 x 17 paper and choose "Bypass Tray" on the screen

Cha, Sarah (MAG)

From: Fernandes, Rhea (MAG)
Sent: May-03-19 9:17 AM
To: McWade, Jami (MAG)
Cc: Ernst, Ingrid (MAG)
Subject: RE: Client Satisfaction Results 2018-19

Hi Jami,

Below is the information that you requested.

Please let me know if you have any further questions.
-Rhea.

KPI:	% of clients satisfied with the services received
Program:	**CSD - Counter Services**
KPI Lead:	Jami McWade, Ingrid Ernst, CSD
Results:	**Year End**
# clients responding to survey	[redacted]
# clients satisfied	

From: Ernst, Ingrid (MAG)
Sent: May-03-19 7:18 AM
To: McWade, Jami (MAG); Fernandes, Rhea (MAG)
Subject: RE: Client Satisfaction Results 2018-19

That is correct, both agree and strongly agree.

From: McWade, Jami (MAG)
Sent: May 2, 2019 3:12 PM
To: Fernandes, Rhea (MAG) <Rhea.Fernandes@ontario.ca>
Cc: Ernst, Ingrid (MAG) <Ingrid.Ernst@ontario.ca>
Subject: RE: Client Satisfaction Results 2018-19

Double check with Ingrid as to what has been provided in the past, but I believe it is both agree and strongly agree.

Jami McWade | A/ Workforce Policy Planning Coordinator | Corporate Support Branch

Court Services Division | 720 Bay Street, 2nd Floor | Toronto, ON
416-212-6939 | jami.mcwade@ontario.ca | www.ontario.ca



From: Fernandes, Rhea (MAG)
Sent: May 2, 2019 3:08 PM
To: McWade, Jami (MAG) <Jami.McWade@ontario.ca>
Subject: RE: Client Satisfaction Results 2018-19

Hi Jami,

Just a quick question about the # clients satisfied… is that the sum of the "agree" and "strongly agree" columns?

Below is the table that I populated with the client satisfaction question results, if that helps.

NOTE: These are only the English survey results (online and in person)… still working on incorporating the French results

-Rhea.

Satisfaction by region

"I am satisfied with the service that I received at the court office counter today."

Region	Strongly Disagree	Disagree	Neither	Agree	Strongly Agree	TOTAL	N/A
CE	12	9	5	53	106	185	0
CW	18	5	5	24	81	133	1
E	8	10	7	33	138	196	2
TOR	15	12	8	89	129	253	1
W	22	18	12	128	134	314	11
Total	81	56	41	377	802	**1357**	

Skipped 11

s.N/R

%

Region	Strongly Disagree	Disagree	Neither	Agree	Strongly Agree	TOTAL	Sat. Rate
CE	6%	5%	3%	29%	57%	100%	86%
CW	14%	4%	4%	18%	61%	100%	79%
E	4%	5%	4%	17%	70%	100%	87%
TOR	6%	5%	3%	35%	51%	100%	86%
W	7%	6%	4%	41%	43%	100%	83%
Overall	**6%**	**4%**	**3%**	**28%**	**59%**		
				86.88%			88%

From: McWade, Jami (MAG)
Sent: April-30-19 2:06 PM
To: Ernst, Ingrid (MAG); Harewood, Anderson (MAG); Fernandes, Rhea (MAG)
Subject: Client Satisfaction Results 2018-19

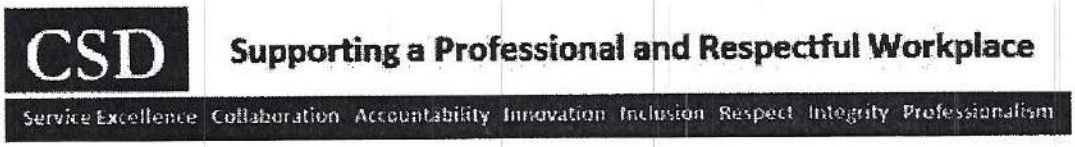
I am not sure who is leading the Client Satisfaction Results now, but can I please get the information for the two fields below by the end of the week?

KPI:	% of clients satisfied with the services received
Program:	**CSD - Counter Services**
KPI Lead:	Jami McWade, Ingrid Ernst, CSD
Results:	**Year End**
# clients responding to survey	[redacted]
# clients satisfied	

Thanks,

Jami McWade | A/ Workforce Policy Planning Coordinator | Corporate Support Branch

Court Services Division | 720 Bay Street, 2nd Floor | Toronto, ON
416-212-6939 | jami.mcwade@ontario.ca | www.ontario.ca



Court Services Division
2018-19 Client Satisfaction Survey

Strategic Context

Court Services Division is committed to the strategic priorities of:

- Focusing on core businesses which include providing excellent client services to court users; and
- Enhancing access to justice by providing court clients with more service options

To inform CSD's work towards these priorities, the division conducts an annual Client Satisfaction Survey and utilizes the data collected to measure organizational performance and progress, not personal performance of staff members[1].

Survey Methodology

The 2018-19 Client Satisfaction Survey[2] was conducted in-person and online throughout the months of January and February 2019. This methodology is consistent with the method used to collect data in 2014-15, 2015-16, 2016-17 and 2017-18.

The in-person survey was conducted at 17 court locations[3] across the province from January 2 to March 1, 2019. Clients were made aware of the online survey through the distribution of postcards by court counter staff in addition to posters in each courthouse.

The survey questions remain unchanged from those used in the 2017-18 survey.

In total, there were 1,407 respondents from 52 court locations[4] across Ontario, compared to 1,372 respondents in 2017-18. This represents a 2.6% increase over the last year. The survey focused on client satisfaction with court counter services for the civil, family, small claims, and criminal practice areas.

---

[1] See Appendix A for a summary on how Court Services Division uses the Client Satisfaction Survey for reporting.
[2] See Appendix B for a copy of the 2018-19 Client Satisfaction Survey.
[3] Dryden, Toronto (1911 Eglinton Avenue East, 311 Jarvis Street, 330 University Avenue), Simcoe, Guelph (74 Woolwich Street, 36 Wyndham Street South), Lindsay, Parry Sound, St. Catharines, Ottawa, Cornwall, Owen Sound, Sault Ste Marie, Newmarket, Thunder Bay, London.
[4] See Appendix C for a breakdown of participation by court location.

A0064987_111-000805

What has changed for the 2017-18 Report?

1) For the purposes of visual clarity all data labels for percentages of less than 3% have been removed. If you require the full data charts from this report please contact rhea.fernandes@ontario.ca.

How to use the Client Satisfaction Survey Report

The report has been drafted to assist the division, regions, and local managers in understanding the client experience at courthouses. The report generally follows the order of the client satisfaction survey; readers are encouraged to review the copy of the survey provided in Appendix B to assist in understanding the format and layout of the survey completed by clients.

Directors

Regional Directors are encouraged to review their responses in comparison to both the divisional (aggregate) data as well as the responses submitted for their regions in previous years. Results should be shared and discussed with managers as part of a Regional Management Team meeting with consideration given to areas that have improved as well as areas that require attention.

The key areas of Disability Related Needs and French Language Services should be reviewed in detail. Although the number of respondents accessing these services is quite low, it is still important to review the feedback collected to ensure we are meeting our obligations and commitments in these priority areas.

Managers

Managers are encouraged to review the information in the report to determine opportunities to engage employees in discussions about customer service. CSD offers a training module that provides information on how to provide excellent customer service to the client's courthouse. This module is identified as mandatory administrative training for any employee working in a court office, and it is encouraged that all employees who work with clients receive this training as part of their onboarding or ongoing training plan.

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A0064987_114-000808

Key Findings

1. **Respondents were asked whether they were self-represented, represented by a lawyer, legal counsel, process server, paralegal or legal assistant, or other.** ***(Q17)***
   - The largest proportion of respondents (40%) were self-represented clients, which is consistent with last year's survey findings.

2. **Proportion of respondents by practice area** ***(Q2)***
   - The largest group of respondents (43%) accessed family court services. This is a 2% decrease from the 2017-18 survey.
   - Respondents also accessed: Civil (25%), Small Claims (11%), and Criminal (21%) practice areas.

3. **Overall client satisfaction and access to services** ***(Q3-6 and Q12)***
   - 87% of respondents were satisfied with the services they received, compared to 86% in 2017-18.
   - 92% believed that staff were knowledgeable and helpful, which is consistent with the 2017-18 survey findings.
   - 90% believed that staff treated them in a courteous, professional, and respectful manner, a 3% decrease from 2017-18.
   - 90% responded that it was easy to access the court service counter, compared to 92% in 2017-18.
   - 90% received the services they required, no change from 2017-18.

Of those clients who stated they were unsatisfied with the services they received, 39% reported that they were still able to obtain the services they required.

- This finding is consistent with the 2017-18 survey results.

Clients accessing Civil Court services reported higher satisfaction rates, while clients accessing Family Court services reported lower satisfaction rates.

- Satisfaction rates from clients accessing Civil Court services increased by 10%.
- Satisfaction rates from clients accessing Small Claims Court services decreased by 9%.

In-person respondents are more satisfied than online respondents.

- Consistent with previous survey findings, in-person respondents are generally more satisfied than online respondents.
- In 2018-19, 91% (88% from 2017-18) of in-person respondents reported that they were satisfied with the services they received, compared to 60% (56% from 2017-18) of online respondents.

4. **French Language Services** *(Q9-11)*
   - When asked about the satisfaction levels for French language services, clients reported a 15% decrease (80% in 2018-19 compared to 95% in 2017-18). The respondent pool for FLS (French Language Services) is very small, 35 respondents (3%), which can result in drastic changes in levels.
   - 58% of respondents from French Language Services Act (FLSA) designated areas indicated that they were made aware of French language services by court counter staff.
   - This represents a 10% decrease from 2017-18.

5. **Services to support clients with disability-related needs (Q7-8)**
   - Respondents indicated an 8% decrease in satisfaction when asked about accessibility for persons with disability-related needs (78% in 2018-19 compared to 86% in 2017-18).

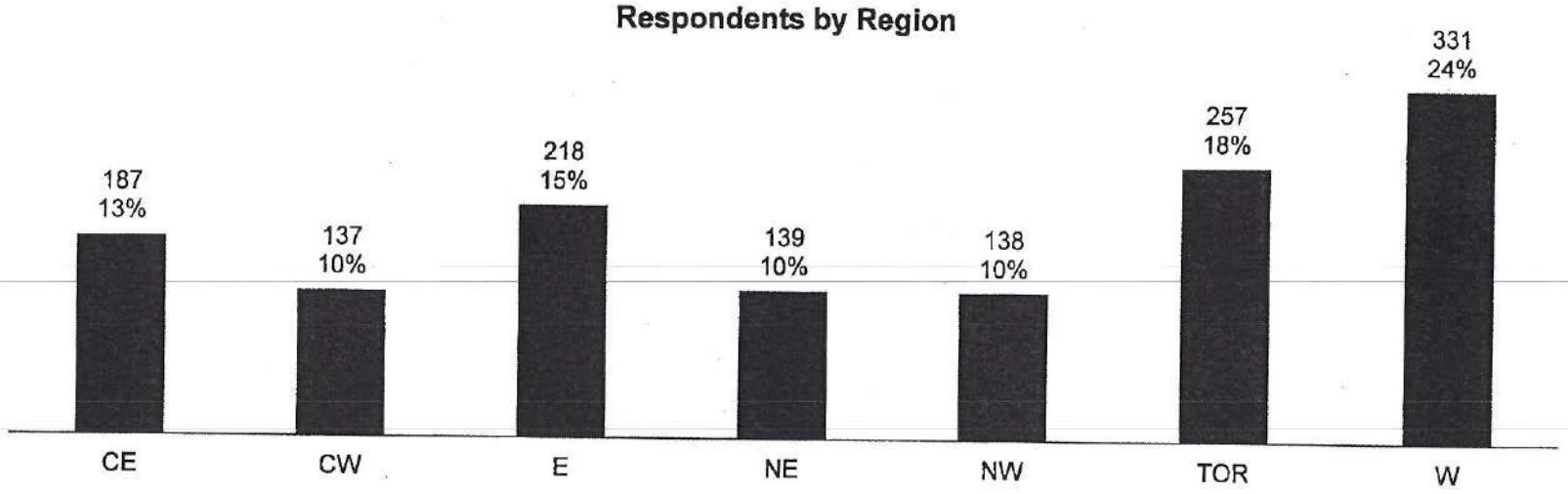
Qualitative responses from clients

Section two (2) contains an analysis of the qualitative responses received in the survey. The themes remained similar to last year's responses, with the majority of respondents commenting on general customer service, triage/wait times/tickets/hours, knowledgeable/helpful staff, courteous/professional staff and staffing levels.

Who are the Respondents?

Q1 - Where are the Respondents Located?

Clients from locations across the province were given the opportunity to respond to the survey in person and online. The West Region had the highest participation rate in 2018-19, with 331 out of 1,407 surveys, for a total of 24%. The Central West Region had the highest participation rate in 2017-18 with 30%.



Top 5 Locations by Respondents

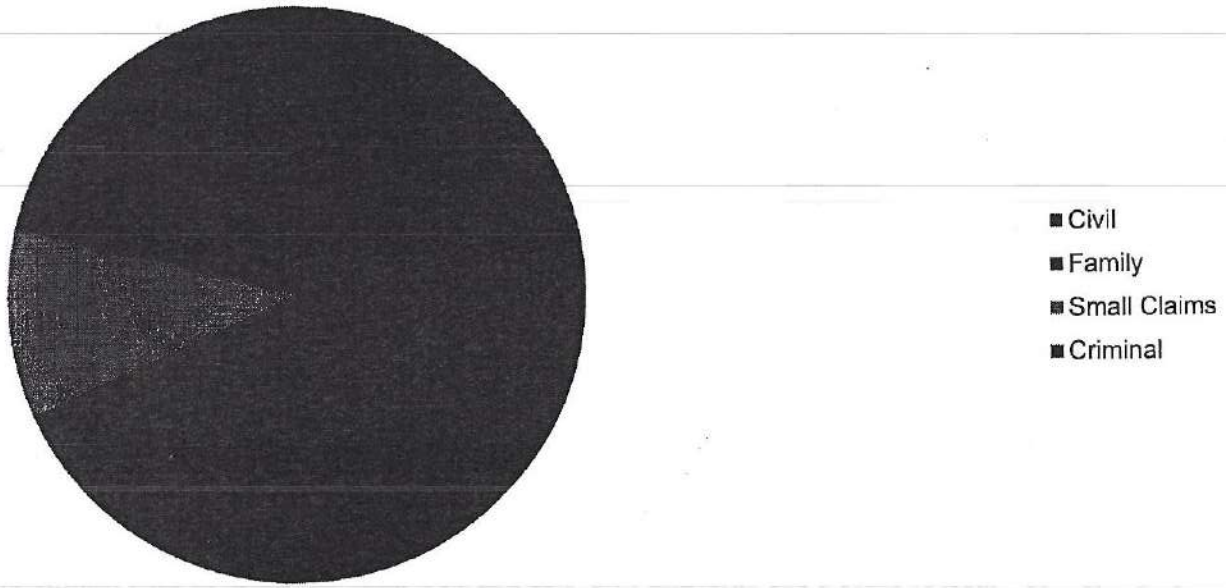
Court Location	Region	Number of Respondents (#)	Number of Respondents (%)
Newmarket	CE	116	8%
Toronto, 330 University Ave	TOR	128	9%
London	W	159	11%

s.N/R

Q2 - What Practice Areas are Respondents Accessing?

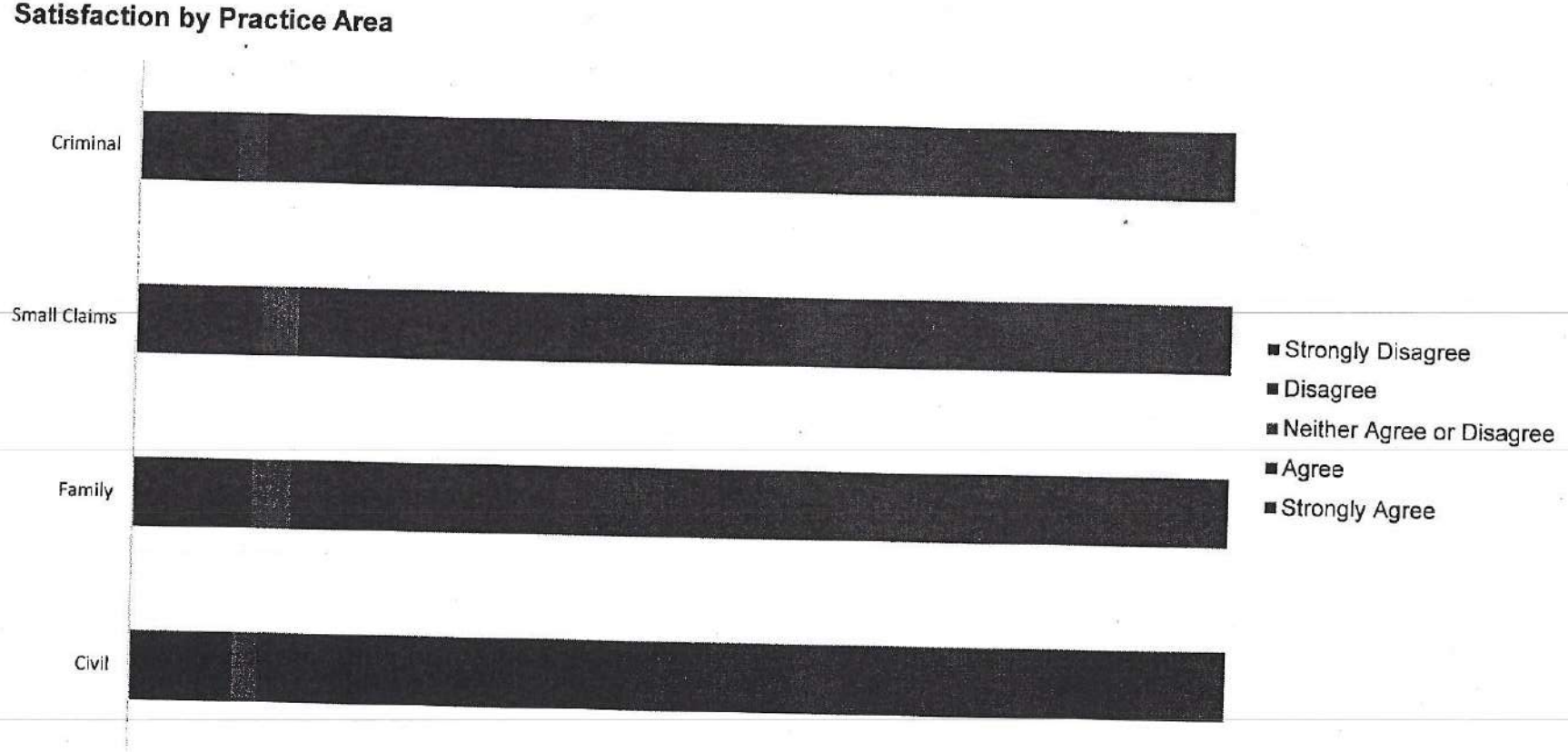
CSD has four (4) practice areas: small claims, criminal, family, and civil. The survey asked respondents which practice area they utilized during their visit to the courthouse. The largest group of respondents, 43%, accessed family court services resulting in a 2% decrease from the 2017-18 survey.

Practice Areas Accessed by Respondents



Satisfaction by Practice Area

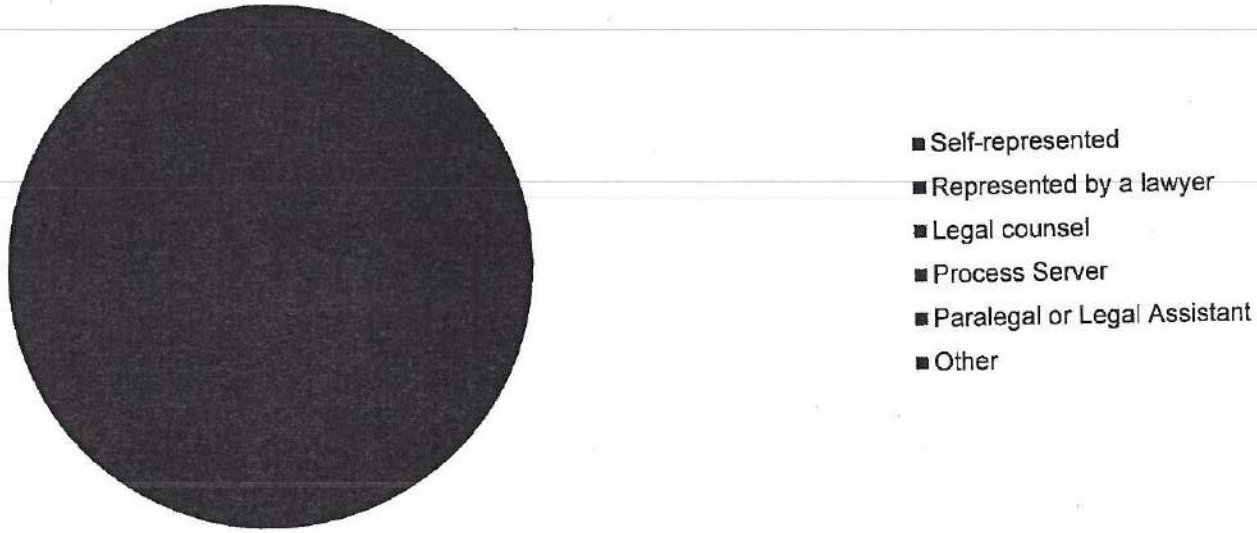
An analysis of satisfaction by practice area indicates that client satisfaction across the province remains high, with civil at 88% (77% in 2017-18), family at 86% (90% in 2017-18), small claims at 85% (94% in 2017-18), and criminal at 89% (81% in 2017-18).



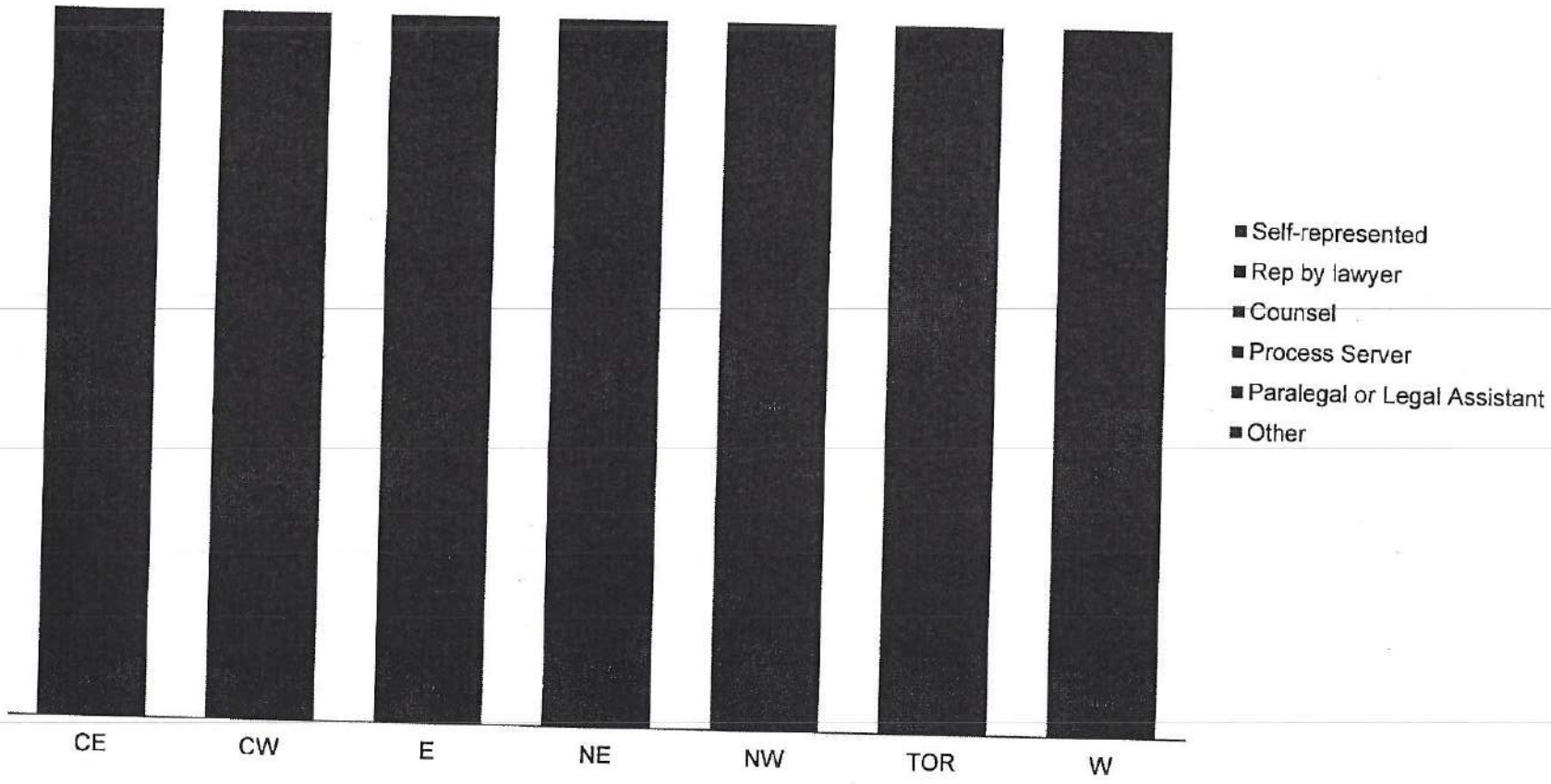
Q17 - Respondent Categories

Respondents were asked what best described their position or role using the court counter services. The largest group of respondents, 40%, were self-represented clients, followed by legal counsel with 19%, paralegal or legal assistant with 14%, other[6] with 11%, process server with 10% and represented by a lawyer with 6%.

Respondents by Category



Respondent by Category - Regional



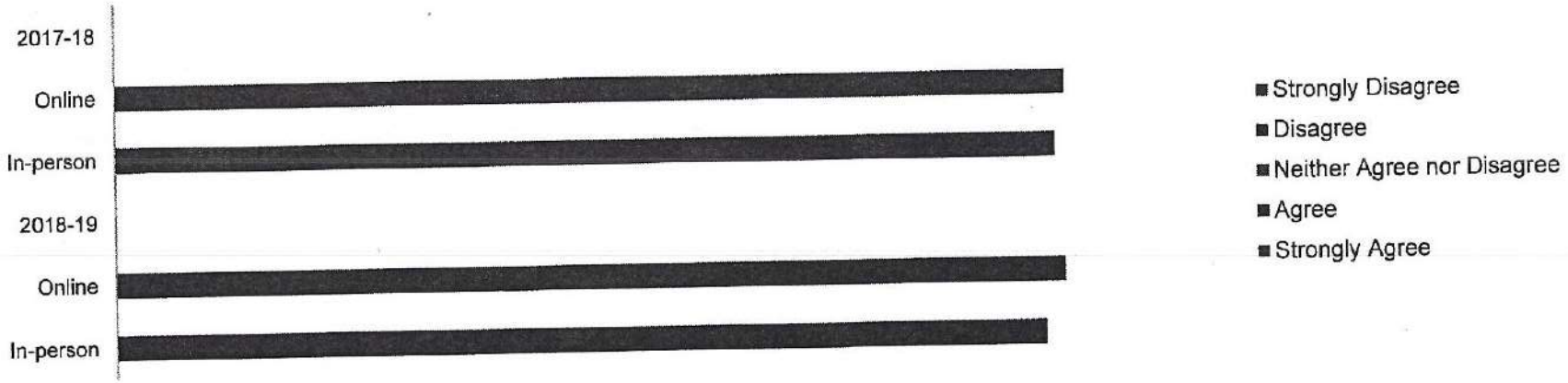
How are Respondents Completing the Survey?

An analysis of survey methodology indicated that the majority of surveys, 85%, were collected in person by designated staff who surveyed clients using court counter services and 15% were completed online, representing an increase in surveys completed online from 10% in 2017-18.

This statistic is specifically relevant when we consider that the overall satisfaction rate for surveys collected in-person was 91% (88% in 2017-18), 31% higher than online surveys with an overall satisfaction rate of 60% (56% in 2017-18). When asked the five (5) questions related to service satisfaction, online clients indicated they were less satisfied in each area compared to in-person respondents.

This has been a common trend throughout previous surveys and has been attributed in part because clients who respond in-person do so immediately after service, as opposed to online respondents who complete the survey some time after their experience. The court locations with the highest number of online respondents were: Brampton (18 respondents), Toronto – 393 University Avenue (17 respondents), Belleville (12 respondents), and Oshawa (11 respondents).

Online vs. In-Person Satisfaction Comparison: 2017-18 and 2018-19 (Q3)



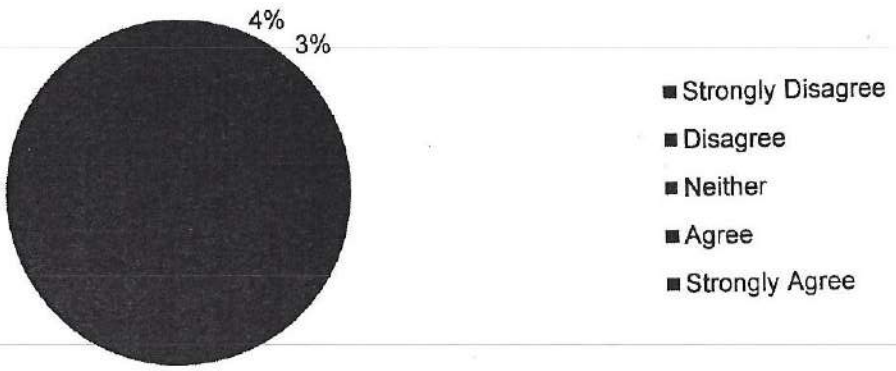
Analysis of Client Satisfaction Survey Results

There are five (5) key statements that Court Services Division uses to determine overall client satisfaction:

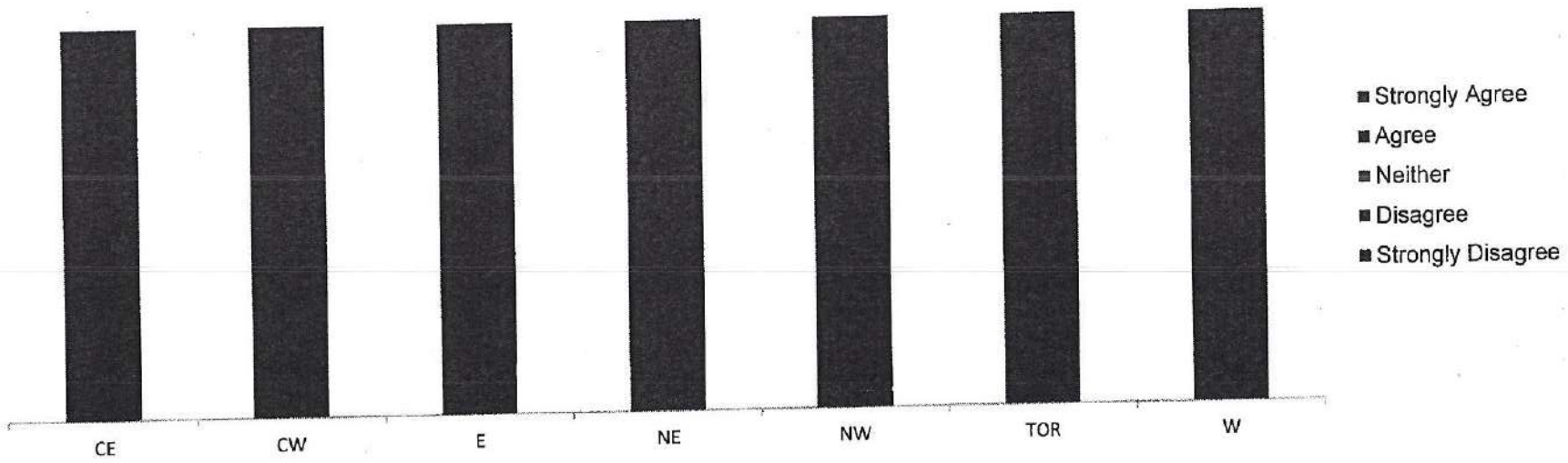
Survey Statement	2016-17	2017-18	2018-19
I am satisfied with the service I received *(Q3)*	88%	86%	**87%**
Staff were knowledgeable and helpful *(Q4)*	89%	92%	**92%**
Staff treated me in a courteous, professional and respectful way *(Q5)*	93%	93%	**90%**
It was easy to access the court service counter that I required *(Q6)*	91%	92%	**90%**
I received the services I required *(Q12)*	90%	90%	**90%**

Respondents are asked to indicated if they strongly disagree, disagree, neither agree nor disagree, agree, strongly agree, or if the question is not applicable. For the purposes of this report the proportion indicated in the table includes responses of both "agree" and "strongly agree."

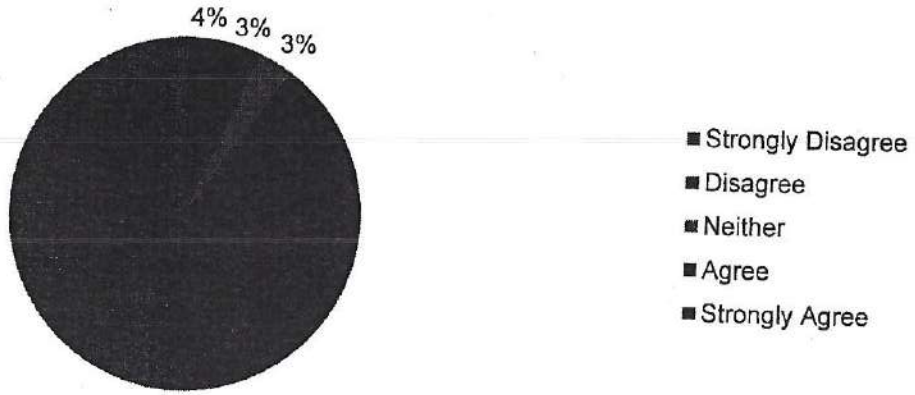
Q3 – I am satisfied with the service I received



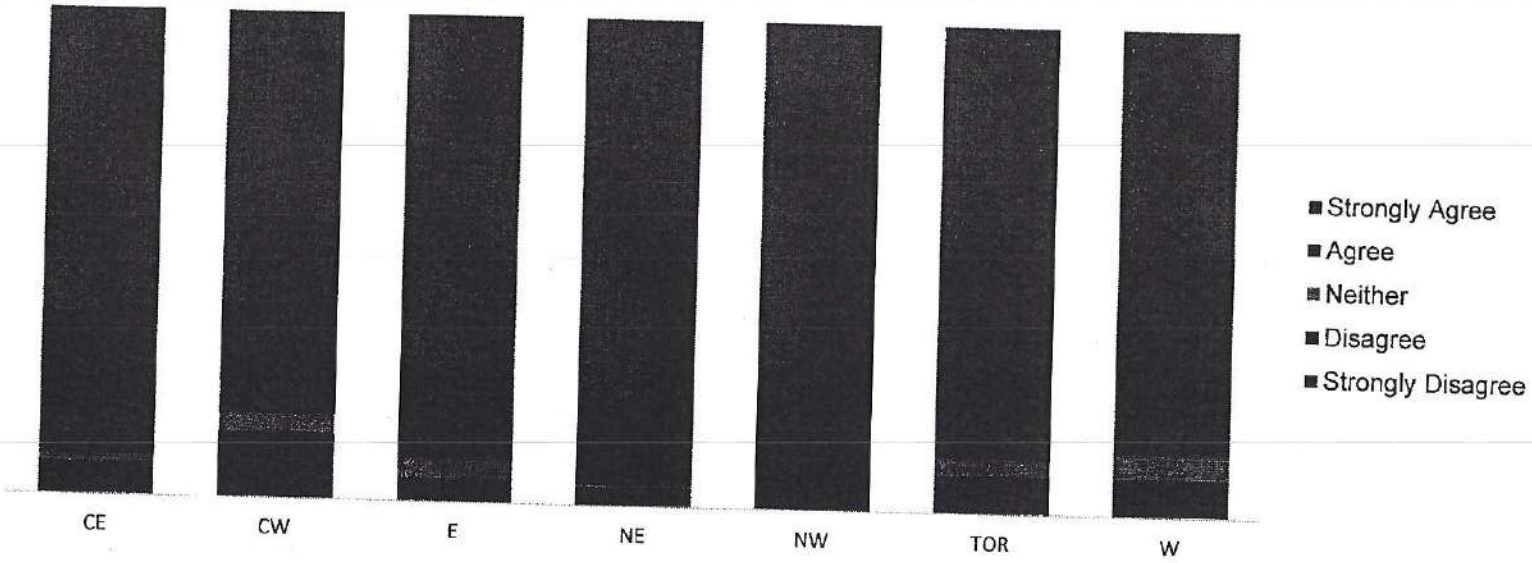
Q3. I am satisfied with the service I received (Regional)



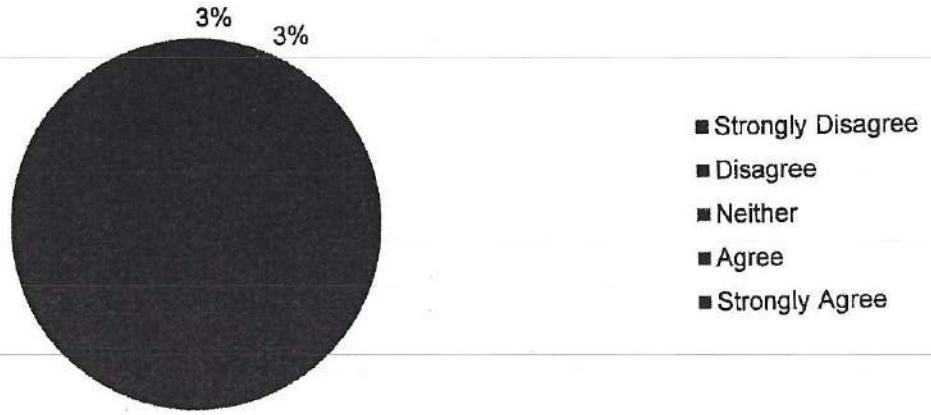
Q4 - Staff were knowledgeable and helpful



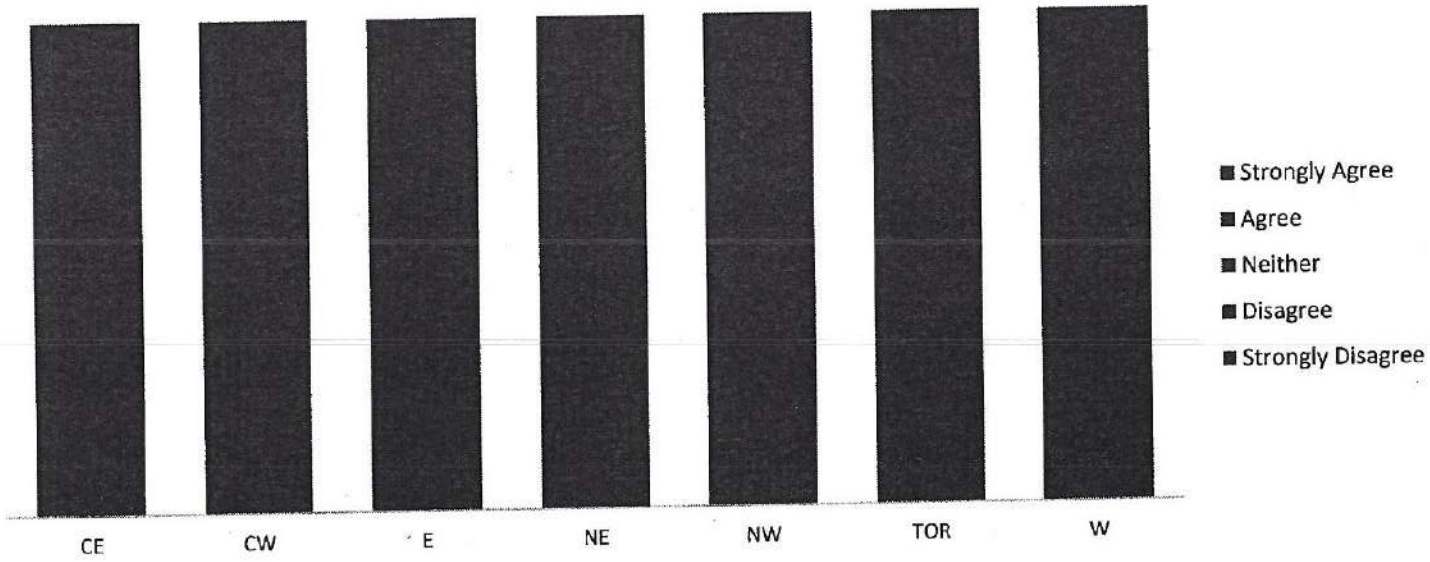
Staff were knowledgeable and helpful (Regional)



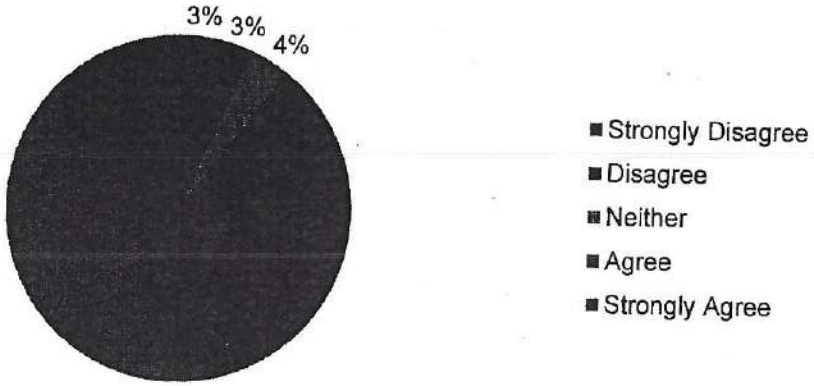
Q5 – Staff treated me in a courteous, professional and respectful way



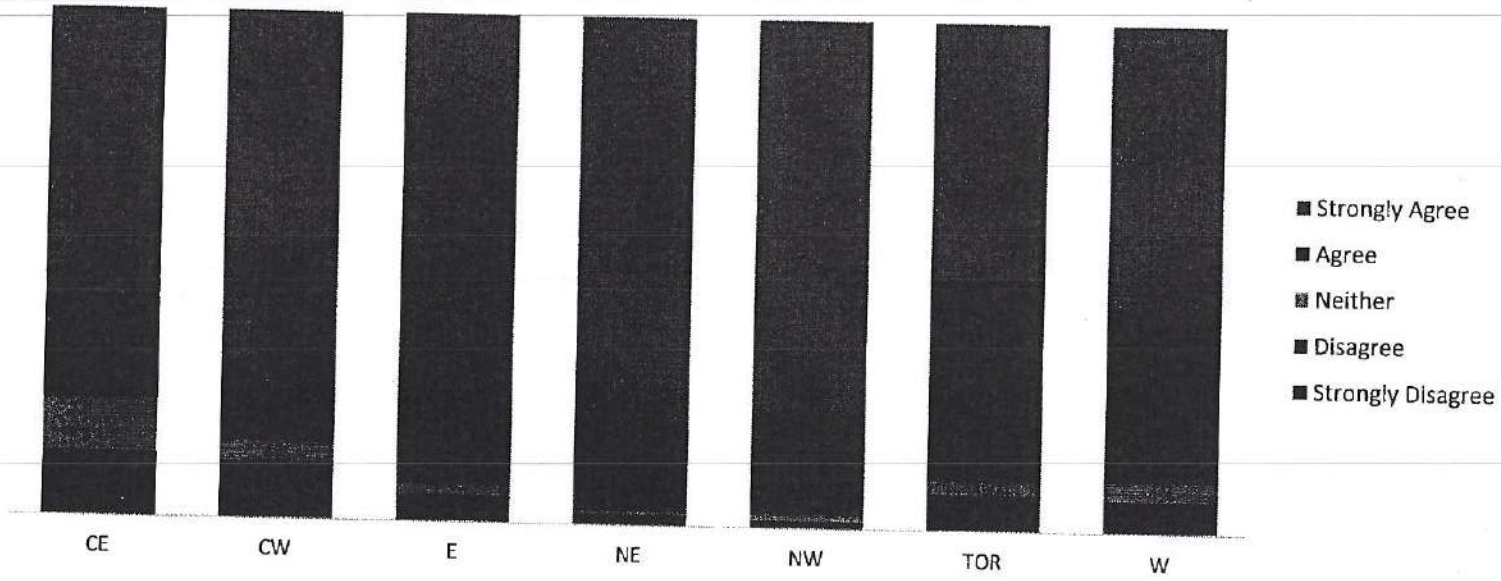
Q5. Staff treated me in a courteous, professional and respectful way (Regional)



Q6 – It was easy to access the service that I required



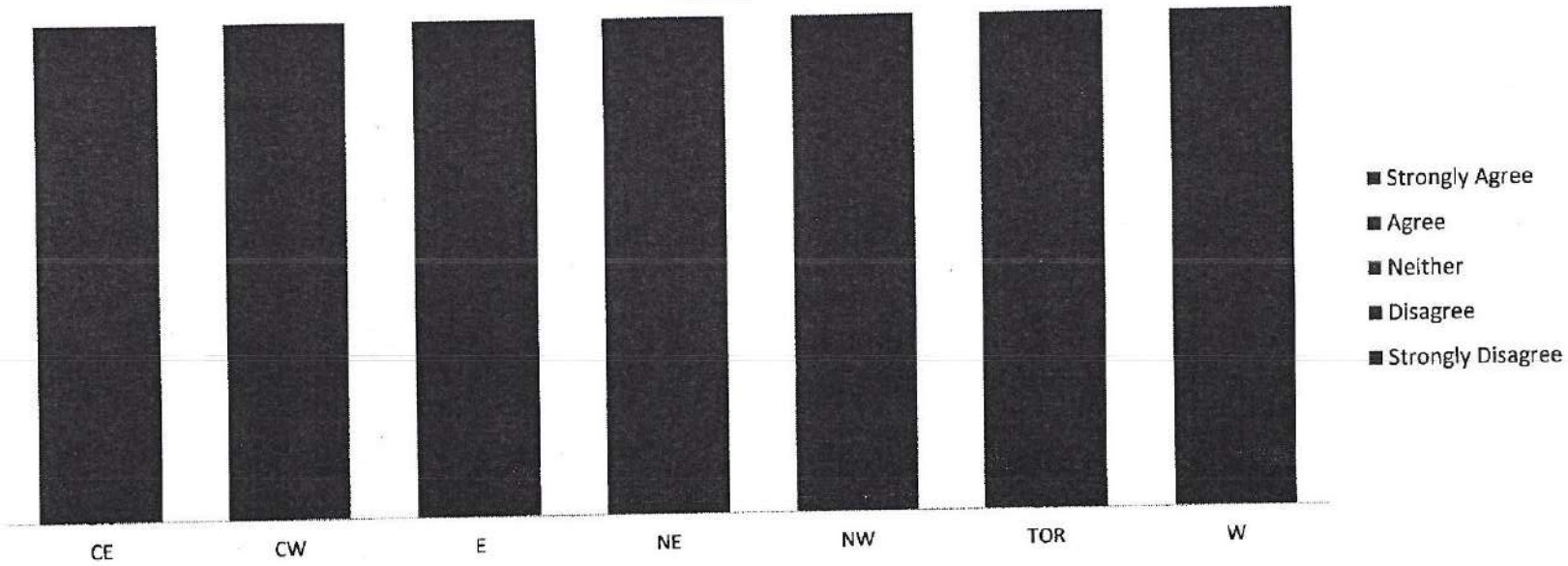
Q6. It was easy to access the service that I required (Regional)



Q12 – I received the service(s) that I required



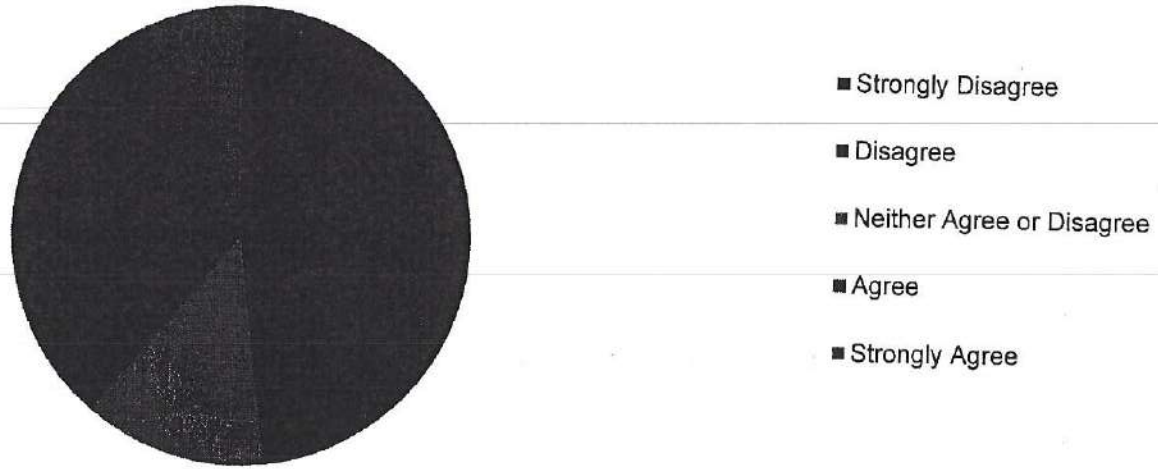
Q12 I received the service(s) that I required (Regional)



If a Respondent indicated that they were unsatisfied, did they get the service they required in the end?

39% of clients who indicated that they were unsatisfied with the court counter service agreed or strongly agreed that, in the end, they received the services they required. This finding is consistent with the results from 2017-18.

Did unsatisfied clients receive the services they required?



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Disability-Related Needs

Q7 – Did Respondents indicate disability-related needs?

When asked whether they or their client had any disability-related needs when using the court office counter, 51 respondents, or 3.6%, indicated they had a disability-related need. In 2017-18, 48 respondents, or 3.5%, indicated they had a disability-related need.

The distribution of respondents who indicated that they had disability-related needs is as follows: East – 13 (25%), West - 12 (24%), Toronto – 8 (16%), Central West – 6 (13%), North West – 6 (12%), Central East – 3 (6%), and North East – 3 (6%).

Q8 – Satisfaction of Clients with Disability-Related Needs

When asked if they were satisfied with the disability-related assistance they received, 78% of respondents indicated that they were satisfied. This is a decrease of 8% from the 2017-18 survey (86%). The respondent pool for disability-related services is very small, 51 respondents (3.6%), which can result in drastic changes in satisfaction rates.

Satisfaction with disability-related needs assistance



French Language Services (FLS)

Q9 – Were Clients actively offered FLS?

The *French Language Services Act (FLSA)* guarantees the right to services in French in government offices located in designated areas of the province, generally where Francophones make up at least 10% of its population. The 2012 *Access to Justice in French* report recommended that the ministry recommit to delivering French language services based on the concept of active offer.

To assess whether French counter service is being proactively offered in areas that are designated under the *FLSA* to provide services to the public in French, the following question was introduced in the 2015-16: *"Were you made aware that counter service was offered in French at the courthouse you visited today?"* In 2016-17, this question was modified to more explicitly define an active offer of FLS: *"Were you made aware that counter service was offered in French at the courthouse you visited today? (By any means, i.e. signage, verbal offer, etc.).*

Within the 26 *FLSA* designated areas, 28 of the 52 surveyed court locations were considered *FLSA* designated areas[5]. Of the 1,011 respondents from FLSA designated areas, **584 (58%) indicated that they were made aware of FLS by court counter staff**. In 2017-18, 68% of respondents that they were made aware of French Language Services by staff, representing a 10% decrease. The distribution of respondents who indicated that they were made aware of FLS is as follows: East – 147 (25%), Toronto – 140 (24%), North East – 95 (16%), West – 90 (15%), North West – 69 (12%), Central East – 27 (5%) and Central West – 16 (3%).

The division will use these benchmark results to determine what staff training and/or additional visual aids may be necessary to promote the active offer of service in French.

Between September 2017 and March 2018, prior to the launch of new ministry service standards for French language services (FLS), CSD provided French language services training to CSD staff and management in all of the courthouses

[5] Barrie, Brampton, Cochrane, Cornwall, Dryden, Elliot Lake, Hamilton (2 locations), London, L'Original, Newmarket, Ottawa, Parry Sound, Richmond Hill, Sault Ste. Marie, Thunder Bay, Toronto (9 locations), Welland, Windsor (2 locations).

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designated to provide French language services. Over 100 sessions were given to approximately 1,000 staff from 40 court locations. Most of the sessions were given in person. The sessions focused on ensuring the active offer of FLS.

Q10 – Did Respondents request FLS?

When asked if they requested any counter services in French, 3%, or 35 respondents, indicated that they requested FLS. This represents a 2% increase from clients who requested FLS in both 2016-17 and 2015-16 surveys.

The distribution of respondents who indicated that they requested FLS is as follows: East – 24 (69%), North East – 4 (11%), Toronto – 3 (9%), West – 2 (6%), Central West – 1 (3%), and North West - 1 (3%). The Central East Region did not have any respondents indicate they requested FLS.

Q11 – Satisfaction of Clients requesting French Language Services (FLS)

The respondents were asked to rate their satisfaction with FLS provided during their visit to the courthouse. 80% of clients indicated that they were satisfied with the services, representing a 15% decrease from 2017-18. The respondent pool for FLS is very small, 35 respondents (3%), which can result in drastic changes in levels.

Satisfaction with FLS



Website Knowledge and Satisfaction

Q13 – Were Respondents aware of the CSD website?

Of the 1375 respondents, 1002 (73%) were aware of the CSD website.

Q14 – Did those respondents who accessed the website find it helpful?

Of those who accessed the CSD website, 82% found the information on the website helpful, a 2% increase from the 2017-18 results (80%).

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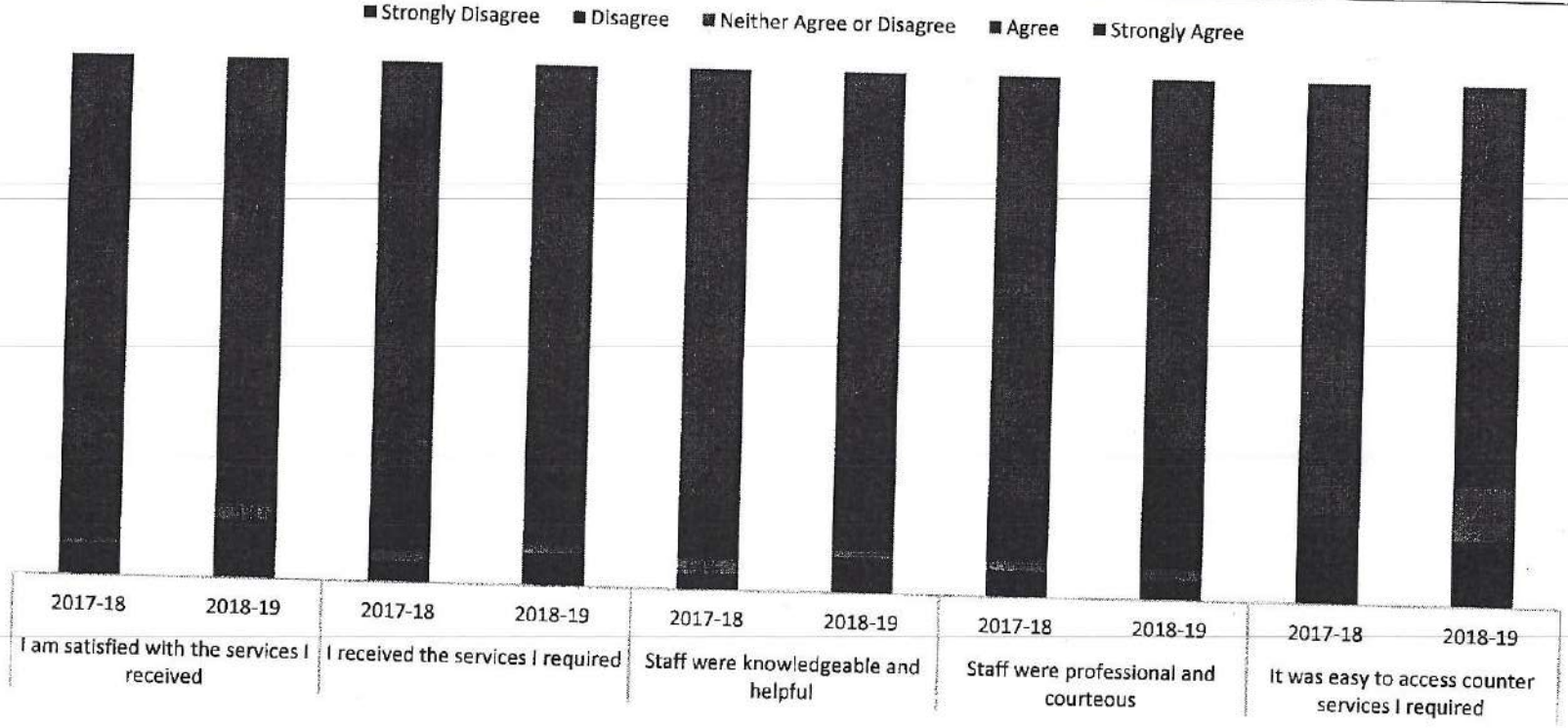
Client Satisfaction by Region

As indicated previously, there were five (5) satisfaction-related questions on both the 2018-19 and 2017-18 surveys. In this section, an overview of client satisfaction for each region is provided and compared to results from last year, beginning with the Central East region.

Central East Region

Clients from the Central East Region who responded to each of the five (5) satisfaction questions reported lower satisfaction rates in four (4) of the five (5) key areas when compared to the 2017-18 survey.

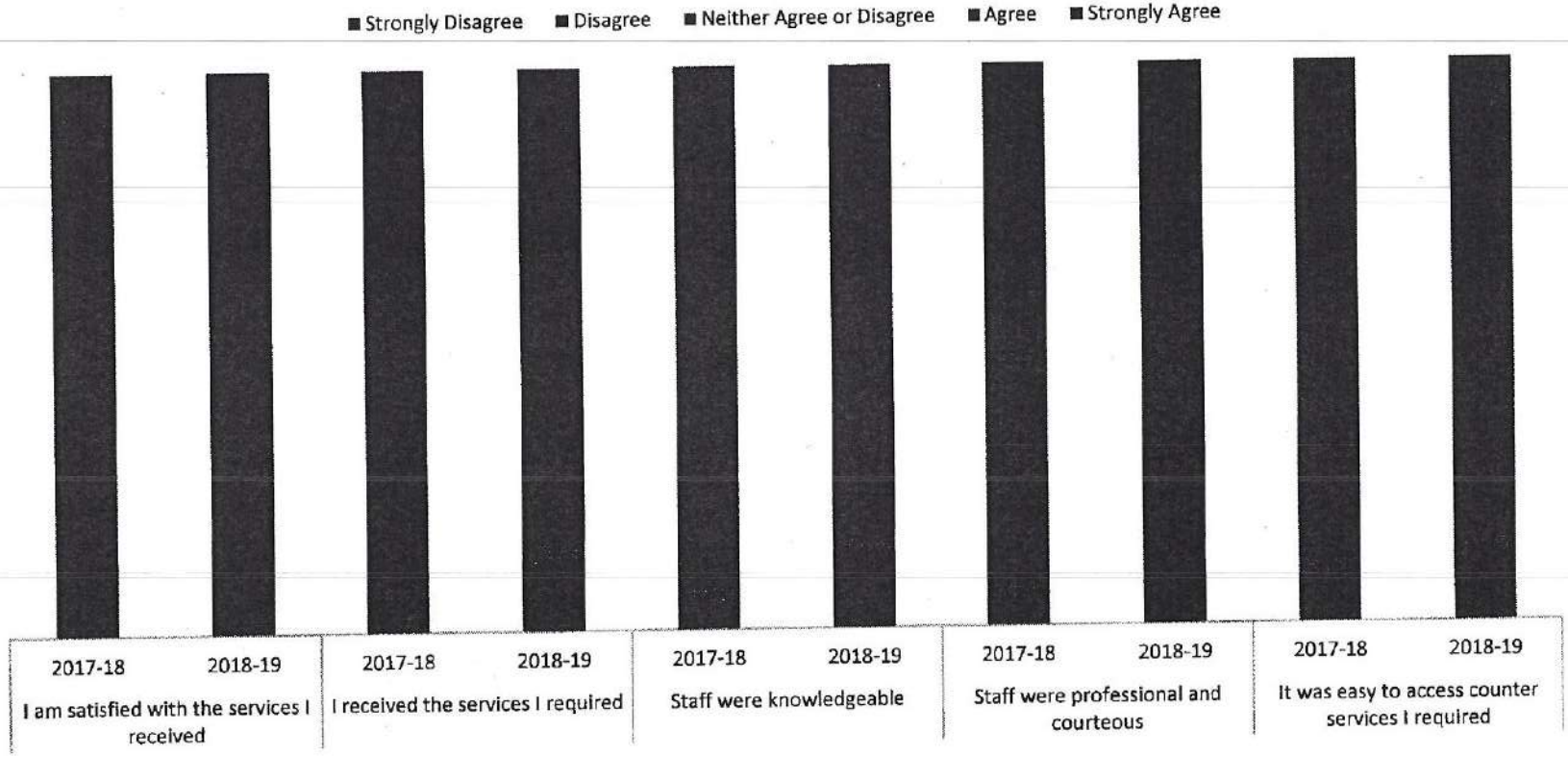
Key Satisfaction Indicator	2017-18	2018-19	Variance
I am satisfied with the services I received	93%	86%	-7%
I received the services I required	94%	92%	-2%
Staff were knowledgeable and helpful	94%	92%	-2%
Staff were professional and courteous	93%	94%	1%
It was easy to access counter services I required	98%	77%	-21%



Central West Region

Clients from the Central West Region reported lower satisfaction rates in all five (5) satisfaction areas.

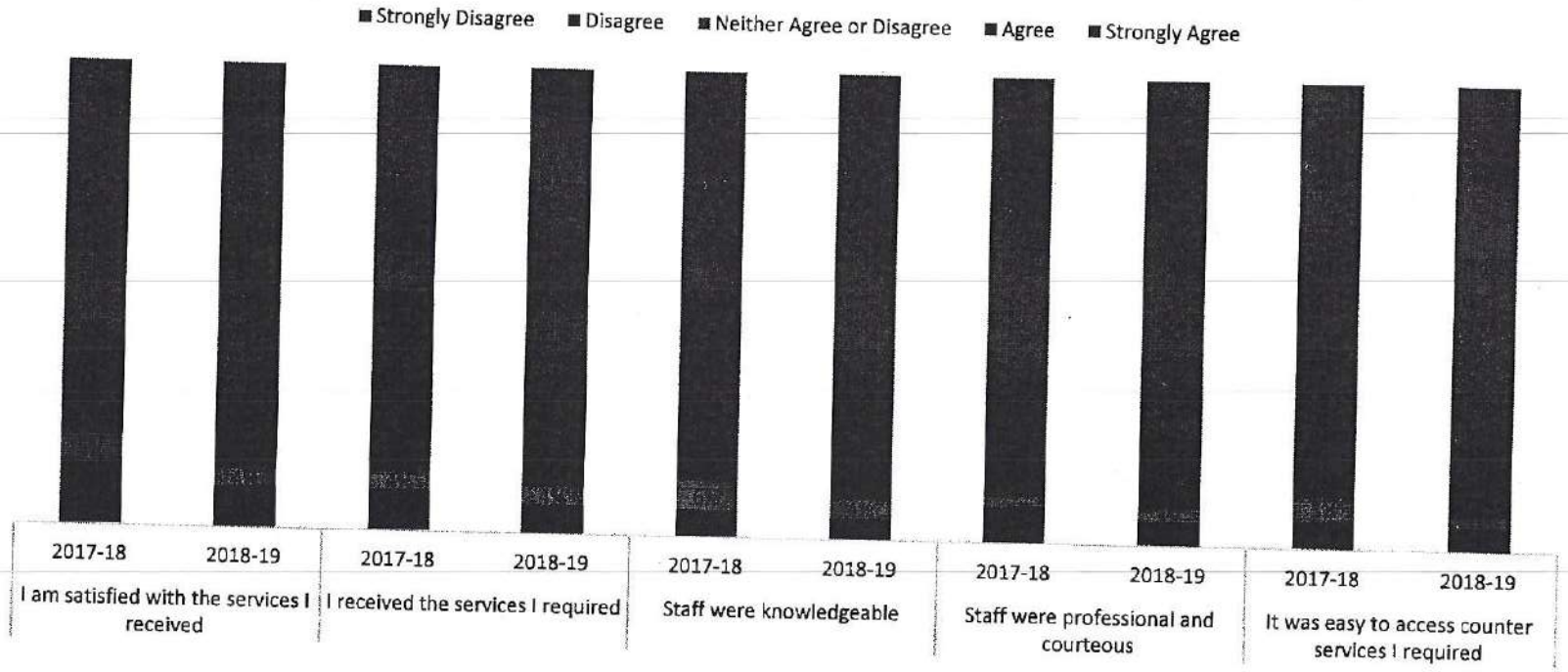
Key Satisfaction Indicator	2017-18	2018-19	Variance
I am satisfied with the services I received	90%	79%	-11%
I received the services I required	92%	84%	-8%
Staff were knowledgeable and helpful	92%	83%	-9%
Staff were professional and courteous	93%	85%	-8%
It was easy to access counter services I required	89%	85%	-4%



East Region

Clients in the East Region reported higher satisfaction rates in all five (5) satisfaction areas. See below for more details.

Key Satisfaction Indicator	2017-18	2018-19	Variance
I am satisfied with the services I received	80%	87%	7%
I received the services I required	88%	90%	2%
Staff were knowledgeable and helpful	88%	91%	3%
Staff were professional and courteous	91%	92%	1%
It was easy to access counter services I required	89%	92%	3%



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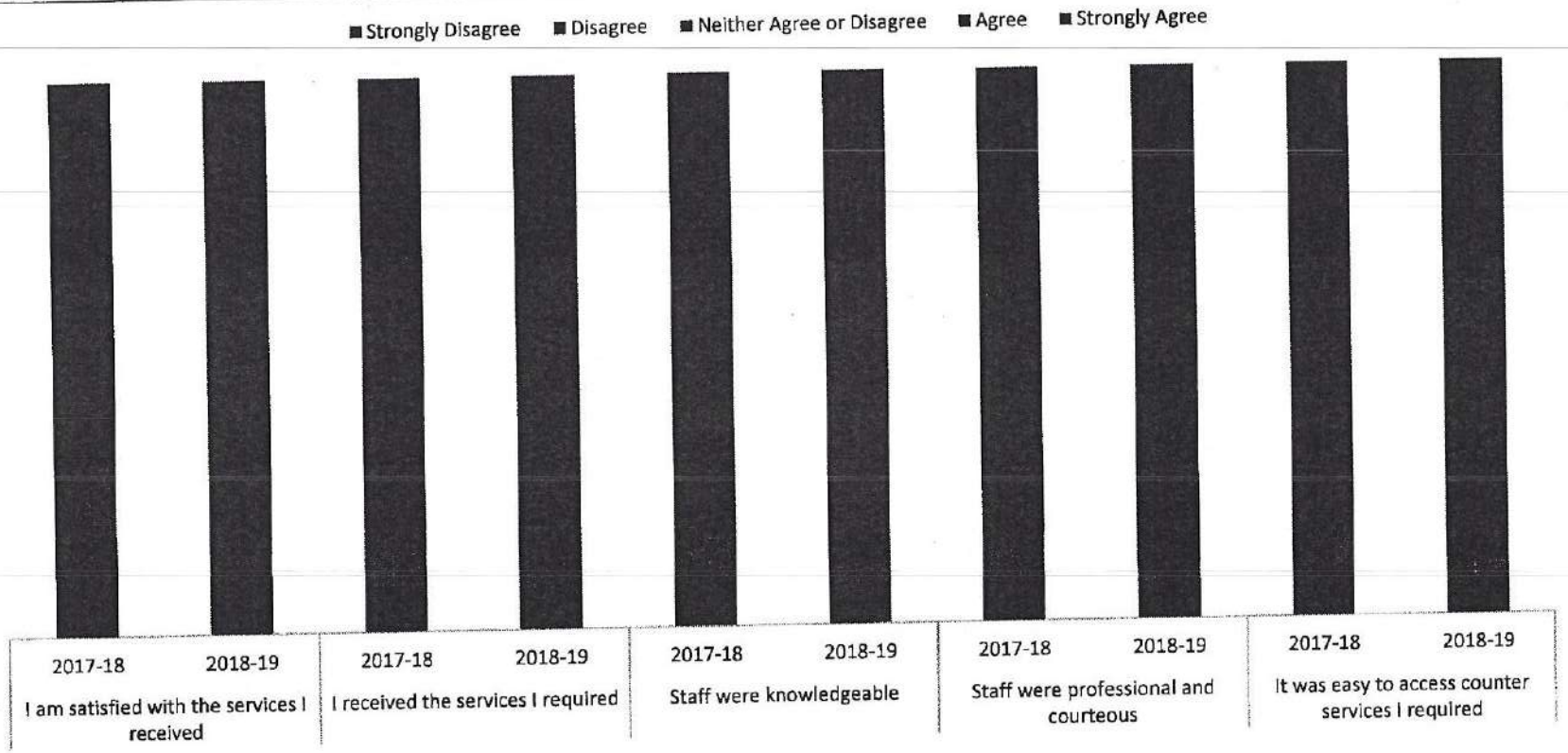
Toronto Region

Clients in the Toronto Region reported higher rates in all five (5) satisfaction areas.

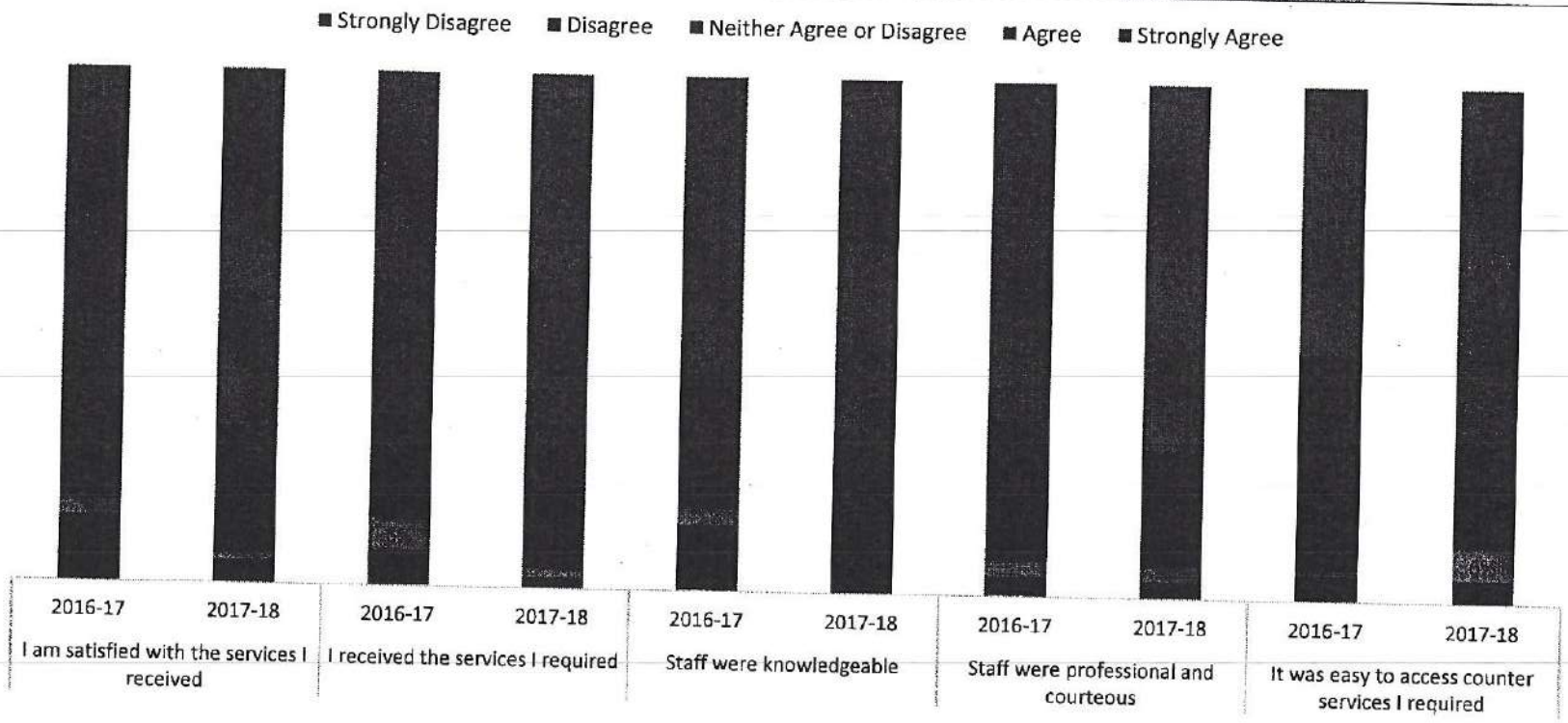
Key Satisfaction Indicator	2017-18	2018-19	Variance
I am satisfied with the services I received	70%	86%	16%
I received the services I required	85%	87%	2%
Staff were knowledgeable and helpful	83%	88%	5%
Staff were professional and courteous	84%	91%	7%
It was easy to access counter services I required	84%	91%	7%



West Region

Clients in the West Region reported lower satisfaction rates in all five (5) satisfaction areas.

Key Satisfaction Indicator	2017-18	2018-19	Variance
I am satisfied with the services I received	94%	84%	-10%
I received the services I required	96%	88%	-8%
Staff were knowledgeable and helpful	97%	86%	-11%
Staff were professional and courteous	94%	90%	-4%
It was easy to access counter services I required	89%	90%	-1%



Qualitative Respondent Comments

A comparison of the 2018-19 and 2017-18 Client Satisfaction Survey qualitative responses.

Executive Summary

The two qualitative questions in the 2018-19 survey remained the same as the past six (6) surveys.

Q15. Do you have any comments about what we are doing well?

Q16. Do you have any comments on how we can improve the quality of service?

Questions 15 and 16 of the Client Satisfaction Survey gave respondents the opportunity to provide qualitative comments in response to what they thought court locations were doing well, and how they could improve the quality of service. These responses were compared to last year's results, which used the same questions.

The examination identified the positive, negative, and neutral comments for each year as well as the common themes.

Based on the qualitative responses to the two (2) questions in the survey, an analysis of the responses found the following themes:

- General customer service
- Knowledgeable and helpful staff
- Courteous, professional, respectful
- Facilities
- Signage
- Triage, wait times, ticket system, hours
- Website
- FLS/accessibility
- Staff levels
- Other

Key Findings from Qualitative Responses[6]

1. **Clients are more satisfied with the knowledge and helpfulness of staff.**
   - There was 6% increase in positive comments and a 2% decrease in negative comments.

2. **Clients are more satisfied with their interaction with staff.**
   - There was a 20% increase in positive comments and a 20% decrease in negative comments about the courteous, professional, and respectful treatment clients received from staff.
     - Positive comments: 48% in 2017-18 to 68% in 2018-19
     - Negative comments: 52% in 2017-18 to 32% in 2018-19

3. **French Language Services (FLS) and Accessibility**
   - There were 19 comments related to FLS and Accessibility.
   - There was a 4% increase in positive comments, a 4% increase in negative comments, and a 9% decrease in neutral comments.
     - Positive comments: 43% in 2017-18 to 47% in 2018-19
     - Negative comments: 43% in 2017-18 to 47% in 2018-19
     - Neutral comments: 14% in 2017-18 to 5% in 2018-19

4. **Wait Times**
   - A common trend throughout the surveys, clients are dissatisfied with the time it takes for them to receive service at the counter.
   - There was no change in positive comments, a 9% increase in negative comments, and an 8% decrease in neutral comments.
   - Some common suggestions from clients are to have more counters open, vetting counters, and opening express queues for process servers and/or self-represented litigants.

5. **Staffing Levels**
   - Client comments related to staffing levels at the counter were 94% negative; 4% positive; 2% neutral.
   - The majority of negative comments stated that more staff is required to serve the needs of clients.

[6] For a table summary of the results, including ranking and percentages, please see Appendix F.

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6. **Facilities**
    - There was an 1% increase in positive comments and an 9% decrease in negative comments related to facilities.
    - Negative and neutral comments tended to be more suggestive about what would make the courthouse facilities better rather than what is wrong with them (similar to the 2017-18).
    - Many respondents commented that free parking, increased counter space, and public computers would make courthouse services better overall.

7. **MAG Public Website**
    - There was a 18% increase in positive comments and a 6% increase in negative comments regarding clients seeking court counter service information on the MAG public website.
        - Positive comments: 3% in 2017-18 to 21% in 2017-18.
        - Negative comments: 68% in 2017-18 to 74% in 2017-18.

Analysis of Qualitative Comments

Comparison of responses 2017-18 to 2018-19

In total, there were 1,046 qualitative comments (compared to 1,339 comments in 2017-18), a 22% decrease from the 2017-18 survey.

92% of the respondents who provided qualitative comments in French did so in person, while 81% of those respondents who provided qualitative comments in English did so in person.

Qualitative Comments by Region

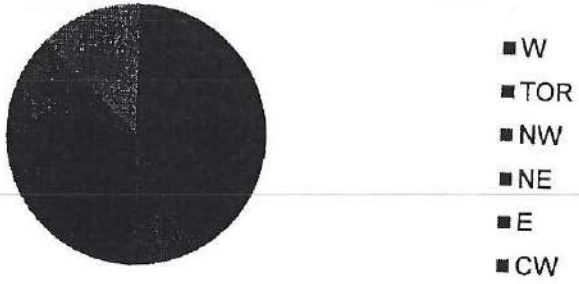
Q15 – Do you have any comments about what we are doing well?

There were a total of 533 comments made in response to this question (a 2% decrease from 2017-18). An overall regional examination of who responded to this question revealed that the West Region (119) had the most comments, followed by Toronto Region (104), East Region (81), and Central East Region (68).

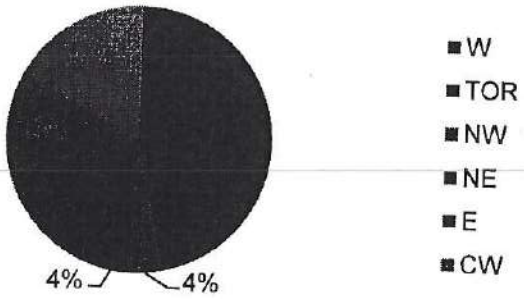
Q16 – Do you have any comments on how we can improve the quality of service?

There were a total of 513 comments made in response to this question (a 7% decrease from 2017-18). An overall regional examination of who responded to this questions revealed that Toronto Region (131) had the most comments, followed by West Region (108) and Central East (87).

Q15 Qualitative Comments Breakdown



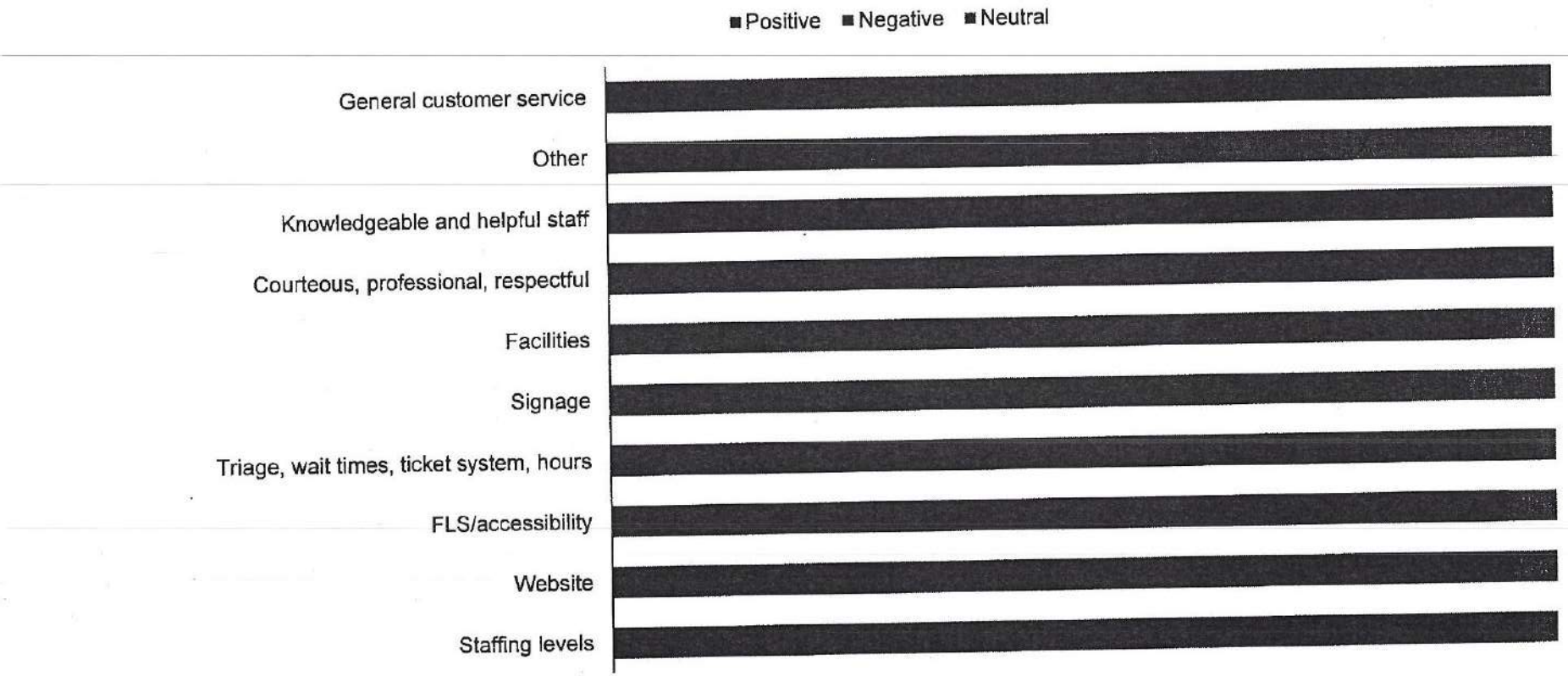
Q16 Qualitative Comments Breakdown



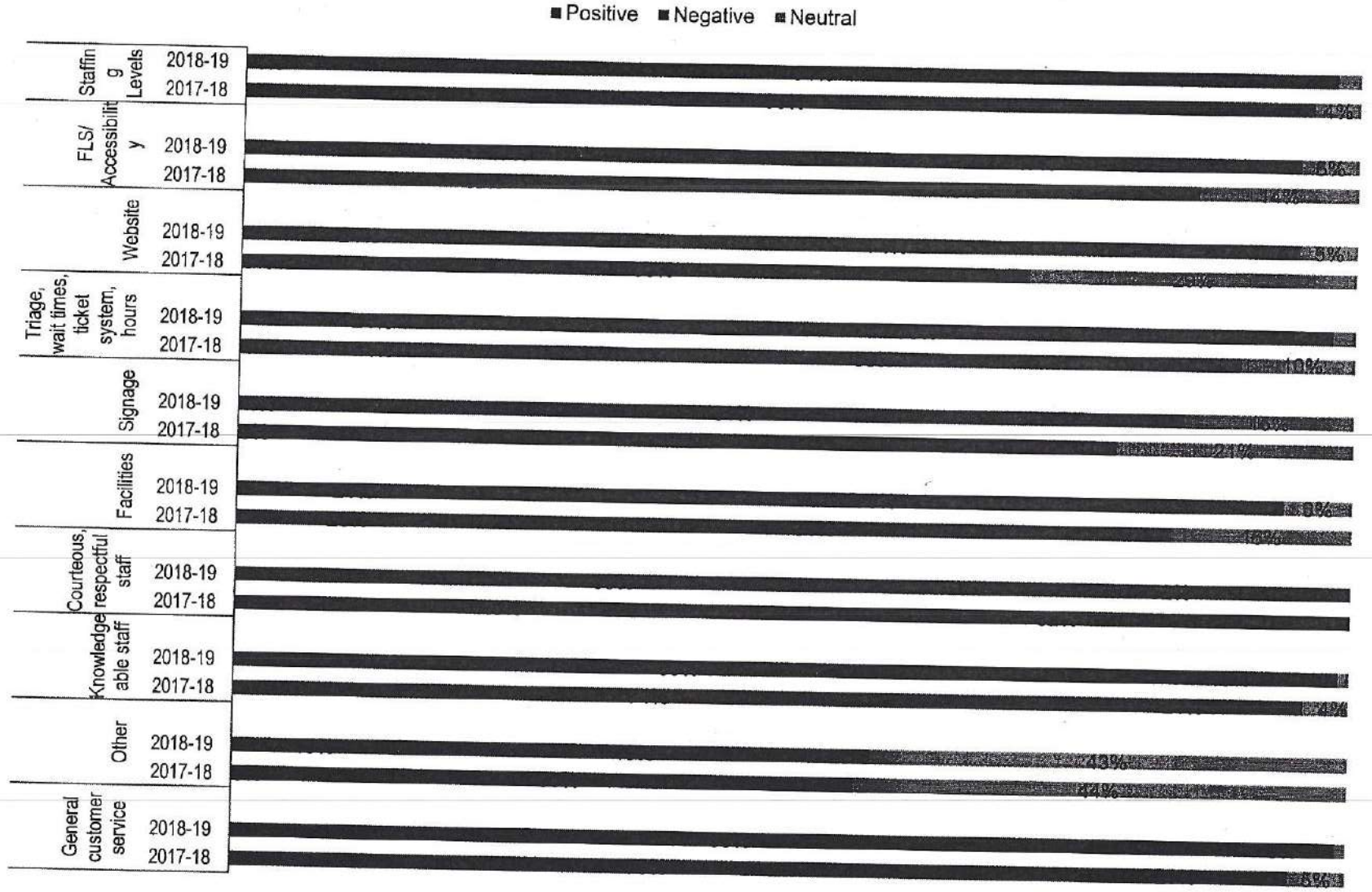
Nature of Qualitative Comments

In the qualitative comments section of the survey, clients are given the opportunity to comment on what we are doing well, and how we can improve. Overall, comments were 49% positive, 7% neutral, and 44% negative.

The themes receiving the most positive qualitative comments include general customer service (90%) and knowledgeable and helpful staff (80%). The themes receiving the most negative comments include staffing levels (94%) and signage (81%).



Comparison of Nature of Qualitative Comments: 2017-18 and 2018-19



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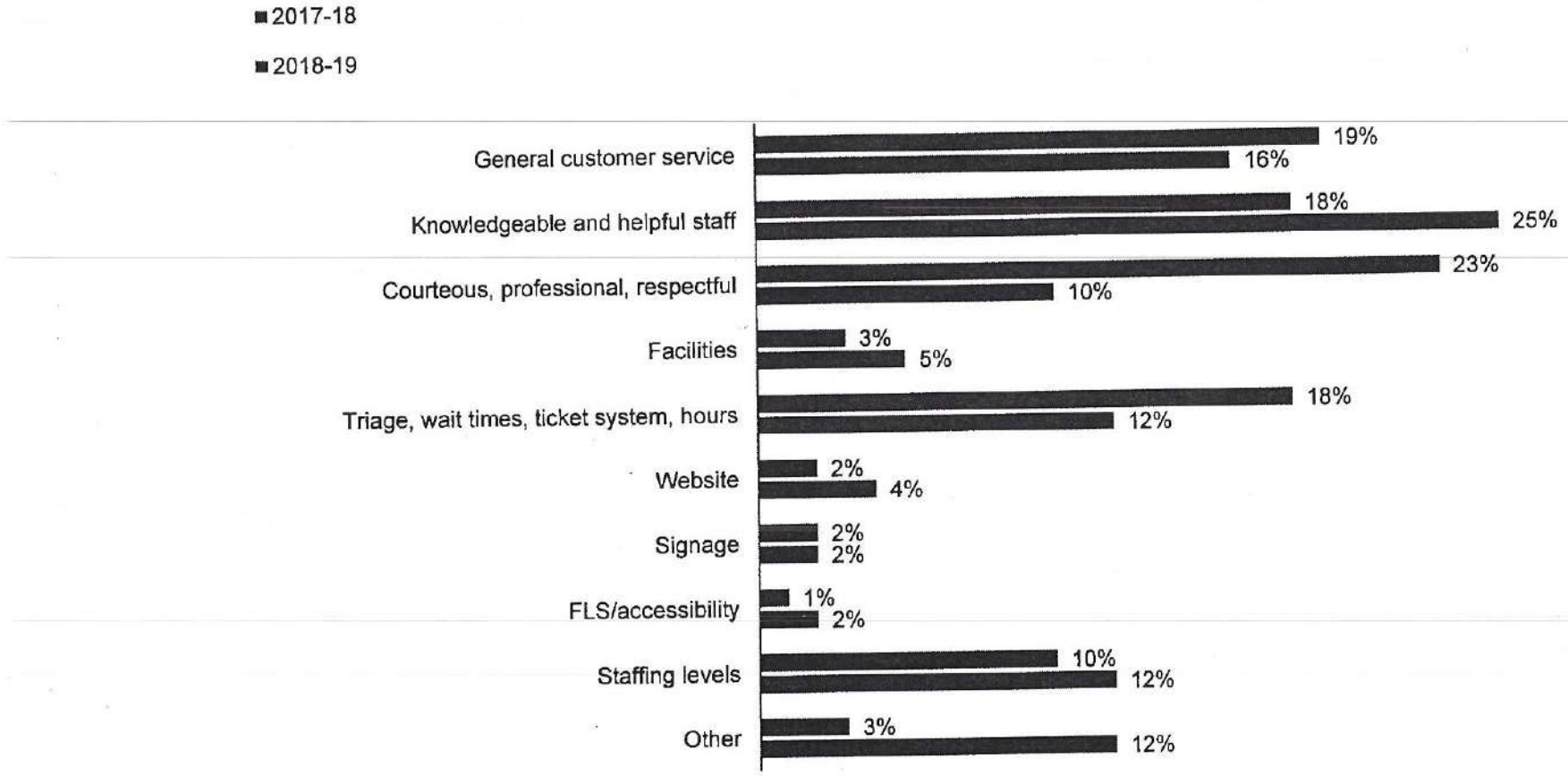
Qualitative Comment Themes

Qualitative comments are reviewed and categorized by general theme. The dispersion of comments by theme is as follows:



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Five Most Common Themes

Theme	Quantity	Positive (2018-19)	Negative (2018-19)	Neutral (2018-19)	Examples
Knowledgeable and Helpful Staff (25% of comments)	259	207 (80%)	49 (19%)	3 (1%)	"Staff is knowledgeable and helpful." "There is no consistency in service. Clerks not taking the time to review documents in their entirety before quickly rejecting them." "Counter staff has improved. More staff more often but still not consistent."
General Customer Service (16% of comments)	165	148 (90%)	15 (9%)	2 (1%)	"Fast and efficient service." "I find the court services counter workers confusing and inattentive either refusing to give the needed papers, charging outrageous fees or getting them confused and making people wait for things that need to be dealt with right away." "The staff were excellent, although that's not always the case."
Staffing Levels (12% of comments)	125	5 (4%)	117 (94%)	3 (2%)	"The additional court clerks has allowed me to be served quicker." "Staff are helpful but severely overworked." "Extra staff during busy hours to reduce wait times."
Triage, Wait Times, Ticket System, Hours (12% of comments)	126	30 (24%)	94 (75%)	2 (2%)	"I believe the speed of service has improved (triaging first)." "Sometimes long waits at counter as multiple filings are being made." "Counter service was good and relatively quick; the process itself should be much faster and more efficient."
Other (12% of comments)	127	19 (15%)	54 (43%)	54 (43%)	"Everything is done well. No complaints." "More seamless (or any) communication between government branches." "A receptionist or drop off would be helpful for fast processes."

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Appendix A: How Court Services Division is Using the Client Satisfaction Survey for Reporting

Revised Service Standards

On April 1, 2014, Court Services Division implemented revised service standards for the division. The revised service standards describe the experiences that a client can expect when using the services in Ontario's courthouses.

Our Pledge

The division's mission is to provide a modern and professional court service that supports accessible, fair, timely, and effective justice services. Court Services Division is committed to service excellence.

Our Performance Objectives

1. It is our commitment to serve clients in a courteous, professional, and respectful manner at our court locations.
2. It is our commitment to make all of our court forms and guides available in French and English.
3. Court clients who require assistance with an accessibility-related need will have access to the services of an Accessibility Coordinator at our court locations.

Court Services Division publishes the results of the overall satisfaction rate, as well as the satisfaction rates pertaining to French language services and accessibility, in its annual report. The report is published online and is available to the public. The division uses the following questions to report on the objectives listed above:

"I am satisfied with the service that I received."

"Staff were knowledgeable and helpful."

"Staff treated me in a courteous, professional and respectful way."

"It was easy to access the court service counter that I required."

"I received that services I required."

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Appendix B: Court Services Division 2018-19 Client Satisfaction Survey

Ontario
Ministry of the Attorney General

The Court Services Division of the Ministry of the Attorney General is conducting a survey to measure customer satisfaction with the services provided by the civil, family, small claims and criminal court offices. The information you provide as part of this survey helps ensure we provide the best court services possible. The results are used to review possible enhancements to our service.

The survey will take approximately five minutes to complete. No personal information is collected. Any information you provide will remain confidential, and your responses will remain anonymous.

Your feedback is important and the Court Services Division greatly appreciates your assistance.

All of the questions in this survey relate to services you received today at the courthouse.

1. Courthouse Location: _____

2. Which service did you receive today at the courthouse? Please choose one service.

- ☐ Civil
- ☐ Family
- ☐ Small Claims
- ☐ Criminal

3. Please indicate how much you agree with the following statement:

I am satisfied with the service that I received at the court office counter today.

Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	Not Applicable
☐	☐	☐	☐	☐	☐

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Keeping in mind your experience with the service you received in the courthouse today, please indicate how much you agree with each statement in questions 4 through 6.

4. Staff were knowledgeable and helpful.

Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	Not Applicable
☐	☐	☐	☐	☐	☐

5. Staff treated me in a courteous, professional and respectful way.

Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	Not Applicable
☐	☐	☐	☐	☐	☐

6. Once I arrived at the courthouse, it was easy to access the court service counter that I required (it was easy to find and easy to get to).

Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	Not Applicable
☐	☐	☐	☐	☐	☐

7. During your visit today, did you or your client have any disability-related needs when appearing in court or using court services?

☐	Yes	If you answer "yes", please move to question # 8.
☐	No	If you answer "no", please move to question # 9.

8. If you asked for assistance from a staff member in meeting a disability-related need, please indicate how much you agree with the following statement:

I was satisfied with the help I received.

Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	Not Applicable
☐	☐	☐	☐	☐	☐

9. Were you made aware that counter service was offered in French at the courthouse you visited today? (by any means, i.e. signage, verbal offer, etc.)

☐ Yes
☐ No

10. Did you request any counter services in French during your visit at the courthouse today?

☐	Yes	If you answer "yes", please move to question # 11.
☐	No	If you answer "no", please move to question # 12.

11. I was satisfied with the quality of French language services provided.

Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	Not Applicable
☐	☐	☐	☐	☐	☐

12. In the end, I received the services I required from my visit to the courthouse today.

Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	Not Applicable
☐	☐	☐	☐	☐	☐

13. Are you aware Court Services Division has a website with information on court locations, court hours and services provided by the courts?

☐ Yes — If you answer "yes", please move to question # 14.

☐ No — If you answer "no", please move to question # 15.

14. Did you find the information on the website helpful?

☐ Yes

☐ No

15. Do you have any comments about what we are doing well?

16. Do you have any comments on how we can improve the quality of service?

17. Which of the following best describes you:

- ☐ Self-represented
- ☐ Represented by a lawyer
- ☐ Legal counsel
- ☐ Process Server
- ☐ Paralegal or legal assistant
- ☐ Other

If other, please specify: _____

Thank you for completing the 2018-19 Court Services Division Client Satisfaction Survey.

For questions regarding this survey please contact us by email at CSS@ontario.ca.

Appendix C: Participation by Court Location

Which courthouse location did you visit? (It is sorted alphabetically)

Court Location	Respondents	
Brampton, 7755 Hurontario St.	1.28%	18
Hamilton, 45 Main St. E.	0.43%	6
Hamilton, 55 Main Street W.	0.21%	3
London	11.30%	159
Newmarket	8.24%	116
Oshawa	0.78%	11
Ottawa	6.47%	91

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Court Location	Respondents	
St. Catharines	4.76%	67
Toronto, 1000 Finch Ave. W.	0.07%	1
Toronto, 130 Queen St. W. (Osgoode Hall)	0.07%	1
Toronto, 1911 Eglinton Ave. E.	1.99%	28
Toronto, 2201 Finch Ave. W.	0.21%	3
Toronto, 311 Jarvis St.	5.05%	71
Toronto, 330 University Ave.	9.10%	128
Toronto, 361 University Ave.	0.14%	2
Toronto, 393 University Ave.	1.21%	17
Toronto, 60 Queen St. W. (Old City Hall)	0.43%	6
Windsor, 200 Chatham St. E.	0.21%	3
Windsor, 245 Windsor Ave.	0.21%	3
	Answered	**1,407**
	Skipped	**0**

s.N/R

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Appendix D: Who Are We Serving? "Other" Category

Q17. Which of the following best describes you?

- Self-represented
- Represented by a lawyer
- Legal counsel
- Process server
- Paralegal or legal assistant
- **Other**

The most common responses to those who indicated "other" were as follows:

- Student
- Community/Victim/Witness Support Worker
- Client
- Legal Assistant/Law Clerk/Paralegal
- Police
- Surety
- Interpreter
- Media

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Appendix E: 2017-18 and 2018-19 Comparison of In-Person and Online Participation

Region	In-Person				Online	
	2017-18		2018-19		2017-18	2018-19
	Location	% (#)	Location	% (#)	% (#)	% (#)
CE	Oshawa, Bracebridge	7% (90)	Lindsay, Newmarket	12% (146) ▲	4% (3)	22% (41) ▲
CW	Hamilton, Milton, Brantford	31% (372)	Simcoe, St. Catharines	8% (95) ▼	6% (5)	22% (42) ▲
East	Ottawa, Belleville	7% (89)	Cornwall, Ottawa	15% (182) ▲	17% (14)	19% (36) ▲
Toronto	393 University, 1000 Finch West, 444 Yonge	27% (332)	1911 Eglinton Ave. East, 311 Jarvis, 330 University	18% (220) ▼	27% (23)	20% (37) ▲
West	Windsor St. Thomas Chatham	18% (213)	74 Woolwich St, 36 Wyndham St. South, Owen Sound, London	25% (308) ▲	13% (11)	12% (23) ▲
Totals		1216		1218	56*	189 ▲

s.N/R

▲/▼ Denotes increase/decrease in participation rates in 2017-18. Fluctuations in year to year results can be attributed to the change in where the in-person surveys were administered.

* the number of responses received online from non-regionally identified locations for 2017-18 is 84.

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Appendix F: 2017-18 and 2018-19 Qualitative Responses Comparison Table by Theme

Rank	2017-18 (1,368 respondents)					Rank	2018-19 (1,238 respondents)				
	Theme	Frequency of themes	Positive %(#)	Negative %(#)	Neutral %(#)		Theme	Frequency of themes	Positive %(#)	Negative %(#)	Neutral %(#)
1	General Customer Service	253	75% (191)	20% (50)	5% (12)	1	General Customer Service	165	90% (148)	9% (15)	1% (2)
2	Triage, Wait Times, Ticket System, Hours	235	24% (57)	66% (155)	10% (23)	2	Triage, Wait Times, Ticket System, Hours	126	24% (30)	75% (94)	2% (2)
3	Knowledgeable and Helpful	246	74% (183)	21% (52)	4% (11)	3	Knowledgeable and Helpful	259	80% (207)	19% (49)	1% (3)
4	Courteous, Professional, Respectful	312	48% (151)	52% (161)	0% (0)	4	Courteous, Professional, Respectful	104	68% (71)	32% (33)	0% (0)
5	Staffing Levels	14	1% (1)	96% (134)	4% (5)	5	Staffing Levels	125	4% (5)	94% (117)	2% (3)
6	Facilities	45	20% (9)	64% (29)	16% (7)	6	Facilities	52	21% (11)	73% (38)	6% (3)
7	Signage	29	3% (1)	76% (22)	21% (6)	7	Signage	26	4% (1)	81% (21)	15% (4)
8	Website	31	3% (1)	68% (21)	29% (9)	8	Website	43	21% (9)	74% (32)	5% (2)
9	Other	34	3% (1)	53% (18)	44% (15)	9	Other	127	15% (19)	43% (54)	43% (54)
10	FLS/Accessibility	14	43%	43%	14%	10	FLS/Accessibility	19	47% (9)	47% (9)	5% (1)

Rank	2017-18 (1,368 respondents)					Rank	2018-19 (1,238 respondents)				
	Theme	Frequency of themes	Positive %(#)	Negative %(#)	Neutral %(#)		Theme	Frequency of themes	Positive %(#)	Negative %(#)	Neutral %(#)
			(6)	(6)	(2)						
	Total comments: 1,339		601	648	90		**Total comments: 1,046**		510	462	74

Court Services Division
Client Satisfaction Survey
2018-19

EXECUTIVE SUMMARY OVERVIEW

- Court Services Division (CSD) conducts an annual Client Satisfaction Survey to measure organization performance and progress to inform CSD's work towards the client-focused priorities of:
  - Focusing on core businesses which include providing excellent client services to court users; and
  - Enhancing access to justice by providing court clients with more service options
- The 2018-19 Client Satisfaction Survey was conducted in-person and online throughout the months of January and February 2019. To see the full report, refer to Appendix A.
- The in-person survey was conducted at 17 court locations across the province and clients were made aware of the online survey through the distribution of postcards by court counter staff in addition to posters in each courthouse.
- In total, there were 1,407 respondents from 52 court locations across Ontario, compared to 1,372 respondents in 2017-18; a 3% increase over the last year.
- The survey focused on client satisfaction with court counter services for the civil, family, small claims, and criminal practice areas.
- An infographic showcasing the highlights of this year's survey can be found in Appendix B.
- WSPU will be sending each regional director a password protected PDF document that contains the qualitative comments sorted by court location for their region and a regional breakdown of the 2018-19 Client Satisfaction Survey results compared to 2017-18.

RESPONDENTS BY REGION

Region	Number of Respondents	
	2017-18	2018-19
Central East	105	187
Central West	407	137
East	113	218
Toronto	373	257
West	241	331
Total Number of Respondents	1372	1407

s.N/R

NOTE: There has been a slight increase (3%) in the number of respondents when compared to 2017-18.

OVERALL CLIENT SATISFACTION

Survey Statement	2016-17	2017-18	2018-19
I am satisfied with the service I received *(Q3)*	88%	86%	**87%**
Staff were knowledgeable and helpful *(Q4)*	89%	92%	**90%**
Staff treated me in a courteous, professional and respectful way *(Q5)*	93%	93%	**92%**
It was easy to access the court service counter that I required *(Q6)*	91%	92%	**90%**
I received the services I required *(Q12)*	90%	90%	**90%**

NOTE: Respondents reported slightly lower satisfaction rates of 1 to 2% in four (4) of the five (5) key areas when compared to the 2017-18 survey.

QUALITATIVE RESPONSES

Three themes that received the most positive comments:

- General customer service – 90% of the comments received on this theme were positive.
- Knowledgeable and helpful staff – 80% of the comments received on this theme were positive.
- Courteous, professional, respectful – 68% of the comments received on this theme were positive.

Three themes that received the most negative comments:

- Staffing levels – 94% of the comments received on this theme were negative.
- Signage – 81% of the comments received on this theme were negative.
- Triage, wait times, ticket system, hours – 75% of the comments received on this theme were negative.

NOTE: A detailed breakdown of the number of comments received per theme can be found in Appendix F of the 2018-19 Client Satisfaction Survey Report.

3. Promote Accountability and Value for Money

- The division is committed to supporting a culture of continuous evaluation and improvement and will use evidence based decision making as it moves forward on initiatives.
- The division is able to support strategic decision making through the implementation of **zero based budgeting** and the use of dashboard data.
- The division also developed **key performance indicators** for major court activity to support and review key modernization and business process streamlining initiatives.
- CSD will continue to report on its public facing **service standards** and review areas for continuous improvement. For example, CSD has a commitment to serve clients in a courteous, professional and respectful manner at our court locations.
- The division will continue to work in collaboration with the judiciary and other justice partners to address issues, support regular communication and promote joint accountability.

17

s.N/R

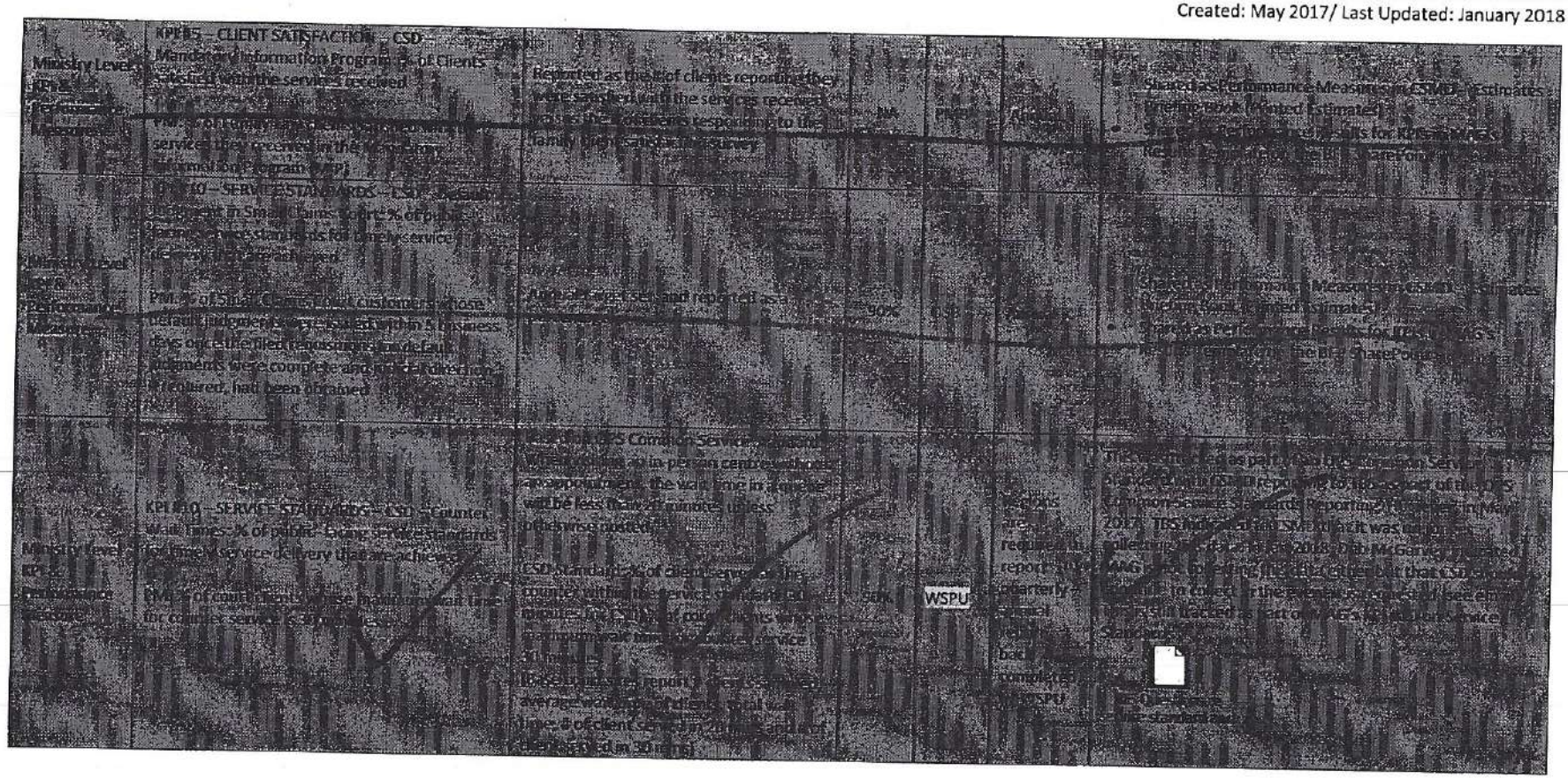
Services Standards/ KPIs/ Performance Measures Tracked by CSD

Contents

OPS Common Service Standards.....
CSD Service Standards.....
Ministry Level KPI.....
Ministry Level KPI & Performance Measure.....
CSD Performance Measures.....

Tracked as Part of:	Standard/ Commitment	How is it Tracked?	Target?	Who Tracks?	Frequency Reporting	Where is it Reported?
OPS Common Service Standards	Core business hours for staff-assisted services will be at least 8:30 a.m. to 5:00 p.m. from Monday to Friday (except holidays) unless otherwise posted	% of sites meeting standard for core business hours Base court sites report number of days that they were open during the quarter/year vs. number of days they were supposed to be open	[illegible]	WSPU	None	CSMD reported to TBS as part of OPS Common Service Standards Reporting. As of May 2017, it was indicated that TBS is not collecting this data. In Jan 2018, Deputy Harvey indicated MAG is not collecting this data, [illegible] that CSD should continue to collect in the event it is requested (see email). This is still tracked as part of the tracking WSPU does for the wait time data (see KPI #10 – CSD – Counter Wait Times) and would be available if requested
CSD Service Standards	It is our commitment to serve clients in a courteous, professional and respectful manner at our court locations.	% of clients that report they were served in a courteous, professional and respectful manner Information is gathered from annual client satisfaction survey	100%	WSPU	Annual	CSMD – Information is posted on the MAG public website, and is reported in the Printed Estimates
CSD Service Standards	It is our commitment to make all of our court forms and guides available in French and English.	% of court forms and guides available in both French and English Information is gathered through an inventory of CSD forms and guides	90%	WSPU	Annual	CSMD – Information is posted on the MAG public website, & is reported in the Printed Estimates

CSD Service Standards	Court clients who require assistance with an accessibility-related need will have access to the services of an Accessibility Coordinator at our court locations	% of court locations (including satellite locations) that have an accessibility coordinator assigned — Information is gathered through MAG website by identifying court sites that have an Accessibility Coordinator contact number listed	90%	WSPU	Annual	CSMD - Information is posted on the MAG public website & is reported in the Printed Estimates
Ministry Level KPI	KPI #4 – CLIENT SATISFACTION – CSD – Electronic Service Channels	% of eligible client transactions using electronic service channels for CSD Small Claims Court	NA	OSB & JTS	Quarterly report backs	• Shared as Performance Results for KPIs in MAG's Results Template on the BFP SharePoint
Ministry Level KPI	KPI #5 – CLIENT SATISFACTION – CSD – Small Claims Court E-filing: % of Clients satisfied with the services received	Reported as the # of eligible client transactions using electronic service channels done using electronic service channels	NA	OSB	Annual	• Shared as Performance Results for KPIs in MAG's Results Template on the BFP SharePoint
Ministry Level KPI & Performance Measure	KPI #5 – CLIENT SATISFACTION – CSD – Counter Services: % of Clients satisfied with the services received PM: % of customers satisfied with counter services	Reported as the # of clients reporting they were satisfied with the services received versus the # of clients responding to the Annual Client Satisfaction Survey	NA	WSPU	Annual	• Shared as Performance Measures in CSMD – Estimates Briefing Book (Printed Estimates) • Shared as Performance Results for KPIs in MAG's Results Template on the BFP SharePoint
Ministry Level KPI & Performance Measure	KPI #5 – CLIENT SATISFACTION – CSD – Family Mediation: % of Clients satisfied with the services received PM: % of Family Mediation clients satisfied with Family Mediation Services	Reported as the # of clients reporting they were satisfied with the services received versus the # of clients responding to the family client satisfaction survey	NA	PMB	Annual	• Shared as Performance Measures in CSMD – Estimates Briefing Book (Printed Estimates) • Shared as Performance Results for KPIs in MAG's Results Template on the BFP SharePoint
Ministry Level KPI & Performance Measure	KPI #5 – CLIENT SATISFACTION – CSD – Family Law Information Centre: % of Clients satisfied with the services received PM: % of Family Law Information Centre (FLIC) clients satisfied with FLIC services	Reported as the # of clients reporting they were satisfied with the services received versus the # of clients responding to the family client satisfaction survey	NA	PMB	Annual	• Shared as Performance Measures in CSMD – Estimates Briefing Book (Printed Estimates) • Shared as Performance Results for KPIs in MAG's Results Template on the BFP SharePoint



Ministry Level KPI & Performance Measure	KPI #10 – SERVICE STANDARDS – CSD – Default Judgement in Civil Court: % of public- facing service standards for timely service delivery that are achieved PM: % of Civil Court customers whose default judgments were issued within 5 business days once the filed requisitions for default judgments were complete and judicial direction, if required, had been obtained	Annual target set, and reported as a percentage	90%	OSB	Annual	• Shared as Performance Measures in CSMD – Estimates Briefing Book (Printed Estimates) • Shared as Performance Results for KPIs in MAG's Results Template on the BFP SharePoint
Ministry Level KPI & Performance Measure	KPI #10 – SERVICE STANDARDS – CSD – Certificates of Appointment of Estate Trustee: % of public- facing service standards for timely service delivery that are achieved PM: % of Civil Court customers whose certificates of Appointment of Estate Trustee were issued within 15 business days once the applications were complete and judicial direction, if required, had been obtained had been obtained	Annual target set, and reported as a percentage	90%	OSB	Annual	• Shared as Performance Measures in CSMD – Estimates Briefing Book (Printed Estimates) • Shared as Performance Results for KPIs in MAG's Results Template on the BFP SharePoint

WSPU

Self-Assessment Surveys

2016-17 Annual Report

Year 2 Surveys:

- Operational Management Survey II: Interpreters
- Operational Management Survey IV: Court Record
- Operational Management Survey V: Court Documents
- Financial Management Survey I: Cash Handling

Self-Assessment Surveys

2016-17 Annual Report

Year 2 Surveys:

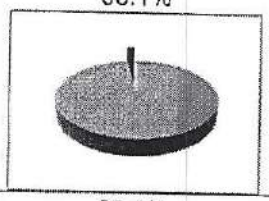
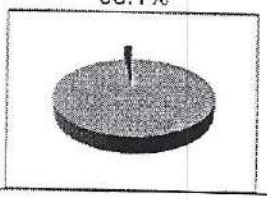
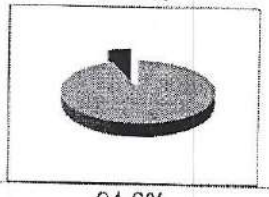
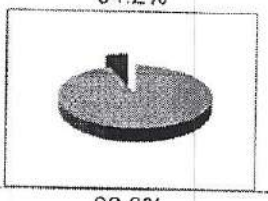
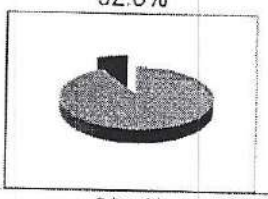
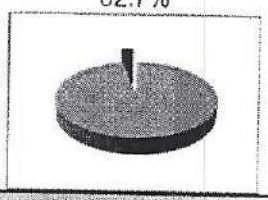
- Operational Management Survey II: Interpreters

INTERPRETERS

Operational Management Survey II

Provincial Summary

Total Number of Responses: 52

Question	Yes	No	Total	% Compliance
1. Is the online Court Interpreter Scheduler always used when scheduling interpreters?	51	1	52	98.1% 
2. In order to ensure that work is distributed fairly, are interpreters contacted from the Division's electronic SharePoint tool according to CSD policy (as set out in section 3.2 of the Interpreter Coordinator's Manual)?	51	1	52	98.1% 
3. If an unaccredited/agency interpreter is scheduled are the following individuals informed of the interpreter's status?				
3.1 Local Administrative Justice (if no judicial official has been assigned to the proceeding)	49	3	52	94.2% 
3.2 Presiding judicial official once assigned	49	3	52	94.2% 
3.3 Crown, defence and or any other counsel parties in the case	48	4	52	92.3% 
3.4 Additionally, the clerk notes the use of an unaccredited/agency interpreter on the Information in the court file	43	9	52	82.7% 
Question	Yes	No	Total	% Compliance

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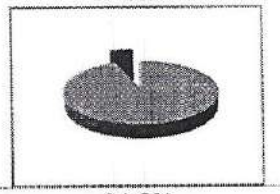
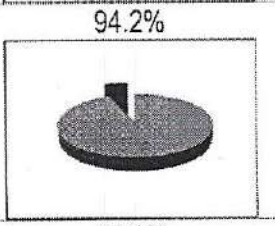
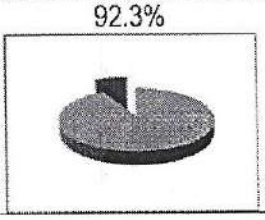
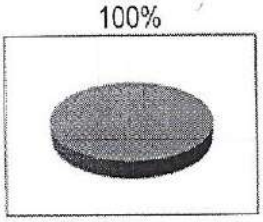
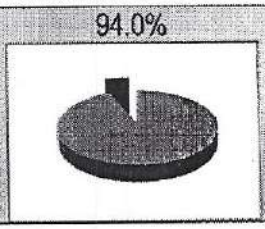
INTERPRETERS

Operational Management Survey II

4. If a conditionally accredited interpreter is scheduled for a matter that is not on the list of matters to which a conditionally accredited interpreter may be assigned, are the following individuals informed of the interpreter's status:				
4.1 Local Administrative Justice (if no judicial official has been assigned to the proceeding)	49	3	52	94.2% 
4.2 Presiding judicial official once assigned	49	3	52	94.2% 
4.3 Crown, defense and or any other counsel parties in the case	48	4	52	92.3% 
5. If a formal complaint is made against an interpreter, is the complaint documented using a CSD-Interpreter Incident Report (INT-3) and the completed form submitted to the Supervisor or Manager who, in turn, forwards to the Court Interpretation Unit?	52	0	52	100% 
Survey Total	489	31	520	94.0% 

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INTERPRETERS

Operational Management Survey II

Regional Summary

1. Is the online Court Interpreter Scheduler always used when scheduling interpreters?

	Count of Response			Percent of Responses		% Compliance
Region	**Yes**	**No**	**Total**	**Yes**	**No**	**Total**
Central East	8		8	100.0%	0.0%	100.0%
Central West	12		12	100.0%	0.0%	100.0%
East	9		9	100.0%	0.0%	100.0%
Toronto	1		1	100.0%	0.0%	100.0%
West	13		13	100.0%	0.0%	100.0%
Province	**51**	**1**	**52**	**98.1%**	**1.9%**	**98.1%**

s.N/R

2. In order to ensure that work is distributed fairly, are interpreters contacted from the Division's electronic SharePoint tool according to CSD policy (as set out in section 3.2 of the Interpreter Coordinator's Manual)?

	Count of Response			Percent of Responses		% Compliance
Region	**Yes**	**No**	**Total**	**Yes**	**No**	**Total**
Central East	8		8	100.0%	0.0%	100.0%
Central West	12		12	100.0%	0.0%	100.0%
East	9		9	100.0%	0.0%	100.0%
Toronto	1		1	100.0%	0.0%	100.0%
West	13		13	100.0%	0.0%	100.0%
Province	**51**	**1**	**52**	**98.1%**	**1.9%**	**98.1%**

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INTERPRETERS

Operational Management Survey II

3. If an unaccredited/agency interpreter is scheduled are the following individuals informed of the interpreter's status?

3.1 Local Administrative Justice (if no judicial official has been assigned to the proceeding)

	Count of Response			Percent of Responses		% Compliance
Region	**Yes**	**No**	**Total**	**Yes**	**No**	**Total**
Central East	7	1	8	87.5%	12.5%	87.5%
Central West	12		12	100.0%	0.0%	100.0%
East	9		9	100.0%	0.0%	100.0%
Toronto	1		1	100.0%	0.0%	100.0%
West	13		13	100.0%	0.0%	100.0%
Province	**49**	**3**	**52**	**94.2%**	**5.8%**	**94.2%**

3.2 Presiding judicial official once assigned

s.N/R

	Count of Response			Percent of Responses		% Compliance
Region	**Yes**	**No**	**Total**	**Yes**	**No**	**Total**
Central East	8		8	100.0%	0.0%	100.0%
Central West	12		12	100.0%	0.0%	100.0%
East	8	1	9	88.9%	11.1%	88.9%
Toronto	1		1	100.0%	0.0%	100.0%
West	13		13	100.0%	0.0%	100.0%
Province	**49**	**3**	**52**	**94.2%**	**5.8%**	**94.2%**

3.3 Crown, defence and or any other counsel parties in the case

	Count of Response			Percent of Responses		% Compliance
Region	**Yes**	**No**	**Total**	**Yes**	**No**	**Total**
Central East	8		8	100.0%	0.0%	100.0%
Central West	12		12	100.0%	0.0%	100.0%
East	7	2	9	77.8%	22.2%	77.8%
North East	6	2	8	75.0%	25.0%	75.0%
North West	1		1	100.0%	0.0%	100.0%
Toronto	1		1	100.0%	0.0%	100.0%
West	13		13	100.0%	0.0%	100.0%
Province	**48**	**4**	**52**	**92.3%**	**7.7%**	**92.3%**

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INTERPRETERS

Operational Management Survey II

3.4 Additionally, the clerk notes the use of an unaccredited/agency interpreter on the Information in the court file

	Count of Response			Percent of Responses		% Compliance
Region	**Yes**	**No**	**Total**	**Yes**	**No**	**Total**
Central East	4	4	8	50.0%	50.0%	50.0%
Central West	11	1	12	91.7%	8.3%	91.7%
East	8	1	9	88.9%	11.1%	88.9%
Toronto		1	1	0.0%	100.0%	0.0%
West	13		13	100.0%	0.0%	100.0%
Province	**43**	**9**	**52**	**82.7%**	**17.3%**	**82.7%**

4. If a conditionally accredited interpreter is scheduled for a matter that is not on the list of matters to which a conditionally accredited interpreter may be assigned, are the following individuals informed of the interpreter's status:

s.N/R

4.1 Local Administrative Justice (if no judicial official has been assigned to the proceeding)

	Count of Response			Percent of Responses		% Compliance
Region	**Yes**	**No**	**Total**	**Yes**	**No**	**Total**
Central East	7	1	8	87.5%	12.5%	87.5%
Central West	12		12	100.0%	0.0%	100.0%
East	9		9	100.0%	0.0%	100.0%
Toronto	1		1	100.0%	0.0%	100.0%
West	13		13	100.0%	0.0%	100.0%
Province	**49**	**3**	**52**	**94.2%**	**5.8%**	**94.2%**

4.2 Presiding judicial official once assigned

	Count of Response			Percent of Responses		% Compliance
Region	**Yes**	**No**	**Total**	**Yes**	**No**	**Total**
Central East	8		8	100.0%	0.0%	100.0%
Central West	12		12	100.0%	0.0%	100.0%
East	8	1	9	88.9%	11.1%	88.9%
North East	6	2	8	75.0%	25.0%	75.0%
North West	1		1	100.0%	0.0%	100.0%
Toronto	1		1	100.0%	0.0%	100.0%
West	13		13	100.0%	0.0%	100.0%
Province	**49**	**3**	**52**	**94.2%**	**5.8%**	**94.2%**

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INTERPRETERS
Operational Management Survey II

4.3 Crown, defense and or any other counsel parties in the case

	Count of Response			Percent of Responses		% Compliance
Region	**Yes**	**No**	**Total**	**Yes**	**No**	**Total**
Central East	8		8	100.0%	0.0%	100.0%
Central West	12		12	100.0%	0.0%	100.0%
East	7	2	9	77.8%	22.2%	77.8%
Toronto	1		1	100.0%	0.0%	100.0%
West	13		13	100.0%	0.0%	100.0%
Province	**48**	**4**	**52**	**92.3%**	**7.7%**	**92.3%**

5. If a formal complaint is made against an interpreter, is the complaint documented using a CSD-Interpreter Incident Report (INT-3) and the completed form submitted to the Supervisor or Manager who, in turn, forwards to the Court Interpretation Unit? s.N/R

	Count of Response			Percent of Responses		% Compliance
Region	**Yes**	**No**	**Total**	**Yes**	**No**	**Total**
Central East	8		8	100.0%	0.0%	100.0%
Central West	12		12	100.0%	0.0%	100.0%
East	9		9	100.0%	0.0%	100.0%
Toronto	1		1	100.0%	0.0%	100.0%
West	13		13	100.0%	0.0%	100.0%
Province	**52**	**0**	**52**	**100.0%**	**0.0%**	**100.00%**

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INTERPRETERS

Operational Management Survey II

Individual Responses

1. Is the online Court Interpreter Scheduler always used when scheduling interpreters?

Region	City	Response
Central East	Newmarket	Yes
	Oshawa	Yes
Central West	Brampton	Yes
	Hamilton (45 Main)	Yes
	Hamilton (55 Main)	Yes
	St. Catharines	Yes
East	Ottawa	Yes
Toronto	Toronto (Region)	Yes
West	London	Yes
	Windsor	Yes

s.N/R

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INTERPRETERS

Operational Management Survey II

2. In order to ensure that work is distributed fairly, are interpreters contacted from the Division's electronic SharePoint tool according to CSD policy (as set out in section 3.2 of the Interpreter Coordinator's Manual)?

Region	City	Response
Central East		
	Newmarket	Yes
	Oshawa	Yes
Central West	Brampton	Yes
	Hamilton (45 Main)	Yes
	Hamilton (55 Main)	Yes
	St. Catharines	Yes
East		
	Ottawa	Yes
Toronto West	Toronto (Region)	Yes
	London	Yes
	Windsor	Yes

s.N/R

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INTERPRETERS

Operational Management Survey II

3. If an unaccredited/agency interpreter is scheduled are the following individuals informed of the interpeter's status?

3.1 Local Administrative Justice (if no judicial official has been assigned to the proceeding)
3.2 Presiding judicial official once assigned
3.3 Crown, defence and or any other counsel parties in the case
3.4 Additionally, the clerk notes the use of an unaccredited/agency interpreter on the Information in the court file

Region	City	3.1	3.2	3.3	3.4
Central East	Newmarket	Yes	Yes	Yes	**No**
	Oshawa	Yes	Yes	Yes	Yes
Central West	Brampton	Yes	Yes	Yes	Yes
	Hamilton (45 Main)	Yes	Yes	Yes	Yes
	Hamilton (55 Main)	Yes	Yes	Yes	**No**
	St. Catharines	Yes	Yes	Yes	Yes
East	Ottawa	Yes	**No**	**No**	**No**
Toronto	Toronto (Region)	Yes	Yes	Yes	**No**
West	London	Yes	Yes	Yes	Yes
	Windsor	Yes	Yes	Yes	Yes

s.N/R

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INTERPRETERS

Operational Management Survey II

4. If a conditionally accredited interpreter is scheduled for a matter that is not on the list of matters to which a conditionally accredited interpreter may be assigned, are the following individuals informed of the interpreter's status:

4.1 Local Administrative Justice (if no judicial official has been assigned to the proceeding)

4.2 Presiding judicial official once assigned

4.3 Crown, defense and or any other counsel parties in the case

Region	City	4.1	4.2	4.3
Central East	Newmarket	Yes	Yes	Yes
	Oshawa	Yes	Yes	Yes
Central West	Brampton	Yes	Yes	Yes
	Hamilton (45 Main)	Yes	Yes	Yes
	Hamilton (55 Main)	Yes	Yes	Yes
	St. Catharines	Yes	Yes	Yes
East	Ottawa	Yes	No	No
Toronto West	Toronto (Region)	Yes	Yes	Yes
	London	Yes	Yes	Yes
	Windsor	Yes	Yes	Yes

s.N/R

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INTERPRETERS

Operational Management Survey II

5. If a formal complaint is made against an interpreter, is the complaint documented using a CSD-Interpreter Incident Report (INT-3) and the completed form submitted to the Supervisor or Manager who, in turn, forwards to the Court Interpretation Unit?Is the online Court Interpreter Scheduler always used when scheduling interpreters?

Region	City	Response
Central East	Newmarket	Yes
	Oshawa	Yes
Central West	Brampton	Yes
	Hamilton (45 Main)	Yes
	Hamilton (55 Main)	Yes
	St. Catharines	Yes
East	Ottawa	Yes
Toronto West	Toronto (Region)	Yes
	London	Yes
	Windsor	Yes

s.N/R

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INTERPRETERS

Operational Management Survey II

Where the site is non-compliant - Notes/Comments/Discussion of Risk:

Question	Region	City	Response	
1. Is the online Court Interpreter Scheduler always used when scheduling interpreters?				
2. In order to ensure that work is distributed fairly, are interpreters contacted from the Division's electronic SharePoint tool according to CSD policy (as set out in section 3.2 of the Interpreter Coordinator's Manual)?				
3. If an unaccredited/agency interpreter is scheduled are the following individuals informed of the interpreter's status? LAJ, Presiding Judicial Official, Crown, defence and or any other counsel parties in the case and Additionally, the clerk notes the use of an unaccredited/agency interpreter on the Information in the court file.	Central West	Hamilton (55 Main)	No, There is no information in Family Court. However booking forms are placed into the form of the file. If the interpreter is unaccredited/agency interpreter, this would be noted.	s.N/R
4. If an unaccredited/agency interpreter is scheduled are the following individuals informed of the interpreter's status? LAJ, Presiding Judicial Official, Crown, defence and or any other counsel parties in the case.				

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Self-Assessment Surveys

2016-17 Annual Report

Operational Management Survey IV: Court Record

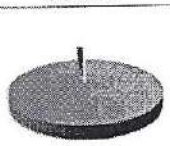
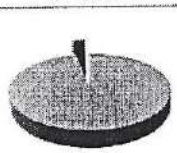
A0065058_15-000889

COURT RECORD

Operational Management Survey IV

Provincial Summary

Total Number of Responses: 67

Question	Yes	NA	No	Total	% Compliance (Yes and N/A)
1. Are all tapes and CDs pre-labelled and indexed to include the following:					
1.1 Court ID	67			67	100.0% 
1.2. Courtroom Number	66		1	67	98.5% 
1.3 Sequential Tape/ CD number	64	1	2	67	97.0% 
1.4 Year	66		1	67	98.5% 
1.5 Maximum retention period	61		6	67	91.0% 

s.14(1)(i)

Question	Yes	NA	No	Total	% Compliance (Yes and N/A)

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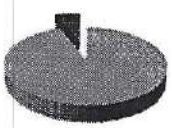
COURT RECORD

Operational Management Survey IV

s.14(1)(i)

Question	Yes	NA	No	Total	% Compliance (Yes and N/A)
4. Is there a designated Records Management Clerk?	63		4	67	94.0% 
5. Are all matters relating to the following stored on separate CDs/tapes for each courtroom, numbered accordingly?					
5a. Youth	62	5		67	100.0% 
5b. Parental Responsibility Act	51	13	3	67	95.5% 
5c. Adoptions	56	11		67	100.0% 
6. Are copies of court reporting records used for the preparation of transcripts?	65	2		67	100.0% 

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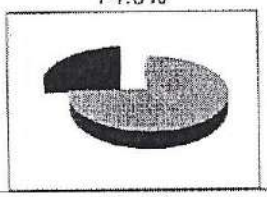
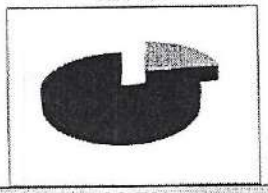
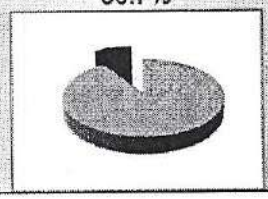
A0065058_17-000891

COURT RECORD

Operational Management Survey IV

7. When a transcript is prepared, is the completion date and particulars of what was transcribed noted in the annotations/stenotype/shorthand notes?	46	4	17	67	74.6% 
8. If an order was transcribed from a DRD recording, are the particulars of what was transcribed noted on the CD cover?	11	4	52	67	22.4% 
Survey Total	811	40	87	938	90.7% 

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COURT RECORD

Operational Management Survey IV

Regional Summary

1. Are all tapes and CDs pre-labelled and indexed to include the following:

1.1 Court ID

	Count of Response				Percent of Responses			% Compliance (Yes and N/A)
Region	**Yes**	**NA**	**No**	**Total**	**Yes**	**NA**	**No**	**Total**
Central East	8			8	100.0%	0.0%	0.0%	100.0%
Central West	12			12	100.0%	0.0%	0.0%	100.0%
East	10			10	100.0%	0.0%	0.0%	100.0%
Toronto	8			8	100.0%	0.0%	0.0%	100.0%
West	13			13	100.0%	0.0%	0.0%	100.0%
Province	**67**	**0**	**0**	**67**	**100.0%**	**0.0%**	**0.0%**	**100.0%**

s.N/R

1.2 Courtroom Number

	Count of Response				Percent of Responses			% Compliance (Yes and N/A)
Region	**Yes**	**NA**	**No**	**Total**	**Yes**	**NA**	**No**	**Total**
Central East	7		1	8	87.5%	0.0%	12.5%	87.5%
Central West	12			12	100.0%	0.0%	0.0%	100.0%
East	10			10	100.0%	0.0%	0.0%	100.0%
Toronto	8			8	100.0%	0.0%	0.0%	100.0%
West	13			13	100.0%	0.0%	0.0%	100.0%
Province	**66**	**0**	**1**	**67**	**98.5%**	**0.0%**	**1.5%**	**98.5%**

1.3 Sequential Tape/CD Number

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COURT RECORD

Operational Management Survey IV

	Count of Response				Percent of Responses			% Compliance (Yes and N/A)
Region	**Yes**	**NA**	**No**	**Total**	**Yes**	**NA**	**No**	**Total**
Central East	6	1	1	8	75.0%	12.5%	12.5%	87.5%
Central West	12			12	100.0%	0.0%	0.0%	100.0%
East	9		1	10	90.0%	0.0%	10.0%	90.0%
Toronto	8			8	100.0%	0.0%	0.0%	100.0%
West	13			13	100.0%	0.0%	0.0%	100.0%
Province	**64**	**1**	**2**	**67**	**95.5%**	**1.5%**	**3.0%**	**97.0%**

1.4 Year

	Count of Response				Percent of Responses			% Compliance (Yes and N/A)
Region	**Yes**	**NA**	**No**	**Total**	**Yes**	**NA**	**No**	**Total**
Central East	7		1	8	87.5%	0.0%	12.5%	87.5%
Central West	12			12	100.0%	0.0%	0.0%	100.0%
East	10			10	100.0%	0.0%	0.0%	100.0%
Toronto	8			8	100.0%	0.0%	0.0%	100.0%
West	13			13	100.0%	0.0%	0.0%	100.0%
Province	**66**	**0**	**1**	**67**	**98.5%**	**0.0%**	**1.5%**	**98.5%**

s.N/R

1.5 Maximum Retention Period

	Count of Response				Percent of Responses			% Compliance (Yes and N/A)
Region	**Yes**	**NA**	**No**	**Total**	**Yes**	**NA**	**No**	**Total**
Central East	6		2	8	75.0%	0.0%	25.0%	75.0%
Central West	12			12	100.0%	0.0%	0.0%	100.0%
East	6		4	10	60.0%	0.0%	40.0%	60.0%
Toronto	8			8	100.0%	0.0%	0.0%	100.0%
West	13			13	100.0%	0.0%	0.0%	100.0%
Province	**61**	**0**	**6**	**67**	**91.0%**	**0.0%**	**9.0%**	**91.0%**

2. Are all original court reporting records (audio, annotations, stenotype or shorthand notes) and the FORM 1 for audio recordings returned and stored securely in a designated area at the end of each court day?

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COURT RECORD

Operational Management Survey IV

s.14(1)(i)

4. Is there a designated Records Management Clerk?

	Count of Response				Percent of Responses			% Compliance (Yes and N/A)
Region	**Yes**	**NA**	**No**	**Total**	**Yes**	**NA**	**No**	**Total**
Central East	7		1	8	87.5%	0.0%	12.5%	87.5%
Central West	12			12	100.0%	0.0%	0.0%	100.0%
East	10			10	100.0%	0.0%	0.0%	100.0%
Toronto	8			8	100.0%	0.0%	0.0%	100.0%
West	13			13	100.0%	0.0%	0.0%	100.0%
Province	**63**	**0**	**4**	**67**	**94.0%**	**0.0%**	**6.0%**	**94.0%**

s.N/R

5. Are all matters relating to the following stored on separate CDs/tapes for each courtroom, numbered accordingly?

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COURT RECORD

Operational Management Survey IV

5.1 Youth

	Count of Response				Percent of Responses			% Compliance (Yes and N/A)
Region	**Yes**	**NA**	**No**	**Total**	**Yes**	**NA**	**No**	**Total**
Central East	8			8	100.0%	0.0%	0.0%	100.0%
Central West	11	1		12	91.7%	8.3%	0.0%	100.0%
East	9	1		10	90.0%	10.0%	0.0%	100.0%
Toronto	6	2		8	75.0%	25.0%	0.0%	100.0%
West	13			13	100.0%	0.0%	0.0%	100.0%
Province	**62**	**5**	**0**	**67**	**92.5%**	**7.5%**	**0.0%**	**100.0%**

5.2 Parental Responsibility Act

	Count of Response				Percent of Responses			% Compliance (Yes and N/A)
Region	**Yes**	**NA**	**No**	**Total**	**Yes**	**NA**	**No**	**Total**
Central East	7	1		8	87.5%	12.5%	0.0%	100.0%
Central West	11	1		12	91.7%	8.3%	0.0%	100.0%
East	5	2	3	10	50.0%	20.0%	30.0%	70.0%
Toronto	1	7		8	12.5%	87.5%	0.0%	100.0%
West	12	1		13	92.3%	7.7%	0.0%	100.0%
Province	**51**	**13**	**3**	**67**	**76.1%**	**19.4%**	**4.5%**	**95.5%**

s.N/R

5.3 Adoptions

	Count of Response				Percent of Responses			% Compliance (Yes and N/A)
Region	**Yes**	**NA**	**No**	**Total**	**Yes**	**NA**	**No**	**Total**
Central East	7	1		8	87.5%	12.5%	0.0%	100.0%
Central West	11	1		12	91.7%	8.3%	0.0%	100.0%
East	9	1		10	90.0%	10.0%	0.0%	100.0%
Toronto	2	6		8	25.0%	75.0%	0.0%	100.0%
West	12	1		13	92.3%	7.7%	0.0%	100.0%
Province	**56**	**11**	**0**	**67**	**83.6%**	**16.4%**	**0.0%**	**100.0%**

6. Are copies of court reporting records used for the preparation of transcripts?

	Count of Response	Percent of Responses	% Compliance (Yes and N/A)

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Operational Management Survey IV

Region	Yes	NA	No	Total	Yes	NA	No	Total
Central East	7	1		8	87.5%	12.5%	0.0%	100.0%
Central West	12			12	100.0%	0.0%	0.0%	100.0%
East	10			10	100.0%	0.0%	0.0%	100.0%
Toronto	8			8	100.0%	0.0%	0.0%	100.0%
West	13			13	100.0%	0.0%	0.0%	100.0%
Province	**65**	**2**	**0**	**67**	**97.0%**	**3.0%**	**0.0%**	**100.0%**

7. When a transcript is prepared, is the completion date and particulars of what was transcribed noted in the annotations/stenotype/shorthand notes?

	Count of Response				Percent of Responses			% Compliance (Yes and N/A)
Region	Yes	NA	No	Total	Yes	NA	No	Total
Central East	5	1	2	8	62.5%	12.5%	25.0%	75.0%
Central West	12			12	100.0%	0.0%	0.0%	100.0%
East	6		4	10	60.0%	0.0%	40.0%	60.0%
Toronto	6	1	1	8	75.0%	12.5%	12.5%	87.5%
West	13			13	100.0%	0.0%	0.0%	100.0%
Province	**46**	**4**	**17**	**67**	**68.7%**	**6.0%**	**25.4%**	**74.6%**

s.N/R

8. If an order was transcribed from a DRD recording, are the particulars of what was transcribed noted on the CD cover?

	Count of Response				Percent of Responses			% Compliance (Yes and N/A)
Region	Yes	NA	No	Total	Yes	NA	No	Total
Central East	1	1	6	8	12.5%	12.5%	75.0%	25.0%
Central West		1	11	12	0.0%	8.3%	91.7%	8.3%
East	5	1	4	10	50.0%	10.0%	40.0%	60.0%
Toronto	3	1	4	8	37.5%	12.5%	50.0%	50.0%
West			13	13	0.0%	0.0%	100.0%	0.0%
Province	**11**	**4**	**52**	**67**	**16.4%**	**6.0%**	**77.6%**	**22.4%**

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Operational Management Survey IV

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COURT RECORD
Operational Management Survey IV

Individual Responses

1. Are all tapes and CDs pre-labelled and indexed to include the following: s.N/R
1.1 Court ID **1.2** Courtroom Number **1.3** Sequential Tape/ CD Number
1.4 Year **1.5** Maximum Retention Period

Region	City	1.1	1.2	1.3	1.4	1.5
Central East	Newmarket	Yes	No	No	No	No
	Oshawa	Yes	Yes	Yes	Yes	Yes
Central West	Brampton	Yes	Yes	Yes	Yes	Yes
	Hamilton (45 Main)	Yes	Yes	Yes	Yes	Yes
	Hamilton (55 Main)	Yes	Yes	Yes	Yes	Yes
	St. Catharines	Yes	Yes	Yes	Yes	Yes
East	Ottawa	Yes	Yes	No	Yes	Yes
Toronto	1000 Finch W	Yes	Yes	Yes	Yes	Yes
	1911 Eglinton	Yes	Yes	Yes	Yes	Yes
	2201 Finch	Yes	Yes	Yes	Yes	Yes
	311 Jarvis	Yes	Yes	Yes	Yes	Yes
	444 Yonge St	Yes	Yes	Yes	Yes	Yes
	47 Sheppard Ave E	Yes	Yes	Yes	Yes	Yes
	60 Queen Street	Yes	Yes	Yes	Yes	Yes
	University Ave	Yes	Yes	Yes	Yes	Yes
West	London	Yes	Yes	Yes	Yes	Yes
	Windsor	Yes	Yes	Yes	Yes	Yes

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Operational Management Survey IV

4. Is there a designated Records Management Clerk?

Region	City	Response
Central East	Newmarket	Yes
	Oshawa	Yes
Central West	Brampton	Yes
	Hamilton (45 Main)	Yes
	Hamilton (55 Main)	Yes
	St. Catharines	Yes
East	Ottawa	Yes
North East		

Region	City	Response
Toronto	1000 Finch W	Yes
	1911 Eglinton	Yes
	2201 Finch	Yes
	311 Jarvis	Yes
	444 Yonge St	Yes
	47 Sheppard Ave E	Yes
	60 Queen Street	Yes
	University Ave	Yes
West	London	Yes
	Windsor	Yes

s.N/R

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Operational Management Survey IV

5. Are all matters relating to the following stored on separate CDs/tapes for each courtroom and numbered accordingly?

Region	City	5.1 Youth	5.2 Parental Responsibility Act	5.3 Adoptions
Central East	Newmarket	Yes	Yes	Yes
	Oshawa	Yes	Yes	Yes
Central West	Brampton	Yes	Yes	Yes
	Hamilton (45 Main)	Yes	Yes	NA
	Hamilton (55 Main)	NA	NA	Yes
	St. Catharines	Yes	Yes	Yes
East	Ottawa	Yes	NA	Yes
North East				
Toronto	1000 Finch W	NA	NA	NA
	1911 Eglinton	Yes	NA	NA
	2201 Finch	Yes	NA	NA
	311 Jarvis	Yes	Yes	Yes
	444 Yonge St	Yes	NA	NA
	47 Sheppard Ave E	NA	NA	Yes
	60 Queen Street	Yes	NA	NA
	University Ave	Yes	NA	NA
West	London	Yes	Yes	Yes
	Windsor	Yes	Yes	Yes

s.N/R

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COURT RECORD

Operational Management Survey IV

6. Are copies of court reporting records used for the preparation of transcripts?

Region	City	Response
Central East	Newmarket	Yes
	Oshawa	Yes
Central West	Brampton	Yes
	Hamilton (45 Main)	Yes
	Hamilton (55 Main)	Yes
	St. Catharines	Yes
East	Ottawa	Yes
Toronto	1000 Finch W	Yes
	1911 Eglinton	Yes
	2201 Finch	Yes
	311 Jarvis	Yes
	444 Yonge St	Yes
	47 Sheppard Ave E	Yes
	60 Queen Street	Yes
	University Ave	Yes
West	London	Yes
	Windsor	Yes

s.N/R

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COURT RECORD

Operational Management Survey IV

7. When a transcript is prepared, is the completion date and particulars of what was transcribed noted in the annotations/stenotype/shorthand notes?

Region	City	Response
Central East	Newmarket	No
	Oshawa	Yes
Central West	Brampton	Yes
	Hamilton (45 Main)	Yes
	Hamilton (55 Main)	Yes
	St. Catharines	Yes
East	Ottawa	No
Toronto	1000 Finch W	Yes
	1911 Eglinton	Yes
	2201 Finch	Yes
	311 Jarvis	Yes
	444 Yonge St	Yes
	47 Sheppard Ave E	NA
	60 Queen Street	Yes
	University Ave	No
West	London	Yes
	Windsor	Yes

s.N/R

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Operational Management Survey IV

Notes/Comments/Discussion of Risk:

Question	Region	City	Response
1. Are all tapes and CDs pre-labelled and indexed to include the following: Court ID, Courtroom number, Sequential Tape/ CD number, Year, Maximum Retention Period.	Central East	Newmarket	All information is recorded on the CD on the day of the court proceeding, and before it is returned to the RMC.
	East		s.N/R
		Ottawa	No sequential tape/CD number is used as we go by file name.
	West	London	Since 2009

s.14(1)(i)

4. Is there a designated Records Management Clerk?			
5. Are all matters relating to the following stored on separate CDs/tapes for each courtroom and numbered accordingly? Youth, Parental Responsibility Act and Adoptions			
	Central East	Newmarket	A copy of the transcript order is attached to the notes for the proceeding, and RMS is updated.
	East		
7. When a transcript is prepared, is the completion date and particulars of what was transcribed noted in the annotations/ stenotype/ shorthand notes?		Ottawa	We use RMS

s.N/R

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Operational Management Survey IV

Question	Region	City	Response
	Toronto	University Ave	Details of transcript, including what was ordered and details of what was transcribed, is documented in the recording management system.
8. If an order was transcribed from a DRD recording, are the particulars of what was transcribed noted on the CD cover?	Central East	Newmarket	A copy of the transcript order is attached to the notes for the proceeding, and RMS is updated with the details of the transcript order.
		Oshawa	CDs are stored for back-up. Notes are made on the DRD file.
	Central West	Brampton	This information is captured in RMS
		Hamilton (45 Main)	Information recorded in RMS as per Court Reporting Services
		Hamilton (55 Main)	Information recorded in RMS as per Court Reporting Services
		St. Catharines	The information is captured in RMS
	East	Ottawa	We do not go back to the hard copy CD and write the particulars of what was ordered or transcribed. We rely on our Recording Management database for any and all details.

s.N/R

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COURT RECORD

Operational Management Survey IV

s.N/R

Toronto	444 Yonge St	Majority are recordings are sent electronically. CDs note the name of the matter, the date of the matter, the name of who is picking it up. This ensures the correct CD goes to the correct ACT
	60 Queen Street	No risks perceived given most orders are sent electronically therefore no CD cover. The cover of the CD contains the case name, date of the matter and who is coming to pick it up. This ensure the right CD goes to the correct ordering party.
	University Ave	Details of transcript, including what was ordered and details of what was transcribed, is documented in the recording management system.

s.N/R

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Self-Assessment Surveys

2016-17 Annual Report

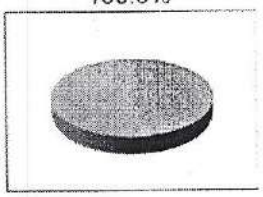
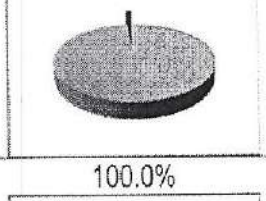
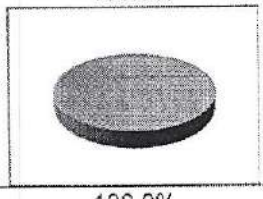
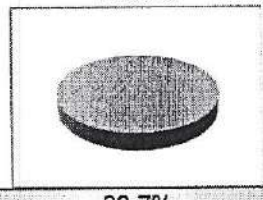
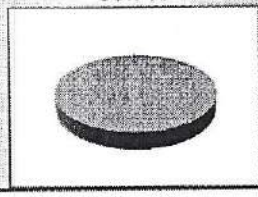
Operational Management Survey V: Court Documents

COURT DOCUMENTS

Operational Management Survey V

Provincial Summary

Total Number of Responses: 68

Question	Yes	NA	No	Total	% Compliance (Yes and N/A)
1. For Youth Criminal Matters only: Are court files and documents of YCJA proceedings or other proceedings that make reference to YCJA information only accessible to the public if the young person receives an adult sentence and the appeal period has elapsed, or the appeal has never been heard and the court of appeal has upheld the adult sentence and there is no publication ban in place (S. 75(3) YCJA)?	58	10		68	100.0% 
2. For Youth Criminal Matters Only:Is public access to YCJA door lists (which includes the initials of the youth and the charges) permitted, unless access has been denied by a court order?	57	11		68	100.0% 
3. For Criminal matters only (OCJ and SCJ Criminal)If there is a request for access to court files or documents that have a Criminal Code publication ban, is access only given where there are no other prohibitions on access, such as an order clearing the courtroom or sealing the court record?	61	6	1	68	98.5% 
4. For OCJ and SCJ Criminal Matters If access is given for court files with a Criminal Code publication ban, is the requestor provided with a notice warning them that publication, broadcasting or transmission in any way of the information subject to the ban could be a violation of law?	64	4		68	100.0% 
5. For Civil and Family Matters only: Are documents with restricted public access filed in a correspondence pocket which is removed from the file before providing the file to a member of the public?	60	8		68	100.0% 
Survey Total	300	39	1	340	99.7% 

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COURT DOCUMENTS

Operational Management Survey V

Regional Summary

1. **For Youth Criminal Matters only: Are court files and documents of YCJA proceedings or other proceedings that make reference to YCJA information only accessible to the public if the young person receives an adult sentence and the appeal period has elapsed, or the appeal has never been heard and the court of appeal has upheld the adult sentence and there is no publication ban in place (S. 75(3) YCJA)?**

	Count of Response				Percent of Responses			% Compliance (Yes and N/A)
Region	**Yes**	**NA**	**No**	**Total**	**Yes**	**NA**	**No**	**Total**
Central East	8			8	100.0%	0.0%	0.0%	100.0%
Central West	11	1		12	91.7%	8.3%	0.0%	100.0%
East	8	1		9	88.9%	11.1%	0.0%	100.0%
Toronto	4	5		9	44.4%	55.6%	0.0%	100.0%
West	12	1		13	92.3%	7.7%	0.0%	100.0%
Province	**58**	**10**	**0**	**68**	**85.3%**	**14.7%**	**0.0%**	**100.0%**

s.N/R

2. **For Youth Criminal Matters Only:Is public access to YCJA door lists (which includes the initials of the youth and the charges) permitted, unless access has been denied by a court order?**

	Count of Response				Percent of Responses			% Compliance (Yes and N/A)
Region	**Yes**	**NA**	**No**	**Total**	**Yes**	**NA**	**No**	**Total**
Central East	7	1		8	87.5%	12.5%	0.0%	100.0%
Central West	11	1		12	91.7%	8.3%	0.0%	100.0%
East	8	1		9	88.9%	11.1%	0.0%	100.0%
Toronto	4	5		9	44.4%	55.6%	0.0%	100.0%
West	12	1		13	92.3%	7.7%	0.0%	100.0%
Province	**57**	**11**	**0**	**68**	**83.8%**	**16.2%**	**0.0%**	**100.0%**

s.N/R

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COURT DOCUMENTS

Operational Management Survey V

3. **For Criminal matters only (OCJ and SCJ Criminal)If there is a request for access to court files or documents that have a Criminal Code publication ban, is access only given where there are no other prohibitions on access, such as an order clearing the courtroom or sealing the court record?**

	Count of Response				Percent of Responses			% Compliance (Yes and N/A)
Region	**Yes**	**NA**	**No**	**Total**	**Yes**	**NA**	**No**	**Total**
Central East	8			8	100.0%	0.0%	0.0%	100.0%
Central West	11	1		12	91.7%	8.3%	0.0%	100.0%
East	6	2	1	9	66.7%	22.2%	11.1%	88.9%
Toronto	7	2		9	77.8%	22.2%	0.0%	100.0%
West	13			13	100.0%	0.0%	0.0%	100.0%
Province	**61**	**6**	**1**	**68**	**89.7%**	**8.8%**	**1.5%**	**98.5%**

s.N/R

4. **For OCJ and SCJ Criminal Matters If access is given for court files with a Criminal Code publication ban, is the requestor provided with a notice warning them that publication, broadcasting or transmission in any way of the information subject to the ban could be a violation of law?**

	Count of Response				Percent of Responses			% Compliance (Yes and N/A)
Region	**Yes**	**NA**	**No**	**Total**	**Yes**	**NA**	**No**	**Total**
Central East	8			8	100.0%	0.0%	0.0%	100.0%
Central West	11	1		12	91.7%	8.3%	0.0%	100.0%
East	9			9	100.0%	0.0%	0.0%	100.0%
Toronto	7	2		9	77.8%	22.2%	0.0%	100.0%
West	13			13	100.0%	0.0%	0.0%	100.0%
Province	**64**	**4**	**0**	**68**	**94.1%**	**5.9%**	**0.0%**	**100.0%**

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Operational Management Survey V

5. For Civil and Family Matters only: Are documents with restricted public access filed in a correspondence pocket which is removed from the file before providing the file to a member of the public?

	Count of Response				Percent of Responses			% Compliance (Yes and N/A)
Region	**Yes**	**NA**	**No**	**Total**	**Yes**	**NA**	**No**	**Total**
Central East	8			8	100.0%	0.0%	0.0%	100.0%
Central West	11	1		12	91.7%	8.3%	0.0%	100.0%
East	9			9	100.0%	0.0%	0.0%	100.0%
Toronto	3	6		9	33.3%	66.7%	0.0%	100.0%
West	13			13	100.0%	0.0%	0.0%	100.0%
Province	**60**	**8**	**0**	**68**	**88.2%**	**11.8%**	**0.0%**	**100.0%**

s.N/R

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Operational Management Survey V

Individual Responses

1. For Youth Criminal Matters only: Are court files and documents of YCJA proceedings or other proceedings that make reference to YCJA information only accessible to the public if the young person receives an adult sentence and the appeal period has elapsed, or the appeal has never been heard and the court of appeal has upheld the adult sentence and there is no publication ban in place (S. 75(3) YCJA)?

Region	City	Response
Central East	Newmarket	Yes
	Oshawa	Yes
Central West	Brampton	Yes
	Hamilton (45 Main)	Yes
	Hamilton (55 Main)	NA
	St. Catharines	Yes
East	Ottawa	Yes
Toronto	1000 Finch W	NA
	1911 Eglinton	Yes
	2201 Finch	Yes
	311 Jarvis	Yes
	361 University Avenue	Yes
	393 / 330 University	NA
	444 Yonge St	NA
	47 Sheppard Ave E	NA
	60 Queen Street	NA
West	London	Yes
	Windsor	Yes

S.N/R

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Operational Management Survey V

2. For Youth Criminal Matters Only:Is public access to YCJA door lists (which includes the initials of the youth and the charges) permitted, unless access has been denied by a court order? s.N/R

Region	City	Response
Central East		
	Newmarket	Yes
	Oshawa	Yes
Central West	Brampton	Yes
	Hamilton (45 Main)	Yes
	Hamilton (55 Main)	NA
	St. Catharines	Yes
East		
	Ottawa	Yes
Toronto	1000 Finch W	NA
	1911 Eglinton	Yes
	2201 Finch	Yes
	311 Jarvis	Yes
	361 University Avenue	Yes
	393 / 330 University	NA
	444 Yonge St	NA
	47 Sheppard Ave E	NA
	60 Queen Street	NA
West		
	London	Yes
	Windsor	Yes

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Operational Management Survey V

3. For Criminal matters only (OCJ and SCJ Criminal)If there is a request for access to court files or documents that have a Criminal Code publication ban, is access only given where there are no other prohibitions on access, such as an order clearing the courtroom or sealing the court record? s.N/R

Region	City	Response
Central East	Newmarket	Yes
	Oshawa	Yes
Central West	Brampton	Yes
	Hamilton (45 Main)	Yes
	Hamilton (55 Main)	NA
	St. Catharines	Yes
East	Ottawa	Yes
Toronto	1000 Finch W	Yes
	1911 Eglinton	Yes
	2201 Finch	Yes
	311 Jarvis	Yes
	361 University Avenue	Yes
	393 / 330 University	NA
	444 Yonge St	Yes
	47 Sheppard Ave E	NA
	60 Queen Street	Yes
West	London	Yes
	Windsor	Yes

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Operational Management Survey V

4. For OCJ and SCJ Criminal Matters If access is given for court files with a Criminal Code publication ban, is the requestor provided with a notice warning them that publication, broadcasting or transmission in any way of the information subject to the ban could be a violation of law?

s.N/R

Region	City	Response
Central East	Newmarket	Yes
	Oshawa	Yes
Central West	Brampton	Yes
	Hamilton (45 Main)	Yes
	Hamilton (55 Main)	NA
	St. Catharines	Yes
East	Ottawa	Yes
Toronto	1000 Finch W	Yes
	1911 Eglinton	Yes
	2201 Finch	Yes
	311 Jarvis	Yes
	361 University Avenue	Yes
	393 / 330 University	NA
	444 Yonge St	Yes
	47 Sheppard Ave E	NA
	60 Queen Street	Yes
West	London	Yes
	Windsor	Yes

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COURT DOCUMENTS

Operational Management Survey V

5. For Civil and Family Matters only:Are documents with restricted public access filed in a correspondence pocket which is removed from the file before providing the file to a member of the public?Does this site have designated court staff responsible for the safe storage and control of criminal court exhibits?

s.N/R

Region	City	Response
Central East	Newmarket	Yes
	Oshawa	Yes
Central West	Brampton	Yes
	Hamilton (45 Main)	Yes
	Hamilton (55 Main)	Yes
	St. Catharines	Yes
East	Ottawa	Yes
Toronto	1000 Finch W	NA
	1911 Eglinton	NA
	2201 Finch	NA
	311 Jarvis	Yes
	361 University Avenue	NA
	393 / 330 University	Yes
	444 Yonge St	NA
	47 Sheppard Ave E	Yes
	60 Queen Street	NA
West	London	Yes
	Windsor	Yes

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Operational Management Survey II: Interpreters

1. Introduction and Purpose

The courts self assessment survey is a management tool to assess the status of controls and the associated managed risk in the financial, operational and IT security program areas.

It is a tool to assess compliance with audit rules and ensure that controls are in place and functioning well. It aims to identify areas where controls may be weak and may require corrective action in order for the courts to meet their business objectives. It is not a comprehensive list of all the controls and processes but rather a tool that highlights the key controls and processes in each program area.

Please refer to the Court Services Division intranet site for a complete guide to directives, policies, manuals and forms for additional information.

Operational Management Survey II: Interpreters

2. Instructions

Each question throughout the following survey has 2 parts.

For the First part, the respondent must answer either "Yes" or "No" for each question. The questions are worded such that a negative response is an indication of a control weakness.

The Second part of each question is a "Risk Assessment" and a response will be entered in the text box provided when the response was "No". The respondent should discuss what could go wrong if we do not have this control in place and whether the Division can live with this risk. Additionally, please identify any particular action(s) that may be implemented to reduce the impact of the risk.

If you have any problems please contact Emma Patterson at emma.patterson@ontario.ca or 416-326-2673.

Operational Management Survey II: Interpreters

3. Location Information

A0065058_102-000976

1. Select the CSD Region where this site is located from the drop down menu.

2. Select your city.

3. Please enter the court street address (example : 59 Church Street)

4. Please identify the Practice Areas at this location.

- [ ] SCJ Criminal
- [ ] OCJ Criminal
- [ ] Youth Criminal
- [ ] SCJ Family or Unified Family Court
- [ ] OCJ Family
- [ ] Civil
- [ ] Small Claims
- [ ] Enforcement

5. In the event that a follow up is required, please enter your contact information.

Name:

Phone Number:

Email:

Operational Management Survey II: Interpreters

4. Self Assessment Checklist for Interpreters

This section examines controls and processes involving interpreters.

A0065058_103-000977

1. Is the online Court Interpreter Scheduler always used when scheduling interpreters?

- ◯ Yes
- ◯ No
- ◯ Not applicable

If you answered NO to this question please discuss the associated risks, whether you think we can accept the risks and also discuss any actions that may be taken to reduce the negative impact on our business.

2. In order to ensure that work is distributed fairly, are interpreters contacted from the Division's electronic SharePoint tool according to CSD policy (as set out in section 3.2 of the Interpreter Coordinator's Manual)?

- ☐ Yes
- ☐ No
- ☐ Not applicable

If you answered NO to this question please discuss the associated risks, whether you think we can accept the risks and also discuss any actions that may be taken to reduce the negative impact on our business.

3. If an unaccredited/agency interpreter is scheduled are the following individuals informed of the interpeter's status?

- ☐ Local Administrative Justice (if no judicial official has been assigned to the proceeding)
- ☐ Presiding judicial official once assigned
- ☐ Crown, defence and or any other counsel parties in the case
- ☐ Additionally, the clerk notes the use of an unaccredited/agency interpreter on the Information in the court file
- ☐ If you have not checked any options above, please explain how the notification requirements are being met.

4. If a conditionally accredited interpreter is scheduled for a matter that is not on the list of matters to which a conditionally accredited interpreter may be assigned, are the following individuals informed of the interpreter's status:

- [ ] Local Administrative Justice (if no judicial official has been assigned to the proceeding)
- [ ] Presiding judicial official once assigned
- [ ] Crown, defense and or any other counsel parties in the case
- [ ] If you have not checked any options above, discuss the associated risks and how we may address those risks.

5. If a formal complaint is made against an interpreter, is the complaint documented using a CSD-Interpreter Incident Report (INT-3) and the completed form submitted to the Supervisor or Manager who, in turn, forwards to the Court Interpretation Unit?

- ◯ Yes
- ◯ No
- ◯ Not applicable

If you answered NO to this question please discuss the associated risks, whether you think we can accept the risks and also discuss any actions that may be taken to reduce the negative impact on our business.

Operational Management Survey II: Interpreters

5. End

Thank you for completing the survey.

A0065058_105-000979

Operational Management Survey IV: Court Records

1. Introduction and Purpose

The courts self assessment survey is a management tool to assess the status of controls and the associated managed risk in the financial, operational and IT security program areas.

It is a tool to assess compliance with audit rules and ensure that controls are in place and functioning well. It aims to identify areas where controls may be weak and may require corrective action in order for the courts to meet their business objectives. It is not a comprehensive list of all the controls and processes but rather a tool that highlights the key controls and processes in each program area.

Please refer to the Court Services Division intranet site for a complete guide to directives, policies, manuals and forms for additional information.

2. Instructions

Each question throughout the following survey has 2 parts.

For the First part, the respondent must answer either "Yes" or "No" for each question. The questions are worded such that a negative response is an indication of a control weakness.

The Second part of each question is a "Risk Assessment" and a response must be entered in the text box provided when the response was "No". The respondent should discuss what could go wrong if we do not have this control in place and whether the Division can live with this risk. Additionally, please identify any particular action(s) that may be implemented to reduce the impact of the risk.

If you have any problems please contact Emma Patterson at emma.patterson@ontario.ca or 416-326-2673.

3. Location Information

1. Select the CSD Region where this site is located from the drop down menu.

2. Select your city.

3. Please enter the court street address (example : 59 Church Street)

A0065058_119-000993

Operational Management Survey IV: Court Records

4. Please identify the Practice Areas at this location.

- ☐ SCJ Criminal
- ☐ OCJ Criminal
- ☐ Youth Criminal
- ☐ SCJ Family or Unified Family Court
- ☐ OCJ Family
- ☐ Civil
- ☐ Small Claims
- ☐ Enforcement

5. In the event that a follow up is required, please enter your contact information.

Name:

Phone Number:

Email:

4. Self Assessment Checklist for Court Records

1. Are all tapes and CDs pre-labelled and indexed to include the following:

	Yes	No	Not applicable
Court ID	☐	☐	☐
Courtroom number	☐	☐	☐
Sequential Tape/ CD number	☐	☐	☐
Year	☐	☐	☐
Maximum retention period	☐	☐	☐

If you answered NO to this question, discuss whether there are risks associated with not doing the above and also discuss any actions that may be taken to reduce the risk of a negative impact on our business.

s.14(1)(i)

4. Is there a designated Records Management Clerk?

- ◯ Yes
- ◯ No

If you answered NO to this question please discuss the associated risks, whether you think we can accept the risks and also discuss any actions that may be taken to reduce the negative impact on our business.

5. Are all matters relating to the following stored on separate CDs/tapes for each courtroom and numbered accordingly?

	Yes	No	Not applicable
Youth	◯	◯	◯
Parental Responsibility Act	◯	◯	◯
Adoptions	◯	◯	◯

If you answered NO to this question please discuss the associated risks, whether you think we can accept the risks and also discuss any actions that may be taken to reduce the negative impact on our business.

6. Are copies of court reporting records used for the preparation of transcripts?

◯ Yes

◯ No

◯ Not applicable

If you answered NO to this question please discuss the associated risks, whether you think we can accept the risks and also discuss any actions that may be taken to reduce the negative impact on our business.

7. When a transcript is prepared, is the completion date and particulars of what was transcribed noted in the annotations/stenotype/shorthand notes?

◯ Yes

◯ No

◯ Not applicable

If you answered NO to this question please discuss the associated risks, whether you think we can accept the risks and also discuss any actions that may be taken to reduce the negative impact on our business.

Operational Management Survey IV: Court Records

8. If an order was transcribed from a DRD recording, are the particulars of what was transcribed noted on the CD cover?

- ◯ Yes
- ◯ No
- ◯ Not applicable

If you answered NO to this question please discuss the associated risks, whether you think we can accept the risks and also discuss any actions that may be taken to reduce the negative impact on our business.

5. End

Thank you for completing the survey.

A0065058_123-000997

1. Introduction and Purpose

The courts self assessment survey is a management tool to assess the status of controls and the associated managed risk in the financial, operational and IT security program areas.

It is a tool to assess compliance with audit rules and ensure that controls are in place and functioning well. It aims to identify areas where controls may be weak and may require corrective action in order for the courts to meet their business objectives. It is not a comprehensive list of all the controls and processes but rather a tool that highlights the key controls and processes in each program area.

Please refer to the Court Services Division intranet site for a complete guide to directives, policies, manuals and forms for additional information.

2. Instructions

Each question throughout the following survey has 2 parts.

For the First part, the respondent must answer either "Yes" or "No" for each question. The questions are worded such that a negative response is an indication of a control weakness.

The Second part of each question is a "Risk Assessment" and a response must be entered in the text box provided when the response was "No". The respondent should discuss what could go wrong if we do not have this control in place and whether the Division can live with this risk. Additionally, please identify any particular action(s) that may be implemented to reduce the impact of the risk.

If you have any problems please contact Emma Patterson at emma.patterson@ontario.ca or 416-326-2673.

3. Location Information

1. Select the CSD Region where this site is located from the drop down menu.

2. Select your city.

3. Please enter the court street address (example : 59 Church Street)

4. Please identify the Practice Areas at this location:

- [ ] SCJ Criminal
- [ ] OCJ Criminal
- [ ] Youth Criminal
- [ ] SCJ Family or Unified Family Court
- [ ] OCJ Family
- [ ] Civil
- [ ] Small Claims
- [ ] Enforcement

5. In the event that a follow up is required, please enter your contact information.

Name:

Phone Number:

Email:

4. Self Assessment Checklist for Court Documents

1. For Youth Criminal Matters only:

Are court files and documents of YCJA proceedings or other proceedings that make reference to YCJA information only accessible to the public if the young person receives an adult sentence and:
the appeal period has elapsed, or
the appeal has never been heard and the court of appeal has upheld the adult sentence and there is no publication ban in place (S. 75(3) YCJA)?

- ◯ Yes
- ◯ No
- ◯ Not applicable

If you answered NO to this question, discuss whether there are risks associated with not doing the above and also discuss any actions that may be taken to reduce the risk of a negative impact on our business.

2. For Youth Criminal Matters Only:

Is public access to YCJA door lists (which includes the initials of the youth and the charges) permitted, unless access has been denied by a court order?

- ◯ Yes
- ◯ No
- ◯ Not applicable

If you answered NO to this question, discuss whether there are risks associated with not doing the above and also discuss any actions that may be taken to reduce the risk of a negative impact on our business.

3. For Criminal matters only (OCJ and SCJ Criminal)

If there is a request for access to court files or documents that have a Criminal Code publication ban, is access only given where there are no other prohibitions on access, such as an order clearing the courtroom or sealing the court record?

- ◯ Yes
- ◯ No
- ◯ Not applicable

If you answered NO to this question, discuss whether there are risks associated with not doing the above and also discuss any actions that may be taken to reduce the risk of a negative impact on our business.

4. For OCJ and SCJ Criminal Matters

If access is given for court files with a Criminal Code publication ban, is the requestor provided with a notice warning them that publication, broadcasting or transmission in any way of the information subject to the ban could be a violation of law?

- ◯ Yes
- ◯ No
- ◯ Not applicable

If you answered NO to this question, discuss whether there are risks associated with not doing the above and also discuss any actions that may be taken to reduce the risk of a negative impact on our business.

5. For Civil and Family Matters only:

Are documents with restricted public access filed in a correspondence pocket which is removed from the file before providing the file to a member of the public?

- ◯ Yes
- ◯ No
- ◯ Not applicable

If you answered NO to this question, discuss whether there are risks associated with not doing the above and also discuss any actions that may be taken to reduce the risk of a negative impact on our business.

5. End

Thank you for completing this survey.