

MAG Modernization

Powering change.

**Modernizing
Justice**

May 2019



Catching up:
What we've
achieved



Online services

Civil Claims: Launched province wide in November 2017 with initiating claims

- Expanded in May 2018 to include some defence documents
- Enhanced in November 2018 to improve the user experience based on feedback from filers

Family Claims: Launched province wide in November 2018 with joint divorce, including custody, access and support claims on consent

- Expanded in February 2019 to permit users filing joint divorce applications to make property-related claims on consent, and to file initiating documents for a simple divorce

Guided Pathways to Family Court Forms (in partnership with Community Legal Education Ontario): Assists Ontarians with the completion of the forms required to resolve family law disputes in court. Expansion of site content is ongoing

Provincial Offences Act: Launched province wide in August 2018

- Enables Ontarians to look up the status of millions of traffic tickets and charges, and request early resolution meetings at participating court locations





Digital Hearing Workspace

An online document management platform that enables parties to submit electronic copies of materials required for a hearing and provides authorized parties with 24/7, instantaneous access to case-related documents.

- Proof of concept (PoC) underway in the Superior Court of Justice Commercial List court in Toronto as of February 11, 2019.
- At the end of the six-month PoC period, the ministry will carefully review all user feedback and evaluate the results of the PoC before a decision is made on how to expand the use of the platform.

Infrastructure

Wi-Fi Rollout: Wi-Fi has been installed in 74 of 75 base courthouses across the province

- Following construction projects at the 361 University courthouse, Wi-Fi will be installed.



Electronic Scheduling Program (ESP): An application that will manage the scheduling of OCJ judicial officials, courtrooms and resources for criminal cases

- Implemented in Milton, Oshawa, London, Peterborough, Brampton and Thunder Bay
- Provincewide rollout now underway, beginning with implementation in Toronto





Criminal Justice Sector Video Strategy

A collaboration between the ministries of the Solicitor General and the Attorney General, the Criminal Justice Sector Video Strategy moves to a “video first” approach by extending video infrastructure and access to video services to:

- Provide increased inmate access to defence counsel
- Increase the use of video to 90% of designated in-custody court appearances (an increase from the current 50%)

The Criminal Justice Sector Video Strategy has been informed by ongoing Proof of Concept (POC) initiatives:

- **Moderated Remote Court Appearances:** Enables lawyers and other parties to appear remotely in court through virtual sessions.
 - Pilot projects initiated in the North West and Toronto using CourtCall, a third party video conferencing service. Any potential provincial expansion to be determined following pilot evaluation.
- **Remote Defence Access and Remote Video Appearances:** Enables in-custody accused to appear remotely in court via video, and enables in-custody accused to meet with defence counsel using a video connection.
 - Toronto South Detention Centre implemented RDA in late 2018. To date, over 175 lawyers have now been registered, and over 500 RDA calls have been completed.



Where Is Remote Defence Access Available?

- South West Detention Centre
- Monteith Correctional Complex
- Ottawa Carleton Detention Centre
- Toronto South Detention Centre

How Do I Get Started with RDA?

Contact us at the email below and we will provide you with a legal agreement form to complete, and will fill you in on the next steps.

modernization@ontario.ca

I used the Remote Video Access for the Toronto South Detention Centre. Flawless. This is the kind of modernization we need.

A must tool for all criminal defence lawyers. Imagine interviewing your client from the comfort of your office, home or wherever you are, from your laptop.



Ontario 

**What's
new**

New Government, New Priorities

The new government is focused on delivering programs and services in an improved and sustainable manner that drives efficiencies and maximizes value for money.

- **Citizen-centred:** Putting the client at the centre of every policy, regulation, program, process and delivery model
- **Digital first:** Increasing the number of services online to improve service delivery and efficiency
- **Evidence-based decision making:** Enhancing data and emphasizing continual review and improvement, as well as careful consideration of new investments
- **Process optimization:** Implementing automation and Lean Management Systems where repetitive, routine tasks currently exist



Digital Service Standard

All Digital First initiatives must meet the Digital Service Standard, which sets a goal that all government services should be:

- Simple, faster and better
- Built for and with the people who will use the service

The standard is a 14-point guide that helps Ontario government IT, communications, policy, program and legal teams work together to:

- Define what good government service looks like in Ontario
- Identify the steps to create the service
- Deliver consistently good services online

Learn more: ontario.ca/digitalstandard





What's
underway

Digital First Services



Jury Modernization: Making it easier and more convenient for Ontarians to participate in the jury process by introducing more digital options, like completing questionnaires online and receiving summonses by email: targeting the 2022 jury roll

Civil Claims: Expanding the service to enable users to file jury notices and remaining defence documents, and to enable usage by third parties



Family Claims: Developing the plan for the next wave, which will enhance functionality and enable the filing of additional documents



Criminal Justice Digital Design

This initiative aims to:

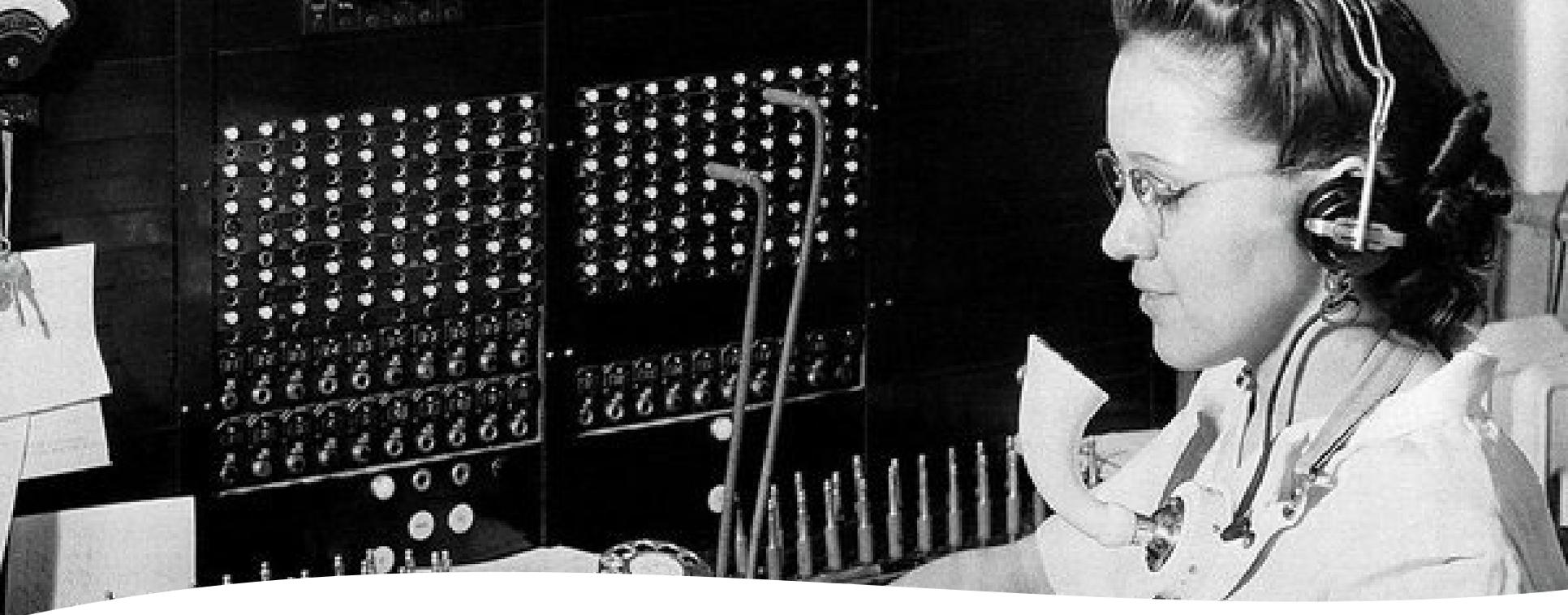
- ensure improved data sharing and decision-making, and a more digital experience for parties to criminal matters

For you, this will ultimately result in:

- A single-user interface to access all your criminal court needs
- Scheduled events, related documents, digital evidence, etc., available on demand and electronically

The CJDD is a truly transformational journey that will take several years. However, you'll begin to see more digital services, more automation and less paper over the next 1.5 years!





Questions?
Comments?
Ideas?

MAGInnovation@Ontario.ca



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