
MEMORANDUM

JBM-C 8-2018

Subject: POA Online Services Update

Date: August 9, 2018

To: Joint Board of Management, Niagara Region Courts

From: Jackie Foley, Acting Associate Director, Court Services

Attached for your information is a copy of a recent email correspondence from Jeremy Griggs, Senior Manager, Process Design & Improvement, Innovation Office, Modernization Division, Ministry of the Attorney General regarding an update to POA Online Services.

Communications about these new online services will be sent to Regional Council and the CAO when the POA Online Services launch on August 13, 2018.

Respectfully submitted and signed by

Jackie Foley
Acting Associate Director, Court Services

c.c. Carmen D'Angelo, CAO
Todd Harrison, Commissioner ERMS

From: "Griggs, Jeremy (MAG)" <Jeremy.Griggs@ontario.ca>

Sent: Thursday, August 2, 2018

Subject: RE: POA Online Services Update

Hello Everyone,

Further to my email below, I am writing to confirm that POA Online Services, including province-wide case status look-up and early resolution meeting requests in participating municipal court offices, will go live on Monday, August 13, 2018.

This new system will allow Ontarians to go online to look up the status of millions of POA charges province-wide. This includes, for example, information about the fine amount owing; how to pay; and where and when a trial is scheduled.

As noted in my email below, the system also offers an optional early resolution meeting request feature for the formal early resolution process set out in the Provincial Offences Act. This feature allows eligible defendants or their representatives to fill out an online form to request an early resolution meeting for appropriate cases in participating municipalities. If you are interested in offering this feature, please email me at <<mailto:Jeremy.Griggs@Ontario.ca>>. In your email, please provide the dedicated email address your municipal court office would like to use to receive confirmations of early resolution meeting requests submitted online using POA Online Services. We will work to make this functionality available as soon as possible after receiving a request.

Please note that we also plan to send communications about these new online services to your Head of Council and CAO when the POA Online Services launch on August 13, 2018.

In advance of the launch, I am also happy to provide you with the attached POA Online Services Toolkit. This toolkit offers important information about the system, how it works, your role and answers to frequently asked questions that municipal court staff may be asked about the system. Sample communications materials are also attached (for ER and Non-ER locations, in English and French and in colour and B&W), to help you to raise awareness of these new online services. It would be good to encourage people to use this self-service option rather than calling, emailing or visiting your court office.

Lastly, I would like to take this opportunity to thank the Municipal Court Managers Association Board of Directors and, in particular, Leesa Shanley and Joanne Spriet, for their help in developing these new online services.

Thank you,

Jeremy Griggs
Senior Manager, Process Design & Improvement
Innovation Office, Modernization Division
Ministry of the Attorney General
(416) 428-5314

From: Griggs, Jeremy (MAG)

Sent: Tuesday, July 17, 2018
Subject: POA Online Services Update

Hello Everyone,

As you may be aware the Ministry of the Attorney General has been working with the Municipal Court Managers' Association (MCMA) over the past few years to make the process for resolving POA charges simpler, more accessible and more convenient. This includes streamlining court procedures and putting more parts of the process online.

At this year's MCMA conference, we demonstrated a system that would allow Ontarians to go online to look up the status of millions of POA charges province-wide. This includes, for example, information about the fine amount owing; how to pay; and where and when a trial is scheduled.

The system would also offer an Early Resolution meeting request feature to allow eligible defendants or their representatives to fill out an online form to request an Early Resolution meeting for appropriate cases in participating municipalities. Upon submission of a request, the system would send an email with the details of the request to the corresponding municipality for scheduling. This feature is optional and will only be available if your municipal court office chooses to offer it. If you are interested in offering this feature, please email me at Jeremy.Griggs@Ontario.ca <<mailto:Jeremy.Griggs@Ontario.ca>>, providing a copy of the dedicated email address your municipal court office would like to use to receive confirmations of Early Resolution meeting requests submitted online using the proposed POA Online Services.

Work is underway to finalize testing of this proposed system and ensure it is ready to launch. We hope to share more information and a confirmed date for go-live soon.

Thank you,
Jeremy Griggs
Senior Manager, Process Design & Improvement

Innovation Office, Modernization Division
Ministry of the Attorney General
(416) 428-5314