



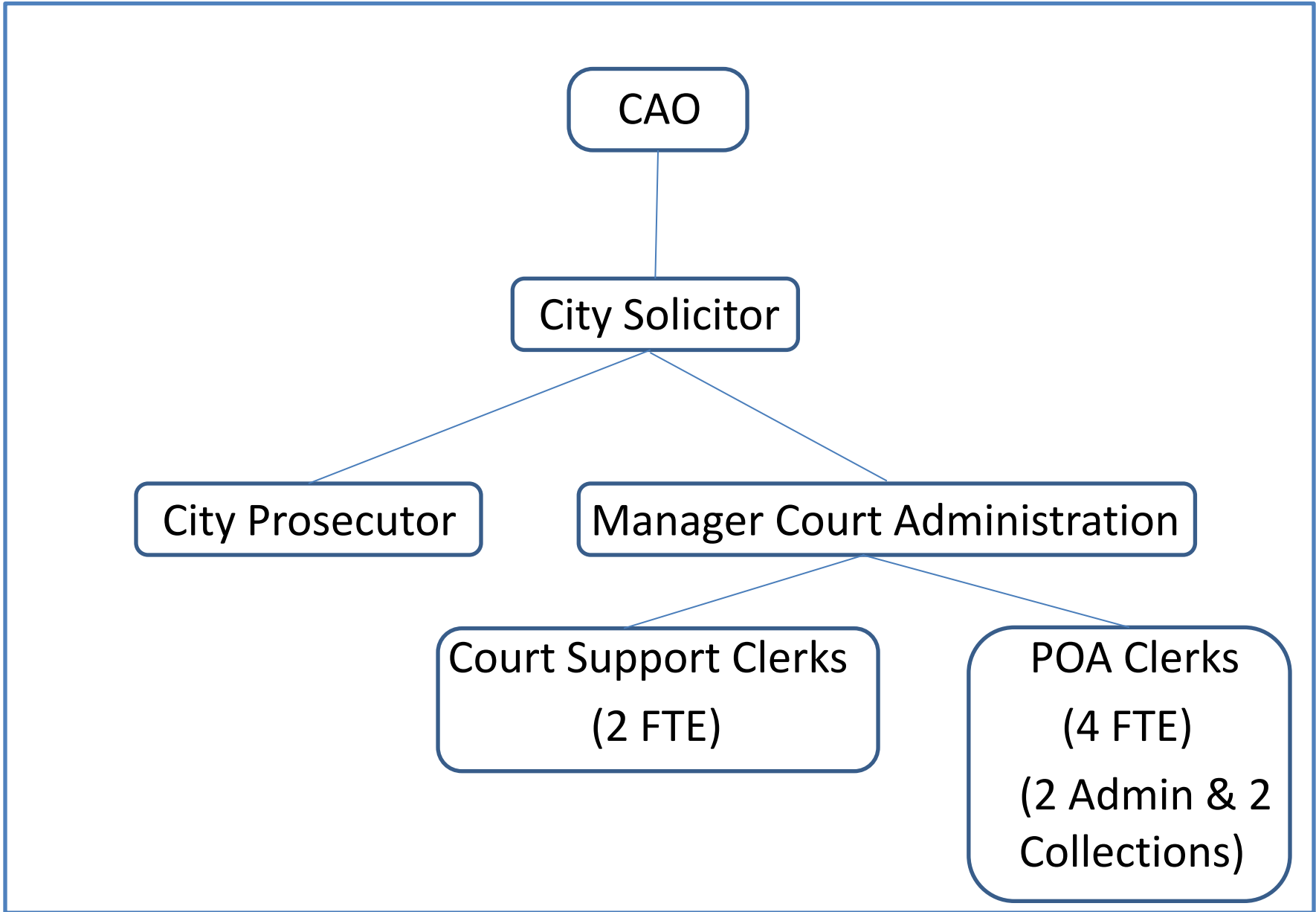
# Provincial Offence Operations

City of Kawartha Lakes  
Core Services Review



# Our Responsibilities

- Operations are responsible for court scheduling, administration, enforcement and prosecutions of Provincial Offences Act (POA) charges.
- Provincial Offences Act governs how charges are processed and prosecuted.



CAO

City Solicitor

City Prosecutor

Manager Court Administration

Court Support Clerks  
(2 FTE)

POA Clerks  
(4 FTE)  
(2 Admin & 2  
Collections)

# Our Service Area

- City of Kawartha Lakes & County of Haliburton Catchment
- 2 Court Locations:
  - Lindsay @ 440 Kent Street W
  - Minden @ 7 Milne Street
- 1 Administration Office



# Greenbelt Reviews



- Counter Productive

- Analysis of our ticket intake and fine payment centre where we:

- Worked with enforcement agencies to create more user friendly filing systems,
    - Fixed our acoustically disastrous front counter
    - Created logs in Sharepoint to reduce paper usage
    - Created a more efficient call in payment centre
    - Reduced duplication and refined our standard operating procedures where we could.

- Money Mongers

- Analysis of our collections unit  
where we:

- Created SOPs for more efficient collecting
    - Reduced existing paper files and replaced with electronic files
    - Created a drop off location to replace existing long lineups with OCJ & SCJ
    - Streamlined filing processes for enforcement tools
    - Obtained a duplex/double sided printer to reduce waste





- Court Crusaders

- Analysis of our court

- operations where we:

- Investigated and created more efficient operating procedures with enforcement agencies
      - Investigated our time to trial and use of court time
      - Created a timely disclosure process
      - Created an electronic based reporting system and court calendar – for easier access to all, and to stop the ‘paper based waste’.
      - Created electronic efficiencies with enforcement agencies, and to stop the ‘paper based waste’.
      - Updated our web site



# Financial Results

- Financial gains seen through the blackbelt printer project
- Efficiencies found in time gains, and with this time, we are able to more efficiently and effectively do our jobs

# Operational Staffing & Location

- A blackbelt project done in conjunction with Tax & Revenue determined we are appropriately staffed to meet our requirements.
- Looked at relocating a collections staff to Tax & Revenue, but through staffing needs, a H&S policy and a review of the job descriptions it wasn't a viable option at this time.
- City owned building relocation = \$\$s greater than what we pay at our present locations (security, intake, court requirements)

# Recommendations

- Business as usual at Provincial Offences
- Monitor and watch for future cost savings & initiatives regularly

Provincial Offences

Questions?

