



Freedom To Create. Spirit To Achieve.

Justice

Annual Report

2009-2010

Supplemental Information

Government of Alberta ■

Performance Measure Methodology

Public Perception of Safety in the Home and Public Perception of Safety in the Neighbourhood

A public opinion telephone survey has been conducted on an annual basis on behalf of Justice and Solicitor General and Public Security since 1996. Historically, a joint survey has been conducted by the ministries, but in 2009, the two ministries conducted public opinion surveys independent of one another. The survey questions used to measure public perception of safety in the home and in the neighbourhood were asked in both ministries' surveys. Justice used a sample size of 750 (as has been used in the past), while Solicitor General and Public Security used a sample size of 1,200. The two samples were mutually exclusive, i.e., no respondents completed the survey more than once. The sample size for this question, therefore, was 1,950 when the results of both surveys were combined.

Beginning in March 2010, professionally trained interviewers conducted all interviews from a central telephone facility. The surveys were completed on a computer-assisted telephone interviewing system that allows for ongoing tabulation of results. Ten per cent of all interviews were monitored online. To survey a random and representative sample of adult Albertans, quotas were established based on 2006 Census data from Statistics Canada. In each of six geographic regions of the province, the number of interviews in each age-gender segment was proportionate to their 2006 population estimates. Results from the two surveys combined are reliable to within ± 2.2 per cent, at the 95 per cent confidence level.

	Previous Years' Results				Current Result	Target
Public perception of safety in the home: the percentage of Albertans who feel "reasonably safe" to "very safe" in their homes after dark	92% (2005-06)	93% (2006-07)	93% (2007-08)	91% (2008-09)	91% (2009-10)	No lower than 90%
Public perception of safety in the neighbourhood: the percentage of Albertans who feel "reasonably safe" to "very safe" walking alone in their area after dark	72% (2005-06)	75% (2006-07)	75% (2007-08)	73% (2008-09)	78% (2009-10)	82%

◇ This performance measure was reviewed by the Auditor General. See page 10 of the Justice 2009-10 Annual Report for more details.

Median Elapsed Time from First to Last Appearance

Median elapsed time from first to last appearance represents the mid-point in elapsed time between first and last appearance for all adult criminal cases processed in Provincial and Superior Court. In Alberta this is the Provincial Court of Alberta and the Court of Queen's Bench.

Performance data for median elapsed time from first to last appearance is obtained from the Adult Criminal Court Survey, Canadian Centre for justice Statistics (CCJS). The Ministry provides annual data from the Justice Online Information Network to CCJS' Adult Criminal Court Survey through an automated interface. At CCJS, the data are edited, verified and signed off with the Ministry.

Data from Manitoba, Northwest Territories and Nunavut are not included in the Canadian results. Coverage for Adult Criminal Court Survey data for the ten jurisdictions is estimated at 90% (see Statistics Canada data table in Attachment Two).

	Previous Years' Results				Current Result	Target
<p>◇ Median elapsed time from first to last appearance: the medium elapsed time from first to last appearance represents the midpoint in the number of days it takes to process a case in court from first to last appearance</p>				128 days (2007-08)	120 days (2008-09)	122 days or less

◇ This performance measure was reviewed by the Auditor General. See page 10 of the Justice 2009-10 Annual Report for more details.

Due to the change in methodology implemented by CCJS, no new data were released by CCJS in July 2009. The 2007-08 and 2008-09 results were both released in July 2010.

The target of 122 days or less was set based on the 2006-07 Canadian national median released by Statistics Canada in July 2008. The 2006-07 Canadian national median has since been restated (126 days) due to the methodology change.

The 2007-08 and 2008-09 Justice Annual Reports indicated that the Median Elapsed Time from First to Last Appearance data included all cases in Provincial Court. The reports should have indicated that the data included adult criminal cases for both Provincial Court and Superior Court.

Provincial Court Civil Mediation Settlement Rate

The settlement rate is a percentage of all scheduled cases resolved. It is calculated as the number of civil actions settled through mediation in the civil claims program, divided by the total number of civil claims settled or not settled through such mediation. This is a blended rate for Calgary, Edmonton, Grande Prairie, Lethbridge, Medicine Hat, Red Deer, Wetaskiwin, and Camrose. Every month, mediation coordinators count the successful and unsuccessful mediations and enter them in a spreadsheet to arrive at a total number of claims and a settlement rate. The spreadsheets are sent to staff in the Strategic Initiatives Branch (Court Services Division, Justice), who then enter the successful and unsuccessful mediations into a Microsoft Access database.

	Previous Years' Results				Current Result	Target
<p>Provincial court civil mediation settlement rate: the mediation settlement rate is the number of civil actions settled through the civil claims mediation program divided by the total number of civil actions mediated in the program</p>	65% (2005-06)	63% (2006-07)	65% (2007-08)	59% (2008-09)	63% (2009-10)	63%

Client Satisfaction with the Services of the Office of the Public Trustee*

Client satisfaction with the services of the Office of the Public Trustee (OPT) is assessed using internally conducted client satisfaction surveys. Throughout the year, survey forms are sent to beneficiaries and minors after completion of administration and following payments of the beneficial interest distribution. Surveys are also sent to business partners, primary contact persons, parents and guardians of minors, and guardians of represented adults throughout the year. During 2009-10, 3,022 surveys were sent to beneficiaries of estates, minors on achieving majority, parents and guardians of minors, primary contact persons, guardians of represented adults and business partners. Seven hundred and sixty-two surveys were filled out and returned to OPT, indicating a response rate of 25 per cent.

The measure is calculated as a composite of responses to various questions relating to satisfaction with responsiveness and quality of services provided. It is used to improve services to clients and to establish policies and procedures where deficiencies are noted.

	Previous Years' Results				Current Result	Target
◇ Client satisfaction with the services of the Office of the Public Trustee: the percentage of clients "satisfied" or "very satisfied" with the services of the Office of the Public Trustee*	89% (2005-06)	92% (2006-07)	90% (2007-08)	89% (2008-09)	90% (2009-10)	87%

◇ This performance measure was reviewed by the Auditor General. See page 10 of the Justice 2009-10 Annual Report for more details.

*After the release of the 2009-12 Alberta Justice business plan, the Public Trustee's Office changed its name to the Office of the Public Trustee. The performance measure's title has been adjusted to reflect the name change.

Maintenance Enforcement Program – Regularity of Payment Rate

Terms of court orders are entered into the automated Maintenance Information Management System (MIMS). Support payments that are due each month are then calculated by MIMS. Payments received are also entered into the system and calculated by MIMS monthly. This measure shows the amount of regular maintenance collected as a percentage of the regular maintenance due. The result is calculated on a monthly basis by dividing the amount of regular maintenance collected in a month by the amount of regular maintenance due in that month. The result is presented monthly to program management as an administrative tool and aggregated into an annual figure to provide the result for the year. The annual result is an average of the monthly results.

	Previous Years' Results			Current Result	Target
Maintenance Enforcement Program - Regularity of Payment Rate: the program's compliance rate on cases enrolled by regular monthly payment	67% (2006-07)	68% (2007-08)	69% (2008-09)	67% (2009-10)	68%

Client Satisfaction with Legal Aid Services

To gather opinions on legal aid services, Legal Aid Alberta conducted a telephone survey with legal aid applicants. Legal aid officers informed applicants about the survey during the interview process and recorded their consent to being contacted for the survey. Only those applicants who gave their consent were contacted by Prairie Research Associates Inc. (PRA), an independent external consultant. In consultation with staff at Legal Aid Alberta, Prairie Research Associates Inc. developed a survey questionnaire. To enable a comparison of selected survey results over time, the questionnaire contains many questions that are either identical or similar to the questions from the 2007-08 survey.

The 2009-10 Legal Aid Survey was administered in February and March 2010 with 352 legal aid applicants. Of these applicants, 250 received legal aid, 92 were denied coverage, and 10 could not report on the status of their legal aid application (these applicants did not know whether a decision had been made regarding their application).

For applicants under the age of 16, a parent or guardian was asked to participate in the survey on their behalf. The response rate for the survey was 42%.

	Previous Years' Results				Current Result	Target
Client satisfaction with Legal Aid Services: the percentage of respondents who were either "satisfied" or "very satisfied" with the services they received from Legal Aid Alberta	79% (2005-06)	77% (2006-07)	76% (2007-08)	80% (2008-09)	74% (2009-10)	80%

Motor Vehicle Accident Recoveries Program – Enforcement Progress**

This measure monitors the Ministry's efforts and progress on enforcing repayments of debts by at-fault motorists compared to payments made to victims. It is calculated as a percentage by dividing the amount of repayments at-fault motorists made by the amount of compensation paid to victims in the same year. In 2007-08, the debt repaid by at-fault uninsured motorists was \$7,925,705 and the amount paid to victims was \$10,012,772. In 2008-09, the debt repaid by at-fault uninsured motorists was \$6,696,309 and the amount paid to victims was \$10,803,926. In 2009-10, the debt repaid by at-fault uninsured motorists was \$5,927,885 and the amount of paid to victims was \$7,086,618.

This is the amount of repayment received by debtors in a fiscal year as a percentage of the amount of money paid out to victims in that same year. Victim compensation and debt repayment amounts used to calculate the measure may not necessarily correspond to the same case due to timing differences. Debt repayments by at-fault motorists are typically made over a number of years whereas victims are compensated in full after a judgment is entered.

	Previous Years' Results			Current Result	Target
Motor Vehicle Accident Recoveries Program - Enforcement Progress: the program's enforcement of debt repayment owed by at-fault uninsured motorists compared to payments made to victims**	52% (2006-07)	79% (2007-08)	62% (2008-09)	84% (2009-10)	70%

**The title of the performance measure has been adjusted from "Motor Vehicle Accident Recoveries Program: Collection Rate" to "Motor Vehicle Recoveries Program: Enforcement Progress". The description of the measure has also been adjusted from "the program's collection rate on debts owed by uninsured motorists" to "the program's enforcement of debt repayment owed by at-fault uninsured motorists compared to payments made to victims". This is to clarify the intensions of the measure to monitor the Ministry's enforcement efforts and progress on debt repayments made by at-fault motorists compared to payments made to victims.

Public Understanding of the Justice System and Public Confidence in the Justice System

A public opinion telephone survey is conducted on an annual basis. The 2009-10 survey was conducted in March 2010. Professionally trained interviewers conducted all interviews from a central telephone facility. The survey is completed on a computer-assisted telephone interviewing system that allows for ongoing tabulation of results. In 2010, the sample size for this survey question was 750. To survey a random and representative sample of adult Albertans, quotas were established based on Statistics Canada's 2006 Census data. In each of the six geographic regions of the province, the number of interviews in each age-gender segment was proportionate to their 2006 population estimates. Results are reliable to within +/-3.6 per cent at the 95 per cent confidence level.

	Previous Years' Results				Current Result	Target
Public understanding of the justice system: the percentage of Albertans who "somewhat agree" or "strongly agree" that they have a good understanding of the justice system in Alberta*	66% (2005-06)	69% (2006-07)	70% (2007-08)	70% (2008-09)	75% (2009-10)	70%
◇ Public confidence in the justice system: the percentage of Albertans who report "some confidence" to "a lot of confidence" in the justice system in Alberta	74% (2005-06)	73% (2006-07)	67% (2007-08)	76% (2008-09)	81% (2009-10)	70%

◇ This performance measure was reviewed by the Auditor General. See page 10 of the Justice 2009-10 Annual Report for more details.

Justice Service Seminars***

To gather feedback on Parenting After Separation Sessions, participants are asked to fill out a questionnaire upon completion of the education session throughout the year. Participation in the survey is optional. The response rate for the 2009-10 survey was 92 per cent in 2009-10.

The percentage of Parenting After Separation participants who rated the coverage of seminar topic as "good" or "very good" is calculated for each session topic. An average score for all session topics is then calculated for the performance measure. The seminar topics covered in

the Parenting After Separation Sessions include: the stages of separation, the alienated child, relationship triangle, effects of separation on your children, communication skills, child support, custody/access, parenting plans, and mediation.

	Current Result	Target
Family Justice Services Seminars: the percentage of Parenting After Separation participants who rate the coverage of seminar topics as “good” or “very good”***	89% (2009-10)	85%

***The description of the performance measure was revised from “the percentage of Parenting After Separation participants who rate the coverage of seminar topics as “good” or “excellent”” to “the percentage of Parenting After Separation participants who rate the coverage of seminar topics as “good” or “very good”” to reflect the wording used in the Parenting After Separation Survey questionnaire.

Client Satisfaction with Legal Services and Client Satisfaction with Assistance in Meeting Corporate Goals

Client satisfaction with legal services is measured by an internally administered client survey. As of 2009-10, the survey is being conducted every second year to reduce survey fatigue. No survey was conducted in 2009-10, therefore there is no 2009-10 result or target. The next survey will be conducted in 2010-11.

In 2008-09, a random sample of 1,241 clients was chosen from the total population of 2,682. Out of the 1,241 surveys sent out, 466 responses were received, for a response rate of 37.6 per cent. Based on this response, overall survey results are precise within ± 4.1 per cent at the 95 per cent confidence level and ± 5.4 per cent at the 99 per cent confidence level. Seventeen questions in the survey asked respondents to rate their level of satisfaction with services received. The satisfaction scale provided for these questions was comprised of five levels of satisfaction with one representing “very dissatisfied” and five representing “very satisfied”. The 2008-09 survey was conducted online, the same way the 2007-08 survey was conducted.

	Previous Years' Results			
◇ Client satisfaction with Legal Services: the percentage of clients from Government of Alberta ministries “satisfied” or “very satisfied” with the legal services provided by the Legal Services Division, Civil Law	93% (2005-06)	90% (2006-07)	88% (2007-08)	91% (2008-09)
Client satisfaction with assistance in meeting corporate goals: the percentage of Government of Alberta ministries “satisfied” or “very satisfied” that the legal services provided by the Legal Services Division, Civil Law, helped them achieve their department’s corporate goals	89% (2005-06)	87% (2006-07)	87% (2007-08)	89% (2008-09)

◇ This performance measure was reviewed by the Auditor General. See page 10 of the Justice 2009-10 Annual Report for more details.

Service Volume of Legal Education Sessions

This is the number of legal education sessions provided to Government of Alberta Ministries by the Legal Services Division. A legal education session is defined as a presentation conducted by one or more Alberta Justice lawyers to a group of clients. The number of clients in attendance can range from as few as 3-4 or as many as 100 plus. Participants are invited to the sessions either directly from Legal Services staff or through referral from client Ministry contacts. Sessions are provided throughout the year on a variety of topics. Sessions are initiated by Alberta Justice or at the request of a client Ministry. Legal Services Division monitors and tracks the number of legal sessions held.

	Previous Years' Result	Current Result	Target
Service volume of legal education sessions: the number of legal education sessions provided to Government of Alberta ministries by the Legal Services Division, Civil Law	50 (2008-09)	55 (2009-10)	58