



Civil Resolution Tribunal

2020/2021 Annual Report

Covering the period April 1, 2020 through March 31, 2021

Message from the Chair



"This year, COVID-19 has brought tremendous challenges and losses for many of us, including our tribunal participants and our staff and members. We send our heartfelt condolences to all who have lost loved ones this past year, and we mourn these losses with you."

On behalf of the Civil Resolution Tribunal (CRT) team, I am proud to present our Annual Report for the fiscal year April 1, 2020 to March 31, 2021.

This year, COVID-19 brought tremendous challenges and losses for many of us, including our tribunal participants and our staff and members. We send our heartfelt condolences to all who have lost loved ones this past year, and we mourn these losses with you. Our thoughts are also with those separated from friends and family, and we look forward to better days ahead.

While the pandemic initially caused many justice institutions to close or limit services, the CRT remained open and operating normally, due to a committed and creative distributed workforce and the provision of flexible, online public services. Aside from the health and wellbeing of our staff and the public, our focus has been on anticipating and addressing the challenges parties have and will face because of COVID-19. During the initial months of the pandemic, we quickly took steps to extend deadlines, pause default decisions, and broaden fee waiver eligibility. We continue to evaluate and adapt our approach to meet the changing circumstances of participants and staff. I am very grateful to our team, which has worked so hard during this difficult time to ensure the CRT continues to serve the public.

Another important milestone this year was implementing the CRT's expanded jurisdiction over vehicle injury accident benefit claims under the new Enhanced Accident Benefits regime, effective May 1, 2021. To prepare for this change, our CRT team created new Solution Explorer content, new forms and processes, new website pages, new rules and new public information materials, among other initiatives. Again, thanks to the team's hard work, this implementation project was completed smoothly, and on time. We would especially like to thank all the legal advocates and other stakeholders

who provided testing and feedback on our changes, to ensure we make the process as fair and accessible as possible, particularly for those with barriers to accessing justice. We look forward to sharing more information on disputes within this area in next year's report.

A third important initiative this year was finalizing our [Reconcili\(action\) Plan](#), which sets out 42 specific, measurable, and timely actions the CRT has committed to take in furtherance of reconciliation with Indigenous peoples in British Columbia. We would like to thank our inaugural Indigenous Summer Law Student, Kaitlyn Lafontaine-Hait, for helping us to create the plan, with thanks as well to the community members who provided feedback on it. On behalf of the CRT, I would also like to offer a heartfelt thank you to artist Clayton Gauthier, who generously gifted the use of his beautiful artwork in the Reconcili(action) Plan and associated webpage. You can learn more about Mr. Gauthier and his work in the plan.

As always, we are grateful for the privilege of being entrusted with resolving the disputes which affect British Columbians every day. On behalf of the entire CRT team, we wish everyone good health and brighter days ahead.

Sincerely,

A handwritten signature in black ink, appearing to read "Shannon Salter".

Shannon Salter
Chair
Civil Resolution Tribunal

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Purpose and Mandate



“It is great to have a user-friendly ability to access justice without significant time and cost.”

- CRT Participant



The Civil Resolution Tribunal (CRT) is an independent, quasi-judicial tribunal operating under the authority of the *Civil Resolution Tribunal Act (CRTA)*. The CRT is Canada's first online tribunal, currently providing end-to-end dispute resolution services for strata property disputes of any amount, small claims up to \$5,000, certain motor vehicle personal injury disputes including accident benefit disputes, and disputes involving incorporated societies and cooperative associations. The CRT encourages a collaborative, problem-solving approach to dispute resolution, rather than the traditional courtroom model, by providing timely access to legal information, self-help tools, and dispute resolution services to help resolve disputes collaboratively as early as possible. If parties are unable to resolve their dispute collaboratively, a CRT tribunal member makes a binding decision, enforceable as a court order.

Guiding Principles

The CRT is guided by five core principles: dispute resolution services must be timely, flexible, accessible, affordable and efficient.

Timely

Protracted legal disputes harm the physical, mental and financial well-being of participants. This is why the CRT works to help people resolve their disputes as early in the process as possible. As a first step, the CRT provides the public with free legal information and self-help tools, through the Solution Explorer. The Solution Explorer provides expert legal knowledge to the public, through a simple question and answer platform available to anyone, regardless of whether they make a CRT claim. The Solution Explorer helps people better understand their legal rights and resolution options, before they spend time and money on initiating a formal legal claim. The Solution Explorer is available for free, 24 hours a day, 7 days a week. From April 1, 2020 to March 31, 2021, the Solution Explorer was used 46,510 times.

As of March 31, 2021, the CRT had 1,826 disputes in progress. In 2020/21, the CRT's median time to resolution was 59 days. After steady decreases in the time to resolve disputes over the previous few years, time to resolution increased during the year ending March 31, 2021. The increase is primarily due to the impacts of COVID-19 and the measures taken by the CRT to mitigate those impacts on parties, for example by extending deadlines. Time to resolution will continue to be a focus in coming years.

Flexible

The CRT offers a range of dispute resolution tools to support early, collaborative dispute resolution. These include:

- The Solution Explorer, which helps the public understand their legal problem and provides self-help options, all for free
- Access to published CRT decisions, searchable by keyword, to enable participants to understand likely resolution outcomes
- An online negotiation tool to help participants resolve their disputes early, by agreement
- Mediation services and active case management from a CRT case manager
- A binding CRT decision from a CRT tribunal member, if the parties cannot resolve their dispute by agreement

Wherever possible, the CRT works to assist the parties in resolving their dispute by agreement, relying on adjudication as a valuable last resort.

The CRT encourages a collaborative, problem-solving approach to dispute resolution, rather than the traditional courtroom model, by providing timely access to legal information, self-help tools, and dispute resolution services to help resolve disputes as early as possible.

Accessible

The CRT works hard to ensure it is accessible to everyone in British Columbia, regardless of their background or circumstances. Participants can access online services wherever and whenever they choose, 24 hours a day, 7 days a week. They can also access CRT services through paper, telephone, videoconference, or in-person at one of 62 Service BC locations in the province. So far, over 99% of participants have chosen to use the CRT's online services. However, providing online services is only one of the many ways we work to increase accessibility and inclusivity.

The CRT works with community legal advocates around the province who represent people with barriers to accessing the justice system. We ask them to test anything we develop that will be used by the public, because we want to make sure the CRT works for our most vulnerable parties first and foremost. We are very grateful to these advocates who have volunteered their time, energy and expertise to help us make the CRT as accessible as possible. Here are some of our many accessibility initiatives:

Inclusivity is a Core Value



Affordable

The CRT offers affordable dispute resolution in several ways. The CRT's first stage is the Solution Explorer, which provides free legal information and self-help tools. The CRT has also worked with community legal advocates to develop a simple fee waiver form for people with a low income, and in most cases, people don't need to provide any additional documents in order to have their fee waiver application approved. CRT fees are staged, so participants only pay for the services they use. If parties reach an agreement during the negotiation phase, the CRT will refund their application fees. For nearly all disputes there are no travel costs. The CRT also offers a \$25 discount for applications and responses filed online. Since the response fee is \$25, responses filed online are free. Finally, the CRT aims to offer dispute resolution with a focus on self-representation; most disputes do not require the involvement of lawyers or payment of legal fees.

Efficient

The CRT focusses on efficiency by automating business processes, actively case managing files to reduce delay, and using data analytics and a continuous improvement process to make data-based improvements. The CRT publishes its case volumes and user satisfaction statistics every month on its website to increase accountability for its operations.







Civil Resolution Tribunal

How the CRT Works

The CRT process includes four stages, described below:



EXPLORE AND APPLY

Start with our Solution Explorer. It has free legal information and tools. It will also give you the right CRT application form for your type of dispute.



NEGOTIATE

Once your application is accepted, try our secure and confidential negotiation platform. You can talk through your dispute with the other party and try to reach an agreement.



REACH AN AGREEMENT

If you can't resolve your dispute by negotiation, a case manager will try to help you reach an agreement. An agreement can be turned into an order, and be enforced like a court order.



GET A DECISION

If you can't reach an agreement by negotiation or facilitation, an independent CRT member will make a decision about your dispute. A CRT decision can be enforced like a court order.

Highlights from 2020/2021



The CRT acknowledges the historical and ongoing impacts of systemic racism, colonialism, and the residential school system on Indigenous peoples. The CRT also recognizes the resulting trauma, limited access to justice, and barriers to Indigenous representation.

Reconcili(action) Plan

On March 29, 2021 the CRT launched its [Reconcili\(action\) Plan 2021-2024](#). This plan sets out the CRT's commitment to implement specific, measurable, and timely actions toward reconciliation with Indigenous peoples. The plan includes 42 short and long-term actions to better serve Indigenous peoples through the CRT process. The CRT is committed to reconciliation with Indigenous peoples. The CRT acknowledges the historical and ongoing impacts of systemic racism, colonialism, and the residential school system on Indigenous peoples. The CRT also recognizes the resulting trauma, limited access to justice, and barriers to Indigenous representation.

The CRT is committed to providing a friendly and culturally safe space that will support, encourage and maintain relationships with Indigenous peoples. The CRT also acknowledges the need to provide equitable opportunities for Indigenous peoples to join the CRT as staff and tribunal members. The CRT welcomes comments and suggestions from Indigenous peoples, advocates and the general public to continuously improve the plan.

The following actions have been completed or are ongoing as of March 2021:

- 26 stakeholders were consulted for input and feedback regarding the draft plan
- Completed the CRT's Reconcili(action) Plan 2021-2024
- 32 of 66 staff and 9 of 16 tribunal members completed the "Cultural Perspectives Training" workshop, delivered by the Indigenous Perspectives Society. This reflects the substantial number of new staff and members, and the course is scheduled to be offered to them in November 2021.
- 15 staff completed the House of Indigenous Learning (HoIL) "Indigenous and Canadian Histories 101"
- 13 of 14 tribunal members completed "Trauma-informed Practice" training
- Hired a CRT Navigator to support all self-identifying Indigenous participants through the CRT process
- Hired an Indigenous Summer Law Student for 2020
- Hiring an Indigenous Summer Law Student for 2021
- Updated the CRT website with a view to ensuring Indigenous peoples see themselves represented, can easily navigate the website, and feel invited to use the CRT to resolve their matter
- Ongoing: Provide Indigenous languages as interpretation options
- Ongoing: Include a territorial acknowledgement on the website, in email signature blocks, and at presentations

In the 2020-2021 fiscal year, 23 members of the public self-identified to the CRT as Indigenous, all of whom were living in urban areas. Of those, one person contacted the CRT for information but did not file a claim and 22 were participants in CRT disputes: 2 strata, 1 vehicle accident injury, and 19 small claims. Fifteen were applicants and seven were respondents. The CRT Navigator provided assistance to eleven participants who accepted the CRT's offer to support them through the dispute resolution process. Between September 2020 and March 2021, three disputes were resolved and closed, and one query was resolved.

Territorial Acknowledgement

The CRT gratefully and respectfully acknowledges that our work spans across the ancestral territories of 198 First Nations, as well as 38 Chartered Communities of the Métis Nation of BC.

We recognize that the historic relationship between Indigenous peoples and the land continues today, and we are thankful our work can reach people across all these lands.

This document was inspired, created and published on the ancestral territory of the Coast Salish peoples including the territories of the Songhees, Esquimalt, WSÁNEĆ, x^Wməθk^Wəy̓əm (Musqueam), Sk̓wx̓wú7mesh (Squamish), and səliłwətaʔ (Tsleil-Waututh) Coast Salish peoples.



Highlights



“Helpful staff, easy website navigation and resources were easily accessible.”

- CRT Participant

User Experience and Accessibility Review

As part of our preparations for the upcoming Enhanced Accident Benefits (EAB) jurisdiction, in August 2020 we worked with our technology partner PricewaterhouseCoopers to do a comprehensive User Experience review of our existing public-facing technology. We considered what information an applicant needs to provide, what decisions they need to make during the application process, and what expectations we need to set for what comes next in the CRT process and their responsibilities as parties.

The CRT used these findings to develop accessibility and usability recommendations for the design of the new EAB application form. These improvements were user-tested with community advocates in early 2021 and refined for EAB launch on May 1, 2021. During 2021/22 we plan to update all our existing online forms to match this new design and implement additional usability recommendations.

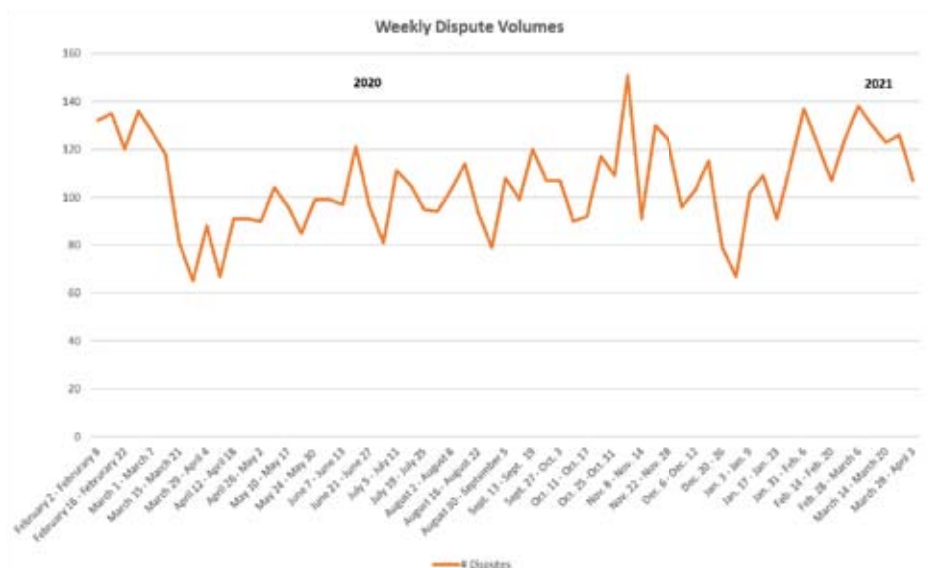
Sexual Orientation and Gender Identity Community (SOGIC) Consultation

Since 2017, the CRT has included optional questions on our forms asking for participants' pronouns and preferred names. We also have gender inclusive language and decision-writing guidance in our CRT Style Guide. Consistent with our commitment to continuous improvement, the CRT Chair, Vice Chairs and senior staff met with the CBABC SOGIC Committee this year to ensure our training, language, policies and processes were as inclusive as possible for all our participants. We are very grateful to the committee for their generous feedback, much of which has been adopted, or will be soon.

Impact of COVID-19 on Dispute Volumes

The volume of new applications to the CRT for dispute resolution decreased by 6% (378 applications). That is primarily due to a 14% (688 applications) drop in small claims disputes. However, the reduction in small claims applications was partially offset by a 21% (165 applications) increase in applications to resolve strata property disputes. That increase follows a 23% (146 applications) increase in strata disputes during the previous year.

The chart below indicates the impact of COVID-19 on dispute volumes. Prior to the declaration of a public health emergency on March 17, 2020, weekly dispute volumes ranged between 120 and 140. After March 17, the weekly volume of new disputes dropped significantly and, except for some weeks, has not yet returned to pre-COVID levels.



BC Court Decision Summaries



This section contains summaries of select court decisions involving CRT decisions or the *CRTA*. It only includes decisions released by the court between April 1, 2020 and March 31, 2021.

Part 1: Judicial Reviews

The Owners, Strata Plan BCS 435 v Wong, 2020 BCSC 1972

This decision followed a petition for judicial review of the CRT decision in *Wong v. The Owners, Strata Plan BCS 435*, 2020 BCCRT 53.

The CRT dispute considered whether the strata's bylaws requiring overnight guests to fill out registration forms were enforceable. The CRT found that the bylaws were not enforceable because they contravened the *Personal Information Protection Act (PIPA)*. The strata corporation filed for judicial review, asking the BC Supreme Court to overturn the CRT's decision.

First, the court determined the standard of review for strata decisions by the CRT under amendments to the *CRTA* made in January 2019. Due to the interaction between the *CRTA* and the *Administrative Tribunals Act*, the court determined that the standard of review for CRT decisions on strata matters is correctness.

The court found that the CRT's decision was correct and confirmed the CRT's jurisdiction to interpret any enactment or law as far as necessary to determine if a strata bylaw violates that enactment or law. The CRT did not need to cede jurisdiction to the Information and Privacy Commissioner in this case. The court agreed that the bylaw violated *PIPA* by requiring information collection that was not appropriate in the circumstances, and therefore upheld the CRT's decision as correct.

The Owners, Strata Plan NW 2575 v. Booth, 2020 BCCA 153

This decision followed the appeal of the BC Supreme Court decision in *The Owners, Strata Plan NW 2575 v Booth*, 2018 BCSC 1605, which resulted from the judicial review of the preliminary CRT decision in *Booth et al v. The Owners, Strata Plan NW 2575*, 2017 BCCRT 61.

The underlying CRT dispute was initiated over the repair and maintenance of an attached sunroom in a strata lot, along with related allegations by the owners of threats and abuse from the strata. The strata requested permission for a lawyer to act as their representative in the CRT proceedings. The CRT denied this request, on the basis that the dispute was not exceptionally unusual or complex and that the request was opposed by the owners, who could not afford legal representation.

The strata petitioned for judicial review of the CRT decision. The BC Supreme Court upheld the CRT decision as reasonable in 2018. The strata then appealed the BC Supreme Court decision.

The BC Court of Appeal found that the decision to refuse representation was unreasonable, as the decision did not engage with the severity or complexity of the allegations against the strata corporation. The majority of the monetary value of the owner's claim was a \$25,000 claim for alleged abuse by the strata, which the court found to involve potentially complex issues of torts, vicarious liability, reputation, and jurisdiction. The court found that it was unreasonable for the preliminary decision to frame the dispute as a common dispute over a sunroom. The court quashed the decision and remitted the request for representation to the CRT for fresh consideration.

BC Court Decision Summaries



Dhanji v The Owners, Strata Plan LMS 2472, 2021 BCSC 284

This decision followed a judicial review of the CRT decision in *Dhanji et al v. The Owners, Strata Plan LMS 2472*, 2019 BCCRT 1194.

The initial CRT dispute concerned the ability of the strata corporation to demand specific forms from short term renters occupying strata lots. The CRT reviewed the applicable bylaws and determined that the bylaws prohibited short term rentals, and therefore the CRT dismissed the claim. The lot owners filed for judicial review asking the court to overturn that decision.

The BC Supreme Court found that the CRT had breached the duty of procedural fairness. The parties had made their submissions under the assumption that the strata bylaws permitted short term rentals, and so did not have the opportunity to respond to the CRT's interpretation that the bylaws did not permit such rentals. The CRT should have notified the parties and requested additional submissions before making a decision based on an issue that the parties did not initially address.

The court set the decision aside and remitted it to the CRT to be decided by a different tribunal member.

Part 2: Other Relevant Court Decisions

Trial Lawyers Association of British Columbia v. British Columbia (Attorney General), 2021 BCSC 348

This decision followed an application for summary judgment by the Trial Lawyers Association of British Columbia (TLABC) about whether the CRT's expanded jurisdiction over certain motor vehicle accidents violated section 96 of the *Constitution Act, 1867*. Section 96 has been interpreted to prevent a province from giving a provincial court or tribunal authority over a superior court's jurisdiction.

TLABC specifically challenged *CRTA* sections 133(1)(b) and (c), which give the CRT jurisdiction to determine whether an injury is a "minor injury" and to determine liability and damages for cases under \$50,000. TLABC also challenged *CRTA* section 16.1, which required a court to stay court proceedings that were in the CRT's motor vehicle jurisdiction.

The BC Supreme Court found that judicial power over personal injury claims had been exercised by most superior courts at Confederation. The CRT's power to resolve claims under the *CRTA* was a judicial function but the CRT's adjudicative functions were not necessarily incidental to a permissible administrative function. The *CRTA* amendments effectively transferred adjudicative power over personal injury claims from the BC Supreme Court to the CRT, and so violated section 96.

As a result, the court found *CRTA* sections 133(1)(b) and (c) to be of no force or effect and read down section 16.1 of the *CRTA* to not apply to those areas of jurisdiction. This removed the CRT's jurisdiction over motor vehicle accidents outside of its small claims jurisdiction and its power to determine entitlement to benefits under the *Insurance (Vehicle) Act*.

The BC Court of Appeal has since partially stayed the order pending an upcoming appeal, preserving the CRT's jurisdiction under *CRTA* sections 133(1)(b) and (c) but upholding the reading down of section 16.1. This means that parties currently have the choice to bring such claims to the CRT or to the courts.

Update on Legislation and Regulations



Amendments to the Civil Resolution Tribunal Act

In August 2020, amendments were made to the *Civil Resolution Tribunal Act (CRTA)* by Bill 11 – 2020: Attorney General Statutes (Vehicle Insurance) Amendment Act, 2020. These amendments weren't brought into force right away.

Most of these amendments relate to the CRT's new jurisdiction (or authority) over EAB claims. These accompanied extensive changes to the *Insurance (Vehicle) Act*. These changes will come into force on May 1, 2021 and will be covered in next year's annual report.

Amendments to section 56.7 of the *CRTA* were brought into force on January 22, 2021. This section provides the standard of review for CRT decisions. The standard of review is the level of oversight that a court must apply when someone asks it to review a decision made by the CRT. There are different standards of review for different types of decisions. There were two amendments to this section of the *CRTA*:

- Section 56.7(1) previously only set out the standard of review for “final decisions” of the CRT. The amendments deleted the word “final”, so this section now sets out the standard of review for non-final CRT decisions as well. This section says that the standard of review in section 58 of the *Administrative Tribunals Act (ATA)* applies to decisions under the CRT's strata property, societies, and co-operative associations jurisdiction, as well as some types of motor vehicle injury claims.
- Section 56.7(2) was amended to say that the standard of review in section 56.7(1) does not apply for any claims brought under s.133(1)(c) of the *CRTA*, which are claims about liability and damages under the CRT's motor vehicle injury jurisdiction. This means that the standards of review in section 59 of the *ATA* apply to these types of claims.



Appendix A



The Solution Explorer was used 160,527 times from July 13, 2016 to March 31, 2021.

Statistics

Part 1 – Solution Explorer Volumes

The Solution Explorer is an online tool that provides free legal information and is available to use 24 hours a day, 7 days a week. People use the Solution Explorer to learn about their issue and get free legal information and self-help tools. If a person decides to pursue the issue through a formal CRT dispute resolution process, the Solution Explorer links them to the appropriate online application form.

From April 1, 2020 to March 31, 2021, the Solution Explorer was used 46,510 times. That was a decrease of 15% from 2019/20, mostly the result of a 22% decline in small claims explorations. The number of explorations of strata property increased by 12%. For all dispute areas, 12% of Solution Explorer explorations resulted in a formal application for dispute resolution.

For the period ending March 31 of:	2021	2020	2019	Previous Years	Total
Small Claims	30,075	38,648	20,101	16,950	105,774
Strata	9,303	8,298	8,224	14,062	39,887
Motor Vehicle Injury	5,599	6,714	-	-	12,313
Societies and Cooperative Associations	1,533	1,020	-	-	2,553
Total Solution Explorer Explorations	46,510	54,680	28,325	31,012	160,527



Appendix A



“The online application was easy.”
- CRT Participant

Statistics

Part 2 – Dispute Volumes

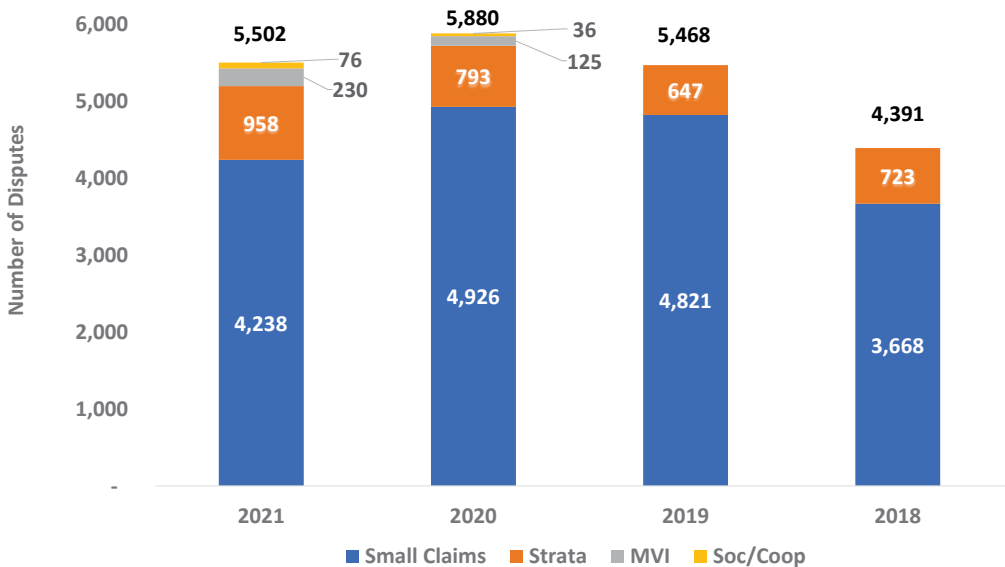
New Applications, By Type

From April 1, 2020 to March 31, 2021, the CRT received 5,502 applications for dispute resolution. This represents a 6.4% decrease in the number of applications for dispute resolution received for the same period last year. That is primarily due to a reduction in the number of small claims applications in 2020-2021, from 4,926 to 4,238. Applications for all other dispute types increased. The COVID-19 pandemic was likely a factor in this decrease, as the volume of applications received declined significantly beginning in March 2020.

Despite the decline in small claims, the number of strata applications increased 20% during the year, from 793 to 958. The CRT received 76 applications to resolve society and cooperative association disputes and 230 applications to resolve motor vehicle personal injury disputes.

The CRT expects the number of applications for dispute resolution to continue growing as the province recovers from the impacts of the pandemic and as more British Columbians become aware of the CRT, its online dispute resolution services, and its jurisdiction over EAB claims, for vehicle accidents that happen on or after May 1, 2021.

New CRT applications for dispute resolution, fiscal years 2018-2021



Note: Graphs and tables throughout this report include columns by fiscal year. In each instance:

- 2021 includes relevant data from April 1, 2020 to Mar 31, 2021
- 2020 includes relevant data from April 1, 2019 to Mar 31, 2020
- 2019 includes relevant data from April 1, 2018 to Mar 31, 2019
- 2018 includes relevant data from April 1, 2017 to Mar 31, 2018

Appendix A



"I liked that I did not have to go to court to resolve my dispute. I liked that CRT exists for low income people who could not afford a lawyer to bring this claim before a court."

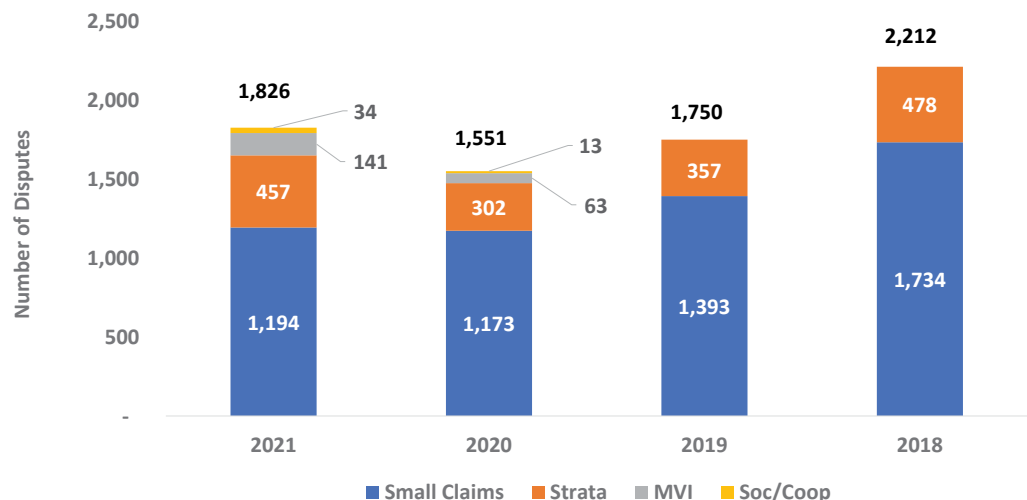
- CRT Participant

Statistics

Active Disputes

As of March 31, 2021, the CRT had 1,826 active disputes. This represents a 17.7% increase from March 31, 2020, despite the slight decrease in new dispute applications. The increase in active disputes may be attributable to the measures taken by the CRT to alleviate the impact of the pandemic on participants. Where COVID restrictions prevented a party from taking required action or accessing records they needed to do so, the CRT generally gave the party additional time to complete steps. This meant that some disputes remained open for longer than usual, which increased the CRT's active case load.

Number of active CRT disputes at the end of each year



- Active disputes are counted as at March 31 of 2021, 2020, 2019 and 2018 respectively. The number of active disputes represents the total number of open disputes at that time.
- Disputes on hold as at March 31, 2021, 2020 and 2019 were: 123, 52 and 31 respectively.
- Five MVI disputes were on hold as at March 31, 2020. Fifty-six MVI disputes were on hold as at March 31, 2021. This increase is due to certain disputes being paused on March 3, 2021. See the relevant BC Supreme Court decision on page 9.

Appendix A



“The facilitator was clear with respect to the process of deliberating the matter towards resolution. I also like the timeliness of the process and fairness to both parties.”

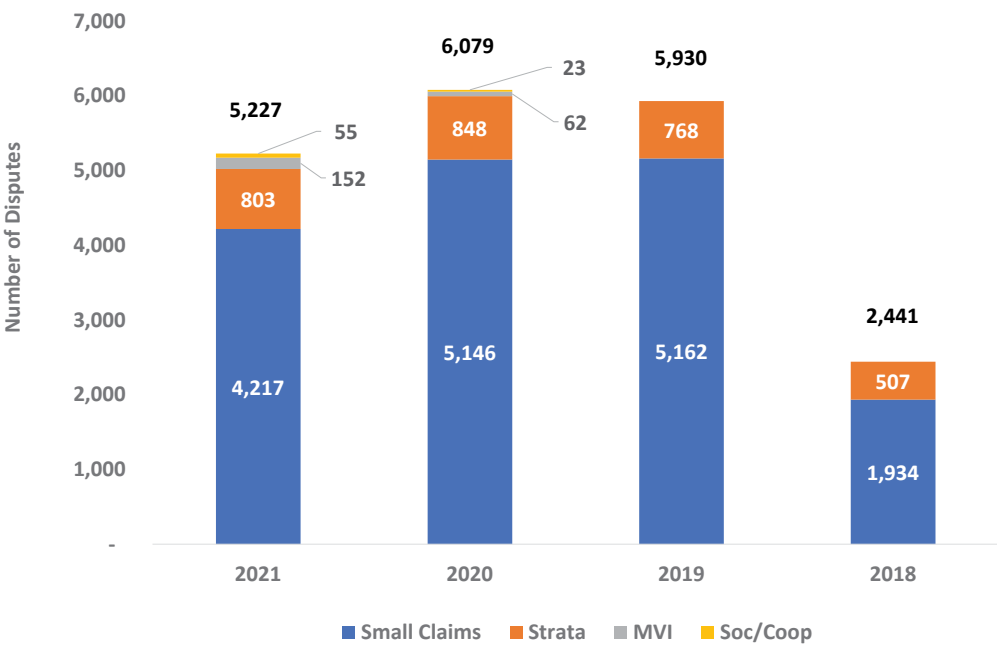
- CRT Participant

Statistics

Disputes Closed

Between April 1, 2020 and March 31, 2021, the CRT closed 5,227 disputes. This represents a 14% decrease in the number of disputes closed compared to the same period last year. The decrease is likely due to a number of factors, including delays in completing some disputes due to the pandemic.

CRT disputes closed





Appendix A



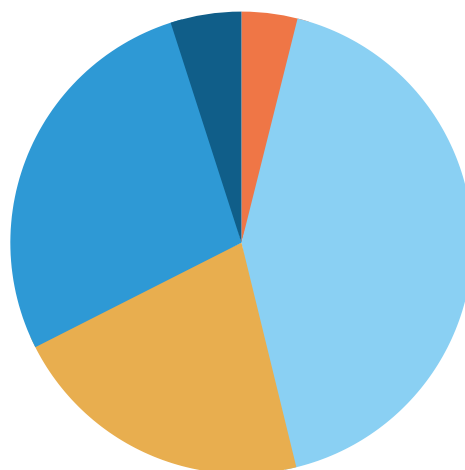
Statistics

Part 3 – Dispute Outcomes

During the period April 1, 2020 to March 31, 2021, the CRT closed 5,227 disputes. The following table shows the outcomes of the closed disputes, compared with previous years.

Outcome	2021	2020	2019	Previous Years	Total
1. CRT Refused to Accept	204	230	213	159	806
2. Resolved by Consent/Withdrawn	2,210	2,321	1,953	947	7,431
3. Default/Non-Compliance	1,116	1,764	2,094	1,091	6,065
4. Final Decision after Tribunal Decision Plan	1,438	1,274	1,408	235	4,355
5. Refuse to Resolve/Other	259	490	262	58	1,069
Total	5,227	6,079	5,930	2,490	19,726

Dispute Outcomes 2021



- 4% CRT Refused to Accept
- 42% Resolved by Consent/Withdrawn
- 21% Default/Non-Compliance
- 28% Final Decision after Tribunal Decision Plan
- 5% Refuse to Resolve/Other

Appendix A



Statistics

Outcome 1: CRT Refused to Accept

The CRT does not accept applications outside the tribunal's jurisdiction. During the period April 1, 2020 to March 31, 2021, only 3.9% of applications were found to be out of CRT jurisdiction at the time the application was screened by staff.

The CRT provides information about the CRT's jurisdiction through the free Solution Explorer. Where an application is made for issues outside the CRT's jurisdiction, the tribunal advises parties of this fact and notifies them that they can either withdraw their application and receive a refund of their application fee or make submissions on why they think it is in jurisdiction. If a party makes submissions, the issue is escalated to a tribunal member for a preliminary decision. If the tribunal member finds it is not in jurisdiction, the application fee is not refunded.

CRT Refused to Accept	2021	2020	2019	Previous Years	Total
Small Claims	156	178	186	130	650
Strata	32	38	27	29	126
Motor Vehicle Injury	7	7	-	-	14
Societies and Cooperative Associations	9	7	-	-	16
Total Refused to Accept	204	230	213	159	806

Appendix A



“Facilitator achieved a negotiated settlement and explained the process clearly, answering all questions promptly. [They] gave me confidence that a negotiated settlement was achievable.”

- CRT Participant

Statistics

Outcome 2: Resolved by Consent/Withdrawn

The CRT encourages parties to reach a collaborative agreement wherever possible. Parties who reach agreements are generally more satisfied with the outcome of their dispute than where a tribunal or court issues a binding decision. Parties typically withdraw a dispute when they settle it without the need for a CRT decision or order. In other disputes, the parties' resolution is incorporated into a consent order.

In 2020/21, 42.3% of disputes were resolved by consent or withdrawn. That is a 4.1% increase over 2019/20 and represents a significant percentage of all CRT disputes completed during the year. The CRT continues to improve its processes and dispute resolution approach to encourage the consensual resolution of disputes.

Resolved by Consent/Withdrawn	2021	2020	2019	Previous Years	Total
Small Claims	1,737	1,927	1,665	661	5,990
Strata	350	330	288	286	1,254
Motor Vehicle Injury	98	52	-	-	150
Societies and Cooperative Associations	25	12	-	-	37
Total Resolved by Consent/Withdrawn	2,210	2,321	1,953	947	7,431

Appendix A



Statistics

Outcome 3: Default/Non-Compliance

After an applicant has filed an application for dispute resolution and the respondent has been served with notice of the dispute, the respondent must file a response with the CRT. If the respondent fails to provide a response, the applicant can request a decision from the CRT without the respondent's participation. This is known as a default decision.

Where a party to a dispute fails or refuses to comply with the *CRTA*, the CRT Rules or an order of the tribunal, the CRT may take steps to address this non-compliance. A case manager may refer the non-compliance to a tribunal member, who may:

- hear the dispute in accordance with the Rules,
- dismiss the claims made in the dispute by the non-compliant party, or
- refuse to resolve the claims of the non-compliant party or refuse to resolve the whole dispute.

In 2020/21, 21.4% of disputes resulted in a default or non-compliance decision. In the past few years, the CRT has taken steps to improve participation rates for respondents and reduce the proportion of disputes resolved by a default decision. In particular, the CRT changed its service rules in 2019 to increase the number of respondents served successfully, and to encourage a higher level of engagement by respondents. The full effects of that change have not been measured, but the CRT's default rate for small claims decreased from 39% in 2018/19 to 33% in 2019/20 and to 25% in 2020/21. The default rate for strata disputes was 12% in 2018/19, 8% in 2019/20 and 8% in 2020/21. The CRT made five default decisions in motor vehicle injury disputes during the year, and one default decision in the tribunal's society and cooperative association jurisdiction. Respondent participation rates will continue to be an area that the CRT focusses on improving in future years.

Default/Non-Compliance	2021	2020	2019	Previous Years	Total
Small Claims	1,048	1,692	2,001	1,012	5,753
Strata	62	70	93	79	304
Motor Vehicle Injury	5	1	-	-	6
Societies and Cooperative Associations	1	1	-	-	2
Total Default/Non-Compliance	1,116	1,764	2,094	1,091	6,065

Requests to Cancel a Default or Non-Compliance Decision	2021	2020	Total
Requests Approved (returned to CRT process)	48	38	86
Requests Denied	81	83	164
Total Decisions on Requests to Cancel	129	121	250

Appendix A



"I felt that it was fair. It was good to have an objective opinion that just relied on the facts and the law."

- CRT Participant

Statistics

Outcome 4: Final Decision after Tribunal Decision Plan

After a respondent provides a response to the CRT, the parties have an opportunity to negotiate and then mediate their dispute. If the parties do not come to an agreement, they may request that the CRT issue a binding decision.

When parties request a binding decision, the CRT creates a Tribunal Decision Plan (TDP), directing the parties to upload their evidence and submit their arguments using their CRT Account to access the secure, online portal. A CRT tribunal member conducts a written or oral hearing, then issues a final decision that is binding on the parties.

During the period April 1, 2020 to March 31, 2021, 27.5% of disputes were resolved with a binding decision after a hearing. That number is an increase of 6.5% from 2019/20. This number continues to reflect the generally high success rate of the negotiation and facilitation phases, as well as the significant volume of default decisions. However, the proportion of disputes resolved by a binding decision after hearing varies significantly by dispute type. Only 24% of small claims disputes required a hearing, compared with 45% of strata disputes.

There were 38 final decisions after a TDP for motor vehicle injury disputes during the year, and 15 in the tribunal's society and cooperative association jurisdiction. These represent 25% and 27% of disputes in those areas respectively. The CRT anticipates that the number of hearings required will increase significantly in future years, particularly for motor vehicle personal injury disputes. Those disputes are also expected to result in a higher number of oral hearings. As well, since very few, if any, of motor vehicle personal injury disputes result in a default decision, the overall proportion of disputes resolved by default decision should decrease as the volume of motor vehicle personal injury disputes increases.

Final Decision after TDP	2021	2020	2019	Previous Years	Total
Small Claims	1,026	889	1,074	100	3,089
Strata	359	385	334	135	1,213
Motor Vehicle Injury	38	-	-	-	38
Societies and Cooperative Associations	15	-	-	-	15
Total Final Decision after TDP	1,438	1,274	1,408	235	4,355



Appendix A



Statistics

Outcome 5: Refuse to Resolve

The CRT may refuse to resolve a dispute after it has issued a Dispute Notice if the applicant does not provide requested information, or otherwise refuses to comply with the CRT's direction. The CRT may also refuse to resolve a dispute where the dispute is outside the tribunal's jurisdiction.

In 2020/21, 5% of disputes were closed because the CRT refused to resolve the dispute. In about 85% of these disputes, the applicant failed to provide required information, did not comply with the CRT Rules, or refused to follow directions issued by the CRT.

The relatively low number of disputes which the CRT refused to resolve indicates that applicants generally comply with CRT directions. It also demonstrates that intake screening is effective in determining jurisdictional issues early in the dispute resolution process.

Refuse to Resolve	2021	2020	2019	Previous Years	Total
Small Claims	250	460	236	31	977
Strata	-	25	26	27	78
Motor Vehicle Injury	4	2	-	-	6
Societies and Cooperative Associations	5	3	-	-	8
Total Refuse to Resolve	259	490	262	58	1,069



Statistics

Notice of Objection

After receiving a CRT decision in a small claims dispute, a party has the option of filing a notice of objection with the CRT if they are not satisfied with the decision. Since January 1, 2019, a party who is in default due to non-compliance or failure to respond to a dispute notice cannot file a notice of objection.

In 2020/21, parties in 147 small claims disputes filed notices of objection. This represents 14% of the final decisions made by the CRT in small claims disputes after a Tribunal Decision Plan, but only 4% of all small claims disputes completed by the CRT in 2020/21. This low number demonstrates that the CRT is meeting an important objective; to free up capacity in the BC Provincial Court. Put another way, if the CRT did not exist, the BC Provincial Court might have had almost 4,200 additional small claims disputes to resolve in 2020/21.

If a notice of objection is filed, the CRT decision is set aside, and the parties have the option of pursuing dispute resolution through the BC Provincial Court. This is done through a Notice of Civil Resolution Tribunal Claim.

Seventy of the notice of objection disputes were pursued through the BC Provincial Court. This represents 7% of the final decisions made by the CRT in small claims disputes after a Tribunal Decision Plan, or 2% of all small claims disputes completed by the CRT in 2020/21.

	2021	2020	2019	2018	Total
Notice of Objection Filed	147 (14%)	132 (15%)	200 (19%)	23 (23%)	502 (16%)
Disputes pursued through the BC Provincial Court	70 (7%)	75 (8%)	85 (8%)	11 (11%)	241 (8%)

Percentages are calculated by comparing the number of notice of objections filed or the number of disputes pursued through the BC Provincial Court against the number of small claims disputes with final decisions made by the CRT after a Tribunal Decision Plan.

Appendix A



Parties may apply to the BC Supreme Court for judicial review of a CRT decision.

Statistics

Appeal/Judicial Review

Until December 31, 2018, CRT decisions in strata disputes were subject to a statutory appeal to the BC Supreme Court. In order to appeal a CRT strata decision, a party had to ask the court for leave to appeal. If leave was granted, an appeal was limited to a question of law.

On January 1, 2019, the statutory appeal provision in the *CRTA* was eliminated for strata disputes filed with the CRT on January 1, 2019 or later. Parties to those disputes may apply to the BC Supreme Court for judicial review of a CRT decision. Judicial review is also available to parties in disputes under the CRT's other areas of jurisdiction.

There were 15 applications made in 2020/21 for judicial review of a decision in a strata dispute, 5 for small claims disputes, 1 for a motor vehicle personal injury dispute and none for a society or cooperative association dispute.

Judicial Reviews or Statutory Appeals Filed	2021	2020	2019	Previous Years	Total
Small Claims	5	2	-	-	7
Strata	15	15	20	13	63
Motor Vehicle Injury	1	-	-	-	1
Societies and Cooperative Associations	-	-	-	-	0
Total	21	17	20	13	71



Appendix A



The median time to resolution was 59 days for all dispute types.

Statistics

Part 4 – Time to Resolution

Average and Median Times to Resolution

The CRT began tracking the time to dispute resolution in 2019/20.

The table below shows the average number of days to resolution, for disputes completed by the CRT between April 1, 2020 and March 31, 2021. The average time to resolution for all dispute types was 85.8 days. The median time to resolution was 59 days for all dispute types.

As indicated in the table, average and median times to resolution for small claims and society and cooperative association disputes are lower than those for motor vehicle injury disputes and time to resolution for strata property disputes is higher than for all other dispute types.

Distribution of Time to Resolution for Disputes Closed Between April 1, 2020 and March 31, 2021

		Small Claims	Strata	MVI	Coop. & Societies	All Types
Number of Disputes Resolved		4,217	803	152	55	5,227
Net Time to Resolution (days) <i>(Note 1)</i>	Minimum	0	1	7	5	0
	Maximum	715	936	317	288	936
	Average <i>(Note 2)</i>	77.8	125.3	99.1	76.9	85.8
	Median <i>(Note 3)</i>	53	118	63	49	59
Number of Disputes on Hold >1 Days <i>(Note 4)</i>		246	125	64	3	438
Average Number of Days on Hold <i>(Note 4)</i>		28	43	60.3	27	37.0

Notes:

1. Definitions of Time to Resolution vary, depending on which stage in the CRT's dispute resolution process the dispute was at when it was resolved. See below, for Rules for Calculation of Time to Resolution. In all cases, any time "Hold" flag is set to Yes is deducted.
2. The average time to resolution reflects the arithmetic mean, or the sum of the number of days to resolution for all disputes resolved during 2020/21, divided by the number of disputes resolved.
3. The median time to resolution is the midpoint – one-half of the disputes resolved were resolved in fewer days, one-half took longer than the median.
4. Disputes are put on Hold where dispute resolution can't proceed due to circumstances beyond the CRT's control (e.g. awaiting court decision, outcome of other CRT dispute, or finalization of settlement).

Appendix A



The increase in the average time to resolve disputes by default is largely attributable to the six-week moratorium on issuing default decisions to assist parties affected by COVID-19.

Statistics

Average Times to Resolution by Stage When Resolved

The table below shows the average time to resolution based on the stage of dispute resolution in which disputes are resolved. Comparable information is provided from 2019/20.

Average Time to Resolution by Dispute Resolution Stage

Resolved During:	2020/21		2019/20		April 1, 2019 to March 31, 2021	
	Avg. Time to Resolution (Days)	# of Disputes	Avg. Time to Resolution (Days)	# of Disputes	Avg. Time to Resolution (Days)	# of Disputes
Intake (from application until response)	60	1,118	72	1,308	67	2,426
Negotiation & Facilitation	49	1,441	48	1,654	48	3,095
Adjudication (including preparing for adjudication)	164	1,503	172	1,227	169	2,730
Default Decision	57	1,165	39	1,842	46	3,007
All Resolution Types	86	5,227	79	6,031	81	11,258

The CRT's average and median times to resolution during 2020/21 (86 and 59 days respectively) are higher than time to resolution during 2019/20 (79.3 and 45 days). The increase is likely attributable to measures taken by the CRT because of the exceptional circumstance created by the COVID-19 situation. To address the potential impact on parties to provide information and meet deadlines during the pandemic, the CRT was more likely to relax its rules and provide parties with leeway in meeting those deadlines.

Despite that approach, CRT times to resolution in 2020/21 were lower than 2019/20, for all stages of dispute resolution, except Negotiation & Facilitation and Default Decisions. The slightly higher times to resolution for disputes resolved during Negotiation & Facilitation (on average, one day higher) likely reflect the accommodations that CRT case management staff made for parties impacted by the pandemic during the year.

The impact of CRT accommodations for COVID-19 on average times to resolution is most evident for disputes resolved by Default Decisions. Between March 18 and June 1, 2020, the CRT did not process any requests to issue a default decision and order, even where the deadline for filing a Dispute Response had passed. The CRT took that action because of the likelihood COVID-19 would have limited respondents' abilities to respond to a Dispute Notice or communicate with the CRT.

The increase in the average time to resolve disputes by default, from 39 days in 2019/20 to 57 days in 2020/21, is largely attributable to the six-week moratorium on issuing default decisions.

The total number of disputes resolved by a default decision represented about one-quarter of all resolutions during the year. In 2019/20, 30% of completed disputes were resolved by default decision. The average time to resolve disputes by default would have a significant impact on the overall average time to resolution for both years. As a result, the increase in the overall average time to resolution in 2020/21 is primarily attributable to the additional time taken to resolve defaults during the year.



Appendix B



Between April 1, 2020 and March 31, 2021, 91% of participants agreed that “the CRT staff were professional in each interaction.”

Participant Survey Results

The CRT is committed to continuous improvement. As part of this commitment, the CRT regularly conducts anonymous surveys of people who have recently used its dispute resolution process. Dispute participants are invited to take a survey if their dispute is resolved in case management or once their dispute reaches the Tribunal Decision stage of the CRT process.

The CRT uses these results to help evaluate and improve the CRT’s processes.

Aggregated participant survey data is published on the CRT website monthly and publicized through social media.

Survey Participation (April 1, 2020 to March 31, 2021)

- A total of 539 surveys were completed (estimated to be 10% of the total number of invitations sent to complete the survey).
- Survey participant breakdown was: 64% applicants (those who submitted a claim to the CRT), 31% respondents (participants against whom a claim was made), and 5% representatives (individuals who were the contact for an applicant or respondent in a CRT dispute).
- Approximately 63% of survey participants were involved in a small claims dispute; 29% in a strata dispute; 5% in a motor vehicle injury dispute, and 3% in a societies or cooperative associations dispute. By comparison, the following is a breakdown of disputes completed in 2020/21, by dispute type:
 - 81% small claims
 - 15% strata
 - 3% motor vehicle injury

Aggregate Survey Results

Question	Answer	2020/21	2019/20*
1. Would you recommend the CRT to others?	Yes	80%	80%
2. Did the CRT provide information that prepared you for dispute resolution?	Yes	85%	85%
3. How easy to understand was the CRT process?	Easy, and neither easy nor difficult	85%	85%
4. How easy to use were the CRT’s online services?	Easy, and neither easy nor difficult	86%	83%
5. Do you feel CRT staff were professional?	Very or somewhat professional	91%	95%
6. Do you feel the CRT treated you fairly throughout the process?	Yes	82%	85%
7. Do you feel the CRT handled your dispute in a timely manner?	Yes	80%	80%

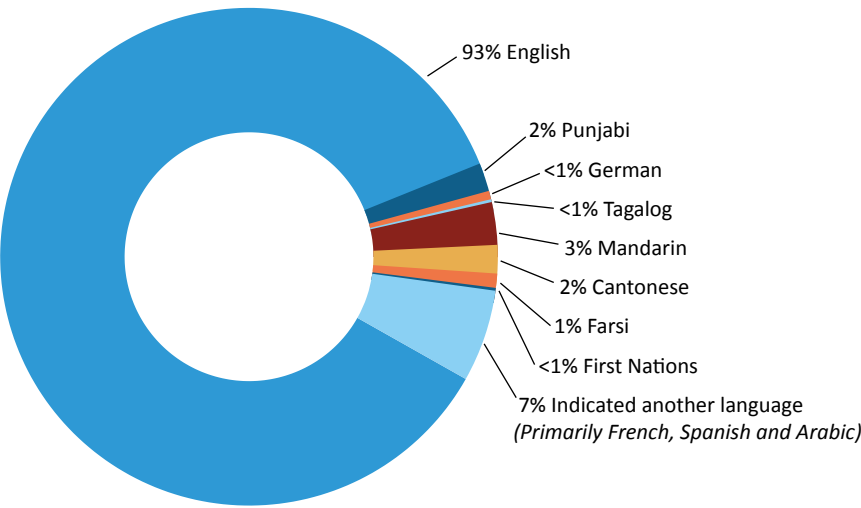
* The survey was redesigned on October 1, 2019, so this column includes results from October 1, 2019 to March 31, 2020.

Appendix B

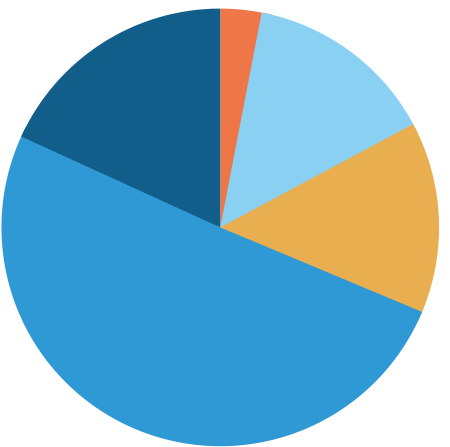
Participant Survey Results

Demographics

Which language(s) do you speak most often at home?



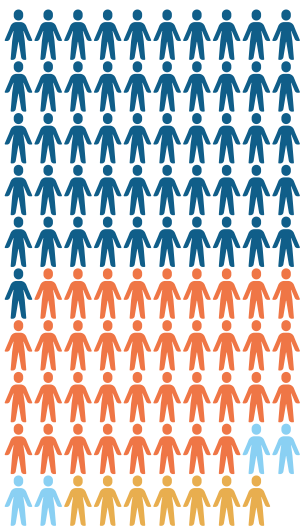
What is the highest level of education you completed?



- 3% Some high school
- 14% High school or equivalent
- 14% Trade, technical or vocational training
- 50% College or university degree
- 18% Post-graduate or law degree

How do you want to be addressed?

(The CRT is committed to inclusivity and addressing all dispute participants in a respectful manner.)



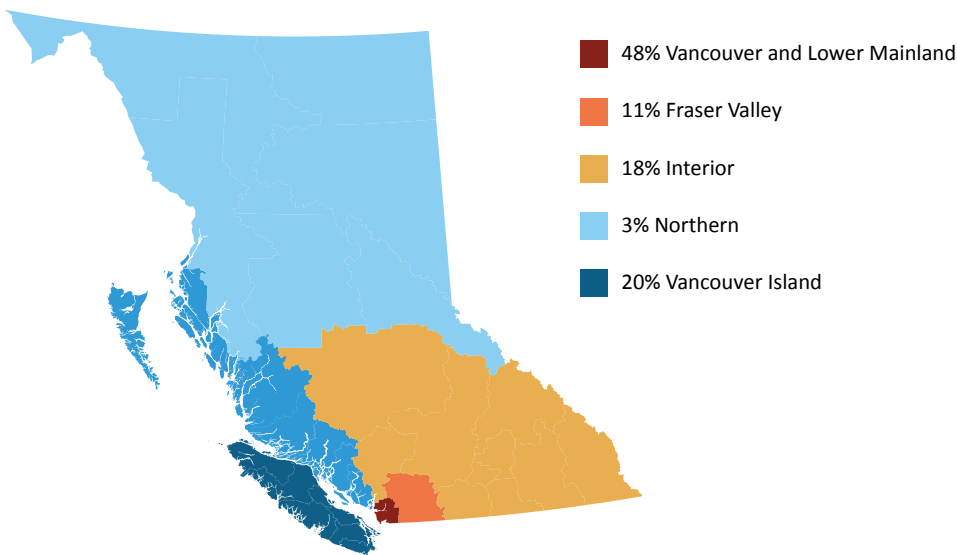
- 51% He/Him
- 37% She/Her
- 4% They/Them
- 7% Did not indicate their pronouns

The CRT is committed to inclusivity and addressing all dispute participants in a respectful manner.

Participant Survey Results

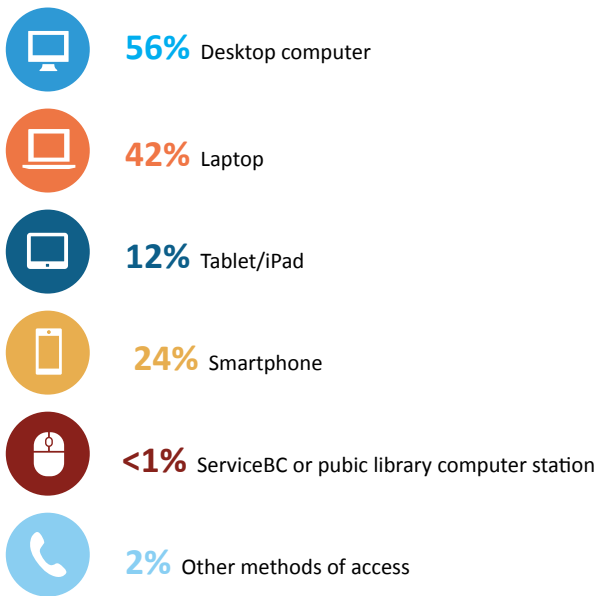
Demographics

Which region of BC do you live in?



24% of survey participants accessed CRT services on a smartphone.

How did you access CRT services?





Appendix B



“All instructions were very clear, there are useful help files on your website, and the phone staff is quite helpful. I very much felt everyone was working to do their best, and that the process - no matter the outcome - provides a sense of closure and progress at each step.”

- CRT Participant

Participant Survey Results

Constructive Feedback

In the survey, participants were invited to share free-form comments about what they felt the CRT could improve. Common themes for 2020/21 included:

- Make a clearer roadmap of CRT process steps and timelines
- Technical problems with our online systems, including login issues and difficulties uploading evidence
- Difficulty navigating and searching the CRT website
- Concerns that the CRT should be vetting dispute applications for merit before the process starts
- Frustration that CRT staff can't provide legal advice

In 2020/21, the CRT focused its continuous improvement work on the first 3 items. During the year, the tribunal began to design technology updates to address the concerns and developed a prototype for a redesigned CRT website. Both of those projects are continuing during 2021/22, with planned launches in the summer or fall of 2021.

Key Conclusions

The participant survey results show that, overall, the CRT continues to deliver accessible and easy to use services that help people prepare for and resolve their disputes. A strong majority of CRT participants believe they were treated professionally and fairly.

User feedback on time to resolution remained steady with 80% agreeing that the CRT handled their dispute in a timely manner. During 2019/20, the CRT had a median time to resolution of 45 days (79.3 days per resolution, on average). During 2020/2021 the median time to resolution was 59 days (85.8 days per resolution, on average). For detailed statistics, see the [Time to Resolution](#) section of Appendix A: Statistics.

Appendix C



Salaries and benefits represent 75% of total expenses in 2020/21.

Statement of CRT Revenue and Expenses

	Fiscal 2020/21	Fiscal 2019/20	Fiscal 2018/19	Fiscal 2017/18
Total Revenue	\$ 589,765	\$ 679,620	\$ 645,005	\$ 452,990
Expenses				
Salaries and Benefits	\$ 9,339,130	\$ 7,309,998	\$ 4,080,454	\$ 2,256,716
Part-time Member Per Diems & Expenses	1,758	19,294	224,544	122,035
Information Systems and Technology	1,311,432	1,144,435	373,400	396,062
Travel expenses	692	26,700	14,226	18,023
Building Occupancy Costs	678,490	466,679	128,424	16,788
Amortization	935,955	643,549	-	-
Other Operating Expenses	238,835	541,943	628,109	107,059
Total Expenses	\$ 12,506,291	\$ 10,152,597	\$ 5,449,187	\$ 2,916,683

Notes:

- Revenues are from the collection of CRT fees, set under the authority of section 62(2)(m) of the CRTA and CRT Rule 1.6.
- Salaries and Benefits includes base salaries and employee benefits for all employees of the CRT, as well as full-time tribunal members (including the Chair and Vice Chairs). It also includes the cost of some salaries for Ministry of Attorney General employees providing project support to the CRT.
- Information Systems and Technology includes technology cost recovery charges by the government Office of the Chief Information Officer, the cost of operating licenses for CRT technology platforms, and maintenance and support costs recovered from the CRT by the Ministry of Attorney General. In 2020/21, these expenditures also included contracted support to develop system changes and review procedures, in anticipation of implementation of CRT jurisdiction over EAB claims.
- Travel Expenses includes travel expenses for CRT employees and full-time tribunal members. Travel expenses for part-time members are included in Part-time Member Per Diems & Expenses.
- Building Occupancy Costs are for office spaces for CRT staff, which includes annual lease and amortization charges, as well as one-time costs for constructing new offices that were completed in Spring 2020.
- Amortization costs are for the CRT portion of development costs for enhancements to the tribunal's technology platforms. In 2017/18 and 2018/19, these costs were covered by the Ministry of Attorney General, as it developed the technology for adoption by other tribunals in addition to the CRT.
- Other Operating Expenses includes professional and legal services, office expenses, advertising, and bank charges.

Appendix C



The CRT waived fees for 5% of its fee payment transactions.

Fee Payments by Method

**Number of Fee Payments
by Method
April 1, 2020 to March 31, 2021**

		Dispute Area				
		Small Claims	Strata	Motor Vehicle	Society & Coop Assn	All Dispute Areas
Payment Type	BC Express Pay (online credit card payment)	6,278	1,422	160	84	7,944
	% for Dispute Area	89%	93%	37%	88%	87%
	Cheque	182	57	142	1	382
	% for Dispute Area	2%	4%	33%	1%	4%
	In-Person (Service BC)	61	7	4	0	72
	% for Dispute Area	1%	0%	1%	0%	1%
	Fee Waiver	418	31	17	10	476
	% for Dispute Area	6%	2%	4%	11%	5%
	No Method Indicated	118	13	106	0	237
	% for Dispute Area	2%	1%	25%	0%	3%
	Total Payments	7,057	1,530	429	95	9,111

Notes:

- *Payment Type includes payments that were processed, but subsequently refunded.*
- *No Method Indicated includes manually generated payments, usually for paper filings and counterclaims or third party claims. In most of those cases, payment is by cheque or at Service BC, but may be fee waiver.*



Appendix D



The total number of CRT employees was unchanged at the end of 2020/21, but there were two more full-time members than on March 31, 2020.

Number of Employees and Full-time Members at Fiscal Year-end

	Fiscal 2020/21	Fiscal 2019/20	Fiscal 2018/19	Fiscal 2017/18
Full-time Members				
Chair	1	1	1	1
Vice Chairs	4	4	2	2
Members	14	12	6	2
Total Full-time Members	19	17	9	5
Employees				
Managers, Legal Counsel	9	8	4	3
Administration/Finance/Technology/ Human Resources	13	9	4	3
Case Management (Facilitators)	17	18	15	10
Information & Intake Support	25	29	14	10
Adjudication & Decision Support	14	14	6	2
Total Employees	78	78	43	28
Total Full-time Members & Employees	97	95	52	33

Notes:

- Includes employees who were on parental or other leave at the end of the fiscal year.
- Includes employees working on the EAB implementation project as at March 31, 2021 (4 employees).

Appendix E



Members are appointed by Order-in-Council by the Lieutenant Governor, for renewable terms of up to 5 years.

Tribunal Members

Terms of Appointment for the year ending March 31, 2021

The CRT had 28 appointed Members as of March 31, 2021, including 1 Chair, 4 Vice Chairs, and 14 full-time Members, and 9 part-time Members. Members are appointed by Order-in-Council by the Lieutenant Governor, for renewable terms of up to 5 years. The Chair was reappointed in 2018 for a 5-year term. Members fulfill quasi-judicial functions under the *CRTA* including determining applications and adjudicating disputes. Members have completed specialized CRT training and are also engaged in reviewing and approving expert content for the CRT's Solution Explorer.

In addition to an adjudicative role, the Chair is responsible for the effective implementation, management, and operation of the CRT and the organization and allocation of work among its Members. Section 75 of the *CRTA* provides that the remuneration and benefits for Members is set in accordance with the applicable Treasury Board [Directive](#). Under the current Treasury Board Directive (#1/20, effective May 1, 2020), Members are classified in the following annual salary and per diem range. Full-time Members are entitled to benefits under the Terms and Conditions for Excluded Employees/Appointees.

	Chair	Vice Chair	Full-time Members	Part-time Members
Administrative Tribunal Group	Level 4 – Full-time	Level 4 – Full-time	Level 4 – Full-time	Level 4 – Part-time
Treasury Board Directive Range	\$168,000-\$190,000	\$143,000-\$161,000	\$118,000-\$132,000	\$500-\$575 per day

Appendix E



Members fulfill quasi-judicial functions under the *CRTA* including determining applications and adjudicating disputes.

Member Remuneration for the year ending March 31, 2021

Name	Position	Total Remuneration**	Current rates of Remuneration <i>Per Diem rates for Part-time Tribunal Members Only</i>
Shannon Salter	Chair	\$193,407.17	\$190,000/year
James Garth Cambrey	Vice Chair	\$160,448.86	\$161,000/year
Kathryn Campbell	Vice Chair	\$156,723.17	\$152,000/year
Shelley Lopez	Vice Chair	\$162,300.19	\$161,000/year
Andrea Ritchie	Vice Chair	\$143,978.47	\$152,000/year
Trisha Apland	Member/Full-time	\$120,413.44	\$125,000/year
Butch Bagabuyo	Member/Full-time	\$27,831.33	\$118,000/year
Micah Carmody	Member/Full-time	\$96,617.14	\$125,000/year
Kristin Gardner	Member/Full-time	\$110,811.78	\$118,000/year
Julie Gibson	Member/Full-time	\$116,483.94	\$125,000/year
Sherelle Goodwin	Member/Full-time	\$124,048.60	\$132,000/year
David Jiang	Member/Full-time	\$120,009.46	\$125,000/year
Richard McAndrew	Member/Full-time	\$117,596.18	\$118,000/year
Charles McCarthy	Member/Full-time	\$117,596.18	\$118,000/year
Kathleen Mell	Member/Full-time	\$53,693.64	\$118,000/year
Sarah Orr	Member/Full-time	\$59,503.68	\$125,000/year
Eric Regehr	Member/Full-time	\$88,192.51	\$125,000/year
Lynn Scrivener	Member/Full-time	\$126,474.77	\$125,000/year
Navdeep Shukla *	Member/Full-time	\$0.00	\$118,000/year
Rama Sood	Member/Full-time	\$108,369.42	\$118,000/year
Leah Volkers	Member/Full-time	\$13,116.49	\$118,000/year
Maria Luningning Alcuítas	Member/Part-time	\$2,887.50	\$525/day (\$262.50/half day)
Maureen Baird	Member/Part-time	\$0.00	\$525/day (\$262.50/half day)
Kathryn A. Berge	Member/Part-time	\$0.00	\$525/day (\$262.50/half day)
Jordanna Cytrynbaum	Member/Part-time	\$0.00	\$525/day (\$262.50/half day)

Appendix E



Member Remuneration For the year ending March 31, 2021

Name	Position	Total Remuneration	Current rates of Remuneration <i>Per Diem rates for Part Time Tribunal Members Only</i>
Andrew Gay	Member/Part-time	\$0.00	\$525/day (\$262.50/half day)
Richard Hoops Harrison	Member/Part-time	\$0.00	\$525/day (\$262.50/half day)
Susan MacFarlane	Member/Part-time	\$0.00	\$525/day (\$262.50/half day)
Karen Mok	Member/Part-time	\$0.00	\$525/day (\$262.50/half day)
Herbert Morton	Member/Part-time	\$4,200.00	\$525/day (\$262.50/half day)
Andrew Pendray	Member/Part-time	\$1,837.50	\$525/day (\$262.50/half day)
Salima Samnani	Member/Part-time	\$0.00	\$525/day (\$262.50/half day)

Notes:

** Ms. Shukla was appointed on March 5, 2021.*

*** Remuneration includes salary, unused vacation payouts, and parental and maternity leave allowances.*



Civil Resolution Tribunal

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