



Civil Resolution Tribunal

2019/2020 Annual Report

Covering the period April 1, 2019 through March 31, 2020

Message from the Chair



“While the COVID-19 pandemic has caused many areas of the public justice system to close or limit services, the CRT has remained open and operating normally, due to a committed and creative distributed workforce and the provision of flexible, online public services.”

On behalf of the Civil Resolution Tribunal (CRT) team, I am proud to present our Annual Report for the fiscal year April 1, 2019 to March 31, 2020.

The CRT’s mandate is to provide dispute resolution services in a manner that is accessible, speedy, economical, informal, and flexible. The CRT works in partnership with community legal advocates, members of the public, and other stakeholders to implement this mandate, reflected in our overarching vision of bringing the justice system to the public and building it around people’s lives.

This approach has never been more important than it is now. While the COVID-19 pandemic has caused many areas of the public justice system to close or limit services, the CRT has 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 as a result of COVID-19. For this reason, we’ve taken steps to extend deadlines, pause default decisions, and broaden fee waiver eligibility. We are monitoring and adapting to changing circumstances with respect to the pandemic, using the same agile approach we always have. I am very grateful to our staff and tribunal members who have worked so hard during this difficult time to ensure the CRT continues to serve the public.

Another significant development this year is a further planned expansion of the CRT’s jurisdiction. In February 2020, the Province of British Columbia announced changes

which, if passed by the legislature, will give the CRT jurisdiction over almost all motor vehicle personal injury disputes, effective May 1, 2021. Our hard-working CRT team is already working on the new rules, processes, and public information necessary to resolve these new disputes. We will continue to work with community legal advocates and other stakeholders to ensure we implement this new area of jurisdiction as fairly and accessibly as possible. Over the coming year, we will report regularly on our implementation work, including through the CRT website and social media.

Now more than ever, we are thankful for the privilege of being entrusted with resolving the disputes which affect British Columbians every day. On behalf of the entire CRT team, we hope everyone stays safe and healthy over the coming year.

Sincerely,

A handwritten signature in black ink that reads "Shannon Salter". The signature is fluid and cursive.

Shannon Salter
Chair
Civil Resolution Tribunal

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Purpose and Mandate



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.



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, motor vehicle personal injury disputes under \$50,000, 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, 2019 to March 31, 2020, the Solution Explorer was used 54,680 times.

As of March 31, 2020, the CRT had 1,551 disputes in progress. In 2019/20, the CRT's median time to resolution was 45 days. The time to resolve disputes has been steadily decreasing since the CRT's launch in 2016 and 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 CRT decisions 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.



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 60 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 legal information and self-help tools for free. 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 most 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; in most disputes there are no lawyers or 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 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. Agreements can be turned into orders, 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 2019/2020



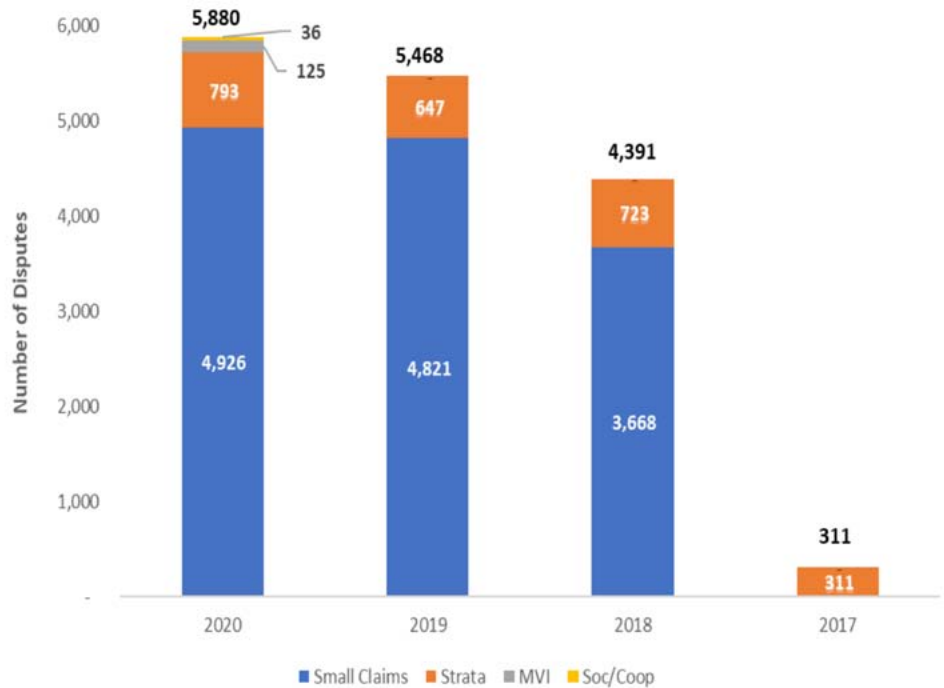
The CRT received 36 applications to resolve society and cooperative association disputes, and 125 applications to resolve motor vehicle personal injury disputes, in its first year of resolving these types of disputes.

New Applications, By Type

From April 1, 2019 to March 31, 2020, the CRT received 5,880 applications for dispute resolution. This represents a 7.5% increase in the number of applications for dispute resolution received for the same period last year. The number of new strata applications increased from 647 to 793. The number of small claims applications increased from 4,821 to 4,926.

The CRT expects the number of applications for dispute resolution to continue growing as more British Columbians become aware of the CRT, its dispute resolution services, and its expanded jurisdiction over motor vehicle injury disputes and cooperative association and non-profit society disputes. During 2019/20, the CRT received 36 applications to resolve society and cooperative association disputes and 125 applications to resolve motor vehicle personal injury disputes.

Figure 1:
New CRT applications for dispute resolution, fiscal years 2017-2020



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

- 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
- 2017 includes relevant data from July 13, 2016 to Mar 31, 2017

Highlights from 2019/2020

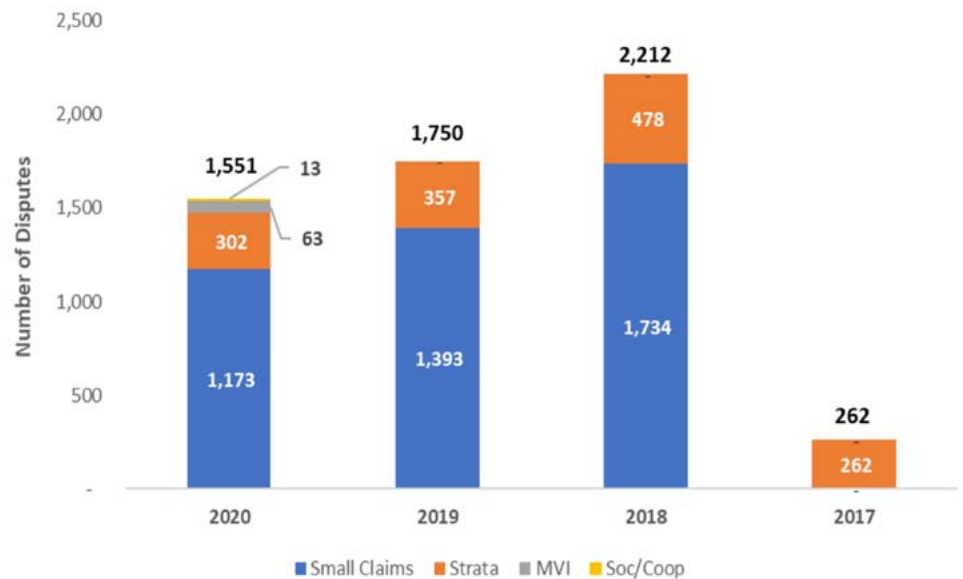


The CRT's efficiency continues to improve. As of March 31, 2020, there was an 11% decrease in the number of outstanding disputes, as compared to the same date in 2019.

Active Disputes

Since 2017/18, the CRT has gradually reduced the number of outstanding disputes. As of March 31, 2020, the CRT had 1,551 active disputes. This represents an 11% decrease from March 31 of 2019. The reduction in active disputes occurred despite a 7.5% increase in applications over the same period. This shows an improvement in the CRT's efficiency and ability to move disputes through the dispute resolution process in a timely manner.

Figure 2: Number of active CRT disputes at the end of each year



Active disputes are counted as at March 31 of 2020, 2019, 2018 and 2017 respectively. The number of active disputes represents the total number of open disputes at that time.

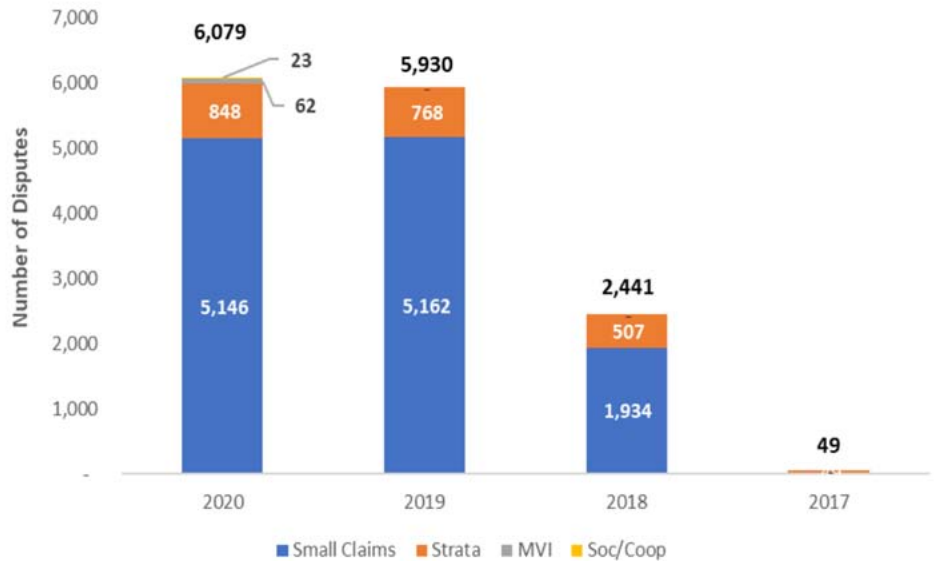


Between April 1, 2019 and March 31, 2020, the CRT closed 6,079 disputes.

Disputes Closed

Between April 1, 2019 and March 31, 2020 the CRT closed 6,079 disputes. This represents a 3% increase in the number of disputes closed compared to the same period last year.

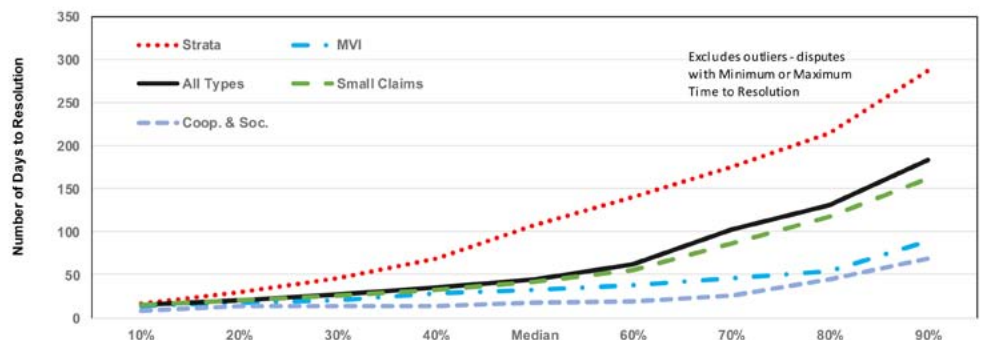
Figure 3: CRT disputes closed



The CRT's ability to resolve more disputes during the year than the number of new disputes received reflects the increase in staff and members over the past two years, as well as continuing improvements to the tribunal's online tools and business processes. That is also reflected in the time to resolution, which the CRT began tracking in 2019/20.

The CRT's average time to resolve a dispute closed during the period April 1, 2019 to March 31, 2020 was 79.3 days. The average time to resolution reflects the arithmetic mean, or the sum of the number of days to resolution for all disputes resolved during 2019/20, divided by the number of disputes resolved. 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. As indicated in the following chart, the median time to resolution for all dispute types was 45 days and 90% of disputes were resolved within 183 days.

Figure 4: Distribution of Time to Resolution for Disputes Closed Between April 1, 2019 and March 31, 2020





Highlights from 2019/2020



The CRT continues to improve its processes and dispute resolution approach to encourage the consensual resolution of disputes. 38% of disputes were resolved by consent or withdrawn.

Dispute Outcomes

During the period April 1, 2019 to March 31, 2020, the CRT closed 6,079 disputes. The following table shows the outcomes of the closed disputes, compared with previous years.

Outcome	2020	2019	2018	2017
1. CRT Refused to Accept	230 (4%)	213 (4%)	152 (6%)	7 (14%)
2. Resolved by Consent/Withdrawn	2,321 (38%)	1,953 (33%)	925 (38%)	22 (45%)
3. Default	1,764 (29%)	2,094 (35%)	1,084 (44%)	7 (14%)
4. Final decision after TDP	1,274 (21%)	1,408 (24%)	222 (9%)	13 (27%)
5. Refuse to Resolve/Other	490 (8%)	262 (4%)	58 (3%)	
Total	6,079	5,930	2,441	49

Outcome 1: CRT Refused to Accept

The CRT does not accept applications outside the tribunal's jurisdiction. During the period April 1, 2019 to March 31, 2020, only 3.8% 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.

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 2019/20, 38.2% of disputes were resolved by consent or withdrawn. That is a 5.3% increase over 2018/19 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.

21% of disputes were resolved with a binding decision after a hearing. This number reflects the generally high success rate of the negotiation and facilitation phases.

Outcome 3: Default

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.

In 2019/20, 29% of disputes resulted in a default 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. The default rate for strata disputes was 8% in 2019/20, compared with 12% in 2018/19. The CRT did not make any default decisions in a motor vehicle injury dispute during the year, but issued one default decision in the tribunal's society and cooperative association jurisdiction. Respondent participation rates will continue to be an area the CRT focusses on improving in future years.

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, 2019 to March 31, 2020, 21% of disputes were resolved with a binding decision after a hearing. That number is a decrease of almost 3% from 2018/19 and reflects 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 17% of small claims disputes required a hearing, compared with 45% of strata disputes.

There were no final decisions after a TDP for disputes under the CRT's new areas of jurisdiction (motor vehicle personal injury claims and society and cooperative association claims). However, 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, 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.

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 2019/20, 4% of disputes were closed because the CRT refused to resolve the dispute. This is essentially the same proportion of disputes that the CRT refused to resolve during the previous year. 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.

Highlights from 2019/2020

Without the CRT, the BC Provincial Court would have had an additional 5,146 disputes to resolve between April 1, 2019 and March 31, 2020.

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.

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.

In 2019/20, parties in 132 small claims disputes filed notices of objection. This represents 15% of the final decisions made by the CRT after a Tribunal Decision Plan, but only 2.6% of all small claims disputes completed by the CRT in 2019/20. This low number demonstrates that the CRT is meeting an important objective to free up capacity in the BC Provincial Court. Put another way, prior to the CRT the BC Provincial Court would have an additional 5,146 disputes to resolve in 2019/20.

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.

As of March 31, 2020, parties in 36 strata disputes were actively seeking to appeal or judicially review a CRT strata decision. That is a net increase of 13 active appeals or judicial reviews from the same date in 2019. Those 13 cases represent 3.4% of strata decisions issued by the CRT in 2019/20. Prior to June 2016, people with a strata dispute were required to bring their claim to the BC Supreme Court for resolution. The CRT has been able to provide a highly effective and affordable way to resolve strata property disputes in BC.

There were no applications made in 2019/20 for judicial review of a decision in a motor vehicle personal injury or a society and cooperative association dispute.



BC Court Decision Summaries



“Deference is afforded to a tribunal in determining its practices and procedures.”

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, 2019 and March 31, 2020.

Part I: Statutory Appeals

C.2K Holdings Ltd. v. The Owners, Strata Plan K 577, 2019 BCSC 1981

This decision is following a statutory appeal of the CRT decision *C.2K Holdings Ltd. v. The Owners, Strata Plan K 577*, 2018 BCCRT 236.

The CRT dispute was primarily about whether bylaw amendments were valid due to flaws in the voting process. The applicant, C.2K Holdings Ltd. (C.2K), was the owner of a commercial strata lot in the respondent strata corporation. The CRT tribunal member acknowledged the procedural flaws with respect to how the voting process had been held but declined to invalidate the bylaw amendment on the basis that the proper process wouldn't have changed the outcome. C.2K appealed the CRT decision to the BC Supreme Court.

C.2K raised two issues on appeal. First, it argued that the CRT erred in its analysis of past BC Supreme Court decisions and how they applied to the issue. Second, C.2K argued that the proceedings before the CRT were procedurally unfair because there was a clear credibility contest that was not adequately resolved.

With regard to the first issue, the court found that C.2K had not identified an error of law. Under the statutory appeal provision in the *CRTA*, only an error of law may be appealed.

Regarding credibility, the court pointed out that “[a]dministrative tribunals are routinely required to make determinations regarding credibility. It does not follow that a credibility dispute necessarily invokes the requirement for an oral hearing, or that the proceeding was procedurally unfair if one does not occur. Deference is afforded to a tribunal in determining its practices and procedures.” [para 33]

The appeal was dismissed.

BC Court Decision Summaries



The Owners, Strata Plan NWS 1018 v. Hamilton, 2019 BCSC 863

This decision is following a statutory appeal of the CRT decision in *Hamilton v. The Owners, Strata Plan NWS 1018*, 2017 BCCRT 141.

The CRT dispute was about an owner's access to records held by the strata and its property manager. The CRT ordered the strata to deliver certain categories of documents to the respondent owner by mail. The strata appealed the decision and submitted that the CRT exceeded its jurisdiction by ordering the strata to provide documents that are not included in section 35 of the *Strata Property Act (SPA)* and that the CRT lacked a statutory basis to order the strata to deliver the documents by mail.

The court found that "these circumstances did not imbue the CRT with jurisdiction to expand the Strata's document production obligations beyond section 35" and that the CRT had not been asked to consider whether there was "significant unfairness" under section 123(2) of the *CRTA*, which may have allowed for a broader order for production. The court varied this part of the CRT order.

The strata also challenged the CRT's order that it disclose meeting minutes relating to discussions about a specific issue. The court concluded that since the order was for production of a narrower set of records than those that could have been compelled (all meeting minutes) under the *SPA*, it "could not conclude that the order was unreasonable". Further, the amount of effort required for the strata to identify the relevant minutes was manageable.

Finally, the court found that the CRT's decision to interpret the term "provide" in section 36 of the *SPA* to include "mail to owner at owner's cost" was not unreasonable because of the support for delivery by mail found in section 61 of the *SPA*.

The appeal was allowed in part, and the court varied portions of the CRT order as noted.

The Owners, Strata Plan BCS 1589 v. Nacht, 2019 BCSC 1785

This decision is following a statutory appeal of the CRT decision in *The Owners, Strata Plan BCS 1589 v. Nacht et al*, 2017 BCCRT 88.

The CRT dispute was initiated after there was a pipe failure within the respondent owners' strata lot. The pipe failure caused significant water damage throughout the common property in the strata building. The strata corporation sought an order that the owners reimburse the strata \$25,000 for an insurance deductible it paid.

The tribunal member dismissed the strata corporation's claim on the basis that the strata bylaws said that an owner had to be negligent in order to be required to repay the deductible portion of an insurance claim. The CRT found the strata did not prove the loss and associated insurance deductible were caused by the respondents' negligence.

The strata corporation appealed the CRT decision. Leave to appeal the decision was granted on three grounds: whether the bylaws of a strata corporation can narrow the application of section 158 of the *Strata Property Act*, what the correct interpretation of the strata corporation's bylaws were in this case, and how a previous decision of the provincial court should apply to the dispute.

On appeal, the court found that the CRT decision was reasonable with respect to all three grounds of appeal. The court dismissed the appeal.

BC Court Decision Summaries



Part II: Judicial Reviews

The BC Supreme Court did not release any decisions following judicial review of a CRT decision between April 1, 2019 and March 31, 2020.

In 2018, the BC Supreme Court issued a judicial review decision in ***The Owners, Strata Plan NW 2575 v. Booth, 2018 BCSC 715***. This decision was appealed to the BC Court of Appeal, and the Court of Appeal had not rendered its decision yet as of March 31, 2020.

Part III: Other Relevant Court Decisions

Downing v. Strata Plan VR2356, 2019 BCSC 1745

This proceeding was initiated in BC Supreme Court. The parties asked the BC Supreme Court to determine whether the matter should proceed in the BC Supreme Court or be referred to the CRT.

The dispute involved a strata lot that was vacant while listed for sale. While it was vacant, a moisture problem arose in the unit. The court considered whether the matters raised in the petition were all within the jurisdiction of the CRT and found that they were. The owner argued that it would not be in the interests of justice and fairness for the CRT to hear the dispute. The court disagreed and found that it was appropriate to stay the matter under section 16.1 of the *CRTA* and refer it to the CRT under s.16.4 of the *CRTA*.

The court also considered whether the CRT would still have jurisdiction over the dispute if the owner were to sell the strata lot before or during the CRT process. The court considered the definition of “owner” in the *Strata Property Act*, and found that if the owner, at some point in the future, ceased to be a current owner and became a former owner, this would not in itself oust the CRT’s jurisdiction to decide the dispute.

The Owners, Strata Plan NW 2395 v. Nikkel, 2020 BCSC 282

This BC Supreme Court proceeding involves a dispute that was heard by the CRT which related to a bylaw limiting the height of dogs. The CRT decision is *The Owners, Strata Plan XX 1234 v. D.N. et al, 2019 BCCRT 284*.

The CRT tribunal member made an order relating to the owners’ dog, setting out conditions that must be met in order for the dog to be permitted to continue to reside in the strata complex. The strata corporation brought an application before the Supreme Court arguing that the owners were in breach of the CRT order and in contempt of court.

The court found that civil contempt proceedings are quasi criminal processes, and that the term of the order breached must be clear and unambiguous beyond a reasonable doubt. The court found that the CRT order contained some ambiguity, and that the strata corporation did not provide proof beyond a reasonable doubt that the owners had failed to comply with the CRT order. The strata’s application was dismissed.

Update on Legislation and Regulations

There were significant amendments to the *CRTA* brought into force this year.

In spring 2018, the legislature passed *Bill 22 – 2018: Civil Resolution Tribunal Amendment Act, 2018* (Bill 22). Bill 22 made several changes to the *CRTA*, including:

- providing the CRT with jurisdiction over motor vehicle injury claims, including minor injury determinations, disputes over entitlement to accident benefits, and disputes over damages and liability up to \$50,000;
- eliminating the statutory appeal provisions for strata property disputes and replacing them with judicial review provisions;
- adding provisions setting out the standard of review on judicial review of a CRT decision;
- eliminating the ability of a party who is in default to file a Notice of Objection to a small claims final decision;
- changing the way that limitation periods work for CRT disputes;
- adding areas of “specialized expertise” and “exclusive jurisdiction”;
- relocating the provisions dealing with the tribunal’s jurisdiction from Part 1.1 of the *CRTA* to Part 10 of the *CRTA*;
- providing the CRT with jurisdiction over disputes relating to societies and cooperative associations;
- adding a 28-day time limit for bringing or continuing a claim in court;
- modifying the list of factors for the court to consider when determining whether it is in the “interest of justice and fairness” for the CRT to adjudicate a claim; and
- making miscellaneous housekeeping amendments to the *CRTA*, including amendments necessary for the CRT’s new area of jurisdiction over motor vehicle injury claims.

The general provisions in Bill 22 dealing with the CRT’s jurisdiction were brought into force by regulation on January 1, 2019. The provisions relating to accident claims were brought into force by regulation on April 1, 2019. The CRT’s jurisdiction over societies and cooperative associations disputes was brought into force on July 15, 2019.

Regulations under the *CRTA* were also modified this year. The *Accident Claims Regulation* was deposited on April 1, 2019, corresponding with when the legislative provisions relating to accident claims were brought into force.

The CRT Rules were repealed and replaced on April 1, 2019. Many of these changes were made due to the new area of jurisdiction over accident claims which came into force on April 1, 2019. These included expanded rules over expert evidence, independent medical examinations, and oral hearings.

Amendments were also made to the CRT Rules on January 1, 2020. These amendments include:

- creating a Code of Conduct for Parties, Representatives and Helpers;
- adding a rule setting out what factors the tribunal may consider when a party requests that the tribunal process be put on hold;
- additional rules about serving strata corporations and sections of strata corporations;
- rules about how a party can request a specific type of tribunal hearing; and
- what process the tribunal will follow if it decides to hold an oral hearing.

There were significant amendments made to the CRT’s Rules this year, including creating a Code of Conduct for Parties, Representatives and Helpers.



Operational Statistics

Part I: Dispute Volumes

1. All Disputes

This table shows the CRT's operational statistics for all categories of disputes, to March 31, 2020. This includes: strata property disputes since July 13, 2016; small claims disputes since June 1, 2017; motor vehicle injury claims since April 1, 2019; and societies and cooperative association disputes since July 15, 2019.

For the period ending March 31 of:	2020	2019	2018	2017	Total
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New Solution Explorer Explorations

Solution Explorer Explorations	54,680	28,325	25,507	5,505	114,017
Total Solution Explorer Explorations	54,680	28,325	25,507	5,505	114,017

New Disputes

New applications for dispute resolution	5,880	5,468	4,391	311	16,050
Total New Disputes	5,880	5,468	4,391	311	16,050

Completed Disputes (during reporting period)

1 – CRT Refused to Accept	230	213	152	7	602
2 – Resolved by Consent / Withdrawn	2,321	1,953	925	22	5,221
3 – Default / Non-compliance	1,764	2,094	1,084	7	4,949
4 – Final Decision after TDP	1,274	1,408	222	13	2,917
5 – Refuse to Resolve	490	262	58	0	810
Total Completed Disputes	6,079	5,930	2,441	49	14,499

Disputes in Progress (as at March 31 of reporting period)

Stage 1: Intake Screening	702	883	1,214	70
Stage 2: Negotiation & Facilitation	399	302	960	184
Stage 3: Tribunal Decision (Hearing or Default)	450	565	38	8
Total Disputes in Progress	1,551	1,750	2,212	262

The Solution Explorer was used 114,017 times from July 13, 2016 to March 31, 2020.

Appendix A



1,927 small claims disputes were resolved by consent or withdrawn in 2019/20, compared to 1,665 in the previous fiscal year.

Operational Statistics

2. Small Claims Disputes

This table shows the CRT's operational statistics for small claims disputes only. The CRT's jurisdiction over small claims disputes began on June 1, 2017.

For the period ending March 31 of:	2020	2019	2018	Total
New Solution Explorer Explorations				
Solution Explorer Explorations	38,648	20,101	16,950	75,699
Total Solution Explorer Explorations	38,648	20,101	16,950	75,699
New Disputes				
New applications for dispute resolution	4,926	4,821	3,668	13,415
Total New Disputes	4,926	4,821	3,668	13,415
Completed Disputes (during reporting period)				
1 – CRT Refused to Accept	178	186	130	494
2 – Resolved by Consent / Withdrawn	1,927	1,665	661	4,253
3 – Default / Non-compliance	1,692	2,001	1,012	4,705
4 – Final Decision after TDP	889	1,074	100	2,063
5 – Refuse to Resolve	460	236	31	727
Total Completed Disputes	5,146	5,162	1,934	12,242
Disputes in Progress (as at March 31 of reporting period)				
Stage 1: Intake Screening	592	796	1,055	
Stage 2: Negotiation & Facilitation	272	215	661	
Stage 3: Tribunal Decision (Hearing or Default)	309	382	18	
Total Disputes in Progress	1,173	1,393	1,734	

Appendix A



In 2019/20, the CRT completed 848 strata disputes, compared to 768 in the previous fiscal year.

Operational Statistics

3. Strata Disputes

This table shows the CRT's operational statistics for strata property disputes only. The CRT's jurisdiction over strata property disputes began on July 13, 2016.

For the period ending March 31 of:	2020	2019	2018	2017	Total
New Solution Explorer Explorations					
Solution Explorer Explorations	8,298	8,224	8,557	5,505	30,584
Total Solution Explorer Explorations	8,298	8,224	8,557	5,505	30,584
New Disputes					
New applications for dispute resolution	793	647	723	311	2,474
Total New Disputes	793	647	723	311	2,474
Completed Disputes (during reporting period)					
1 – CRT Refused to Accept	38	27	22	7	94
2 – Resolved by Consent / Withdrawn	330	288	264	22	904
3 – Default / Non-compliance	70	93	72	7	242
4 – Final Decision after TDP	385	334	122	13	854
5 – Refuse to Resolve	25	26	27	-	78
Total Completed Disputes	848	768	507	49	2,172
Disputes in Progress (as at March 31 of reporting period)					
Stage 1: Intake Screening	78	87	159	70	
Stage 2: Negotiation & Facilitation	94	87	299	184	
Stage 3: Tribunal Decision (Hearing or Default)	130	183	20	8	
Total Disputes in Progress	302	357	478	262	

Appendix A



Out of the 62 motor vehicle personal injury disputes completed in 2019/20, 52 of them were resolved by consent or withdrawn.

Operational Statistics

4. Motor Vehicle Injury Disputes

This table shows the CRT's operational statistics for motor vehicle injury disputes only. The CRT's jurisdiction over motor vehicle injury disputes began on April 1, 2019, so it is only reflected in the fiscal period ending March 31, 2020.

For the period ending March 31 of:	2020	Total
New Solution Explorer Explorations		
Solution Explorer Explorations	6,714	6,714
Total Solution Explorer Explorations	6,714	6,714
New Disputes		
New applications for dispute resolution	125	125
Total New Disputes	125	125
Completed Disputes (during reporting period)		
1 – CRT Refused to Accept	7	7
2 – Resolved by Consent / Withdrawn	52	52
3 – Default / Non-compliance	1	1
4 – Final Decision after TDP	-	-
5 – Refuse to Resolve	2	2
Total Completed Disputes	62	62
Disputes in Progress (as at March 31 of reporting period)		
Stage 1: Intake Screening	23	
Stage 2: Negotiation & Facilitation	31	
Stage 3: Tribunal Decision (Hearing or Default)	9	
Total Disputes in Progress	63	

Appendix A



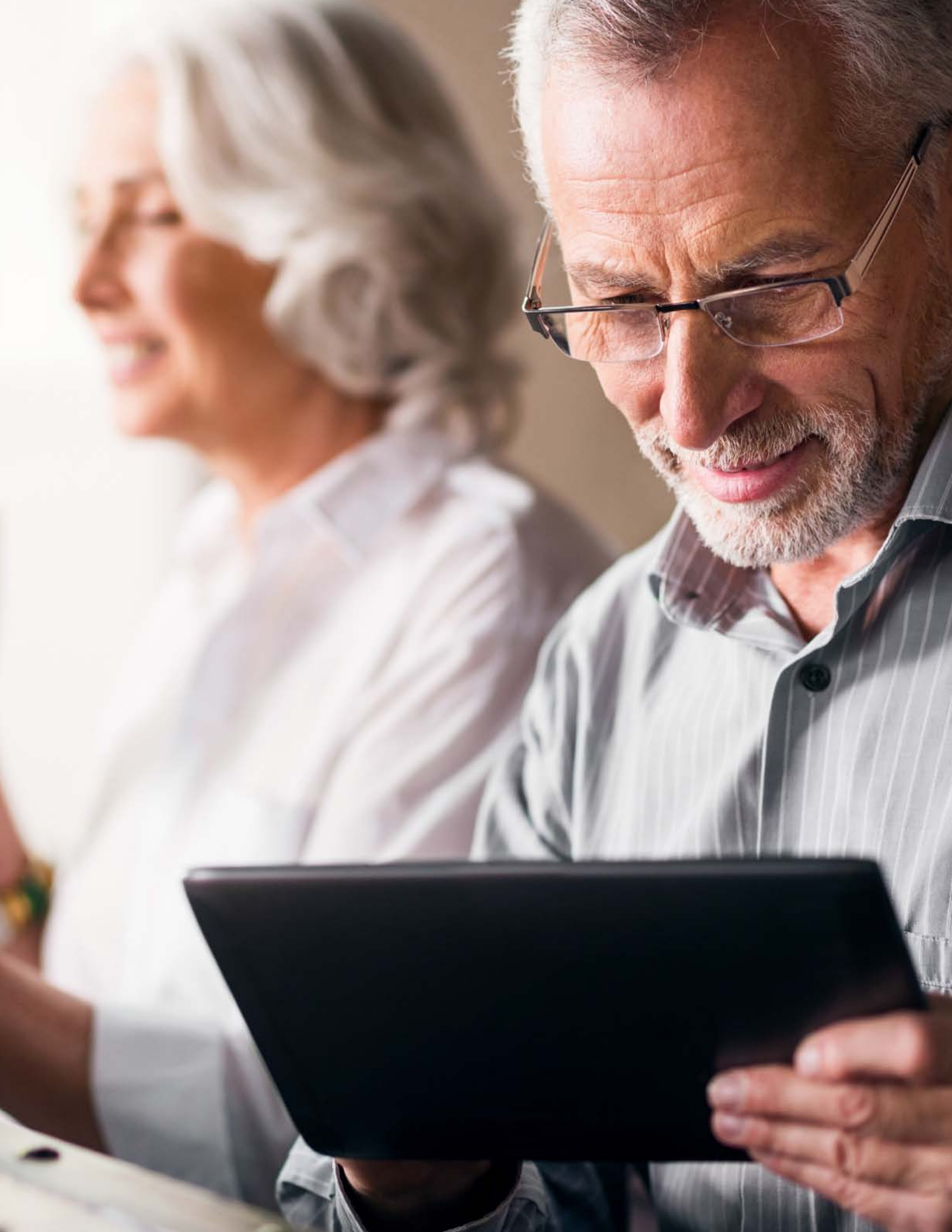
As of March 31, 2020, the CRT had not yet issued a final decision on a society and cooperative association dispute.

Operational Statistics

5. Society and Cooperative Association Disputes

This table shows the CRT's operational statistics for Society and Cooperative Association disputes only. The CRT's jurisdiction over Society and Cooperative Association disputes began on July 15, 2019, so it is only reflected in the fiscal period ending March 31, 2020.

For the period ending March 31 of:	2020	Total
New Solution Explorer Explorations		
Solution Explorer Explorations	1,020	1,020
Total Solution Explorer Explorations	1,020	1,020
New Disputes		
New applications for dispute resolution	36	36
Total New Disputes	36	36
Completed Disputes (during reporting period)		
1 – CRT Refused to Accept	7	7
2 – Resolved by Consent / Withdrawn	12	12
3 – Default / Non-compliance	1	1
4 – Final Decision after TDP	-	-
5 – Refuse to Resolve	3	3
Total Completed Disputes	23	23
Disputes in Progress (as at March 31 of reporting period)		
Stage 1: Intake Screening	9	
Stage 2: Negotiation & Facilitation	2	
Stage 3: Tribunal Decision (Hearing or Default)	2	
Total Disputes in Progress	13	



Appendix A



For disputes completed between April 1, 2019 and March 31, 2020, the median time to resolution was 45 days.

Operational Statistics

Part II: Time to Resolution

1. Average and Median Times to Resolution

This table shows the average number of days to resolution, for disputes completed by the CRT between April 1, 2019 and March 31, 2020. The average time to resolution for all dispute types was 79.3 days. The median time to resolution was 45 days.

	Small Claims	Strata	MVI	Coop. & Societies	All Types
Number of Disputes Resolved	4,970	812	55	23	5,860
Minimum	0	0	4	6	0
Net Time (days) to Resolution (Note 1)					
Maximum	767	1,073	98	95	1,073
Average	70.7	135.9	39.5	26.4	79.3
Median	42	108	33	17	45
Number of Disputes on hold >1 Days (Note 2)	21	13	2	0	36
Average Number of Days on Hold (Note 2)	12.7	19.3	21.0		15.6

Notes:

- 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.
- Disputes are put on Hold where dispute resolution can't proceed due to circumstances beyond CRT control (e.g. awaiting court decision, outcome of other CRT dispute, or finalization of settlement).

Appendix A



Between April 1, 2019 and March 31, 2020, 90% of all disputes were resolved within 183 days.

Operational Statistics

2. Distribution of Time to Resolution

The table and chart below indicate the distribution of the time to resolution for disputes completed by the CRT between April 1, 2019 and March 31, 2020. The data indicates that 90% of all disputes are resolved within 183 days.

To avoid compaction of the scale for the Y axis (Number of Days to Resolution), outliers are excluded from the chart (the shortest and longest 10%).

	Minimum	10%	20%	30%	40%	Median	60%	70%	80%	90%	Maximum
Small Claims	0	15	20	26	33	42	55	86	118	162	767
Strata	0	16	30	46	69	108	141	176	215	288	1073
MVI	4	13	17	20	28	33	38	46	54	89	98
Coop. & Soc.	6	8	13	13	14	17	19	26	45	69	95
All Types	0	15	20	27	35	45	62	102	131	183	1073

Days to Resolution

Appendix A



Operational Statistics Definitions

New Solution Explorations	
Solution Explorer Explorations	The number of unique uses of the Solution Explorer. Each use is a potential participant exploring their options to resolve their dispute.
New Disputes	
New applications for dispute resolution	The number of applications for dispute resolution submitted to the CRT.
Completed Disputes	
1 – CRT Refused to Accept	The number of applications where the CRT refused to issue a Dispute Notice under section 6 of the <i>CRTA</i> .
2 – Resolved by Consent/Withdrawn	The number of disputes where the parties resolved their dispute without the need for a final decision after the tribunal decision process.
3 – Default/Non-compliance	The number of disputes where the respondent failed to participate in the dispute, or a party did not comply with CRT directions.
4 – Final Decision after TDP	The number of disputes where the CRT issued a final decision at the request of the applicant or respondent. Parties are given the opportunity to provide their evidence and arguments, and to respond to the evidence and arguments provided by other parties.
5 – Refuse to Resolve	The number of disputes where the CRT refused to resolve the dispute under s.10 or s.11 of the <i>CRTA</i> .
Disputes in Progress	
Stage 1: Intake Screening	The number of disputes where the CRT has received an application and is in the process of reviewing it, as required by s.6 of the <i>CRTA</i> , before giving the initiating notice.
Stage 2: Negotiation & Facilitation	The number of disputes where parties are actively engaged in negotiation and facilitation to try to resolve the dispute consensually.
Stage 3: Tribunal Decision (Hearing or Default)	The number of disputes where the parties are: <ul style="list-style-type: none"> a) preparing a tribunal decision plan, b) the applicant has submitted a request for a default decision, or c) the tribunal decision plan or default decision request are with a tribunal member for decision.

Appendix A



Rules for Calculation of Time to Resolution

For disputes resolved/closed during:	Methodology:
Stage 1: Intake Screening	<p>Date dispute was moved to Closed status, minus:</p> <ul style="list-style-type: none"> a) date application for dispute resolution was received by CRT, b) less any time that “Hold” flag set to Yes.
Stage 2: Negotiation & Facilitation	<p>Date dispute was moved to Closed status, minus:</p> <ul style="list-style-type: none"> a) date first Dispute Response was filed (date dispute became contested), a) less any time that “Hold” flag set to Yes.
Stage 3: Tribunal Decision (Default)	<p>Date dispute was moved to Closed status, minus:</p> <ul style="list-style-type: none"> a) date dispute was first eligible for default decision (the date the Dispute Response was due or, if multiple respondents, the latest response due date), b) less any time that “Hold” flag set to Yes.
Stage 3: Tribunal Decision (Hearing)	<p>Date dispute was moved to Closed status, minus:</p> <ul style="list-style-type: none"> a) date first Dispute Response was filed (date dispute became contested), b) less any time that “Hold” flag set to Yes.
Hold	<p>Where the CRT has paused dispute resolution, due to circumstances outside CRT control. Examples of when this happens include:</p> <ul style="list-style-type: none"> • a court decision is expected on an issue that will directly determine the process or outcome of the dispute (including an application to the court for an order under section 16.2 of the <i>CRTA</i>); • a court decision is expected on an issue that will provide guidance on a similar issue in the dispute; • the dispute is an accident claim for damages and liability and is pending the outcome of a minor injury determination; • one or more parties have been granted a delay, to allow them to collect and provide additional evidence; • a tribunal member has directed that the dispute be put on hold, on the request of one of the parties; or • a full settlement of the dispute was reached, but the parties need time to complete terms of the resolution (e.g. obtain approval of the strata at a general meeting, pay the agreed settlement amount).



Appendix B



Between April 1 and September 30, 2019, 92% 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 performance and to identify areas to improve. Participant survey results are published on the CRT website monthly and publicized through social media.

Survey Participation (April 1, 2019 to March 31, 2020)

- 658 total responses
- Participant breakdown was 62% applicants, 31% respondents, and 7% representatives
- Applicants are people that apply to the CRT for dispute resolution
- Respondents are people that have a claim made against them by an applicant
- Representatives are typically lawyers or advocates who represent either the applicant or respondent
- Approximately 69% of survey participants were parties to a small claims dispute; 27% to a strata dispute; 3% to a motor vehicle injury dispute, and 1% to a societies or cooperative associations dispute
- Demographic questions were added to the survey in October 2019, and will be available in next year's report
- The survey was redesigned on October 1, 2019, so results before and after this date are presented separately for accuracy and transparency

Aggregate Survey Results (April 1 to September 30, 2019)

Statement	% Agree or Strongly Agree
1. I would recommend the CRT to others	77%
2. The CRT provided information that prepared me for dispute resolution	82%
3. The CRT process was easy to understand	68%
4. The online services were easy to use	66%
5. CRT staff were professional in each interaction	92%
6. The CRT treated me fairly throughout the process	86%
7. The CRT handled my dispute in a timely manner	75%

Note: Participants were also invited to share free-form comments about what they found helpful about the CRT process, and what they feel we could improve.

Appendix B



Between October 1, 2019 and March 31, 2020, 80% of participants agreed that “the CRT handled [their] dispute in a timely manner.”

Participant Survey Results

Aggregate Survey Results (October 1, 2019 to March 31, 2020)

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

Note: Participants were also invited to share free-form comments about what they found helpful about the CRT process, and what they feel we could improve.

Key Conclusions

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

The feedback on time to resolution improved significantly since last year, when only 61% agreed that the CRT handled their dispute in a timely manner. This reflects the progress the CRT has made in reducing time to resolution. During 2019/20, the CRT had a median time to resolution of 45 days (79.3 days per resolution, on average) and completed resolution of nearly 200 more disputes than it opened. For detailed statistics, see the Time to Resolution section of Appendix A: Operational Statistics.

Appendix C



Salaries and benefits represent 72% of total expenses in 2019/20.

Statement of CRT Revenue and Expenses

	Fiscal 2019/20	Fiscal 2018/19	Fiscal 2017/18	Fiscal 2016/17
Revenue				
	\$ 679,620	\$ 645,005	\$ 452,990	\$ 38,152
Expenses				
Salaries and Benefits	\$ 7,309,998	\$ 4,080,454	\$ 2,256,716	\$ 1,360,648
Part-time Member Per Diems & Expenses	19,294	224,544	122,035	34,453
Information Systems and Technology	1,144,435	373,400	396,062	344,833
Travel expenses	26,700	14,226	18,023	12,202
Building Occupancy Costs	466,679	128,424	16,788	102,203
Amortization	643,549	-	-	763,656
Other Operating Expenses	541,943	628,109	107,059	47,951
Total Expenses	10,152,597	5,449,187	2,916,683	2,665,946

- *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), and the cost of Ministry of Attorney General support to the CRT.*
- *Information Systems and Technology includes costs charged by the Ministry of Attorney General for supporting the CRT's Information Systems.*
- *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 includes one-time costs for new office spaces for CRT staff in addition to monthly lease costs.*
- *Amortization costs in 2019-20 were 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. In 2016-17, amortization expenses were paid from the CRT budget.*
- *Other Operating Expenses includes professional & legal services, office expenses, advertising, and bank charges.*

Appendix C



The CRT waived fees for 3% of its fee transactions.

Fee Payments by Method

**Number of Fee Payments
by Method
April 1, 2019 to March 31, 2020**

		Dispute Area				
		Small Claims	Strata	Motor Vehicle	Society & Coop Assn	All Dispute Areas
	# of Disputes	4,926	793	125	36	5,880
Payment Type ⁷	BC Express Pay	7,247	1,158	62	32	8,499
	% for Dispute Area	86%	85%	32%	78%	85%
	Cheque	242	67	10	1	320
	% for Dispute Area	3%	5%	5%	2%	3%
	In-Person (Service BC)	126	10	2	1	139
	% for Dispute Area	2%	1%	1%	2%	2%
	Fee Waiver	256	22	18	4	300
	% for Dispute Area	3%	2%	9%	10%	3%
	No Method Indicated	531	94	105	3	733
	% for Dispute Area	6%	7%	53%	8%	7%
Total Payments	8,402	1,351	197	41	9,991	
% for Dispute Area	100%	100%	100%	100%	100%	

- *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. Usually, payment is by cheque or at ServiceBC, but may be fee waiver.*



Appendix D



The total number of full-time members and staff increased from 52 to 95 in 2019/20.

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

	Fiscal 2019/20	Fiscal 2018/19	Fiscal 2017/18	Fiscal 2016/17
Full-time Members				
Chair	1	1	1	1
Vice Chairs	4	2	2	2
Members	12	6	2	0
Total Full-time Members	17	9	5	3
Employees				
Managers, Legal Counsel	8	4	3	2
Administration/Finance/ Technology/ Human Resources	9	4	3	1
Case Management (Facilitators)	18	15	10	3
Information & Intake Support	29	14	10	6
Adjudication & Decision Support	14	6	2	1
Total Employees	78	43	28	13
Total Full-time Members & Employees	95	52	33	16

• *Figures Include employees who were on Parental or other Leave at the end of the fiscal year.*

Tribunal Members

Terms of Appointment

For the year ending March 31, 2020

The CRT had 31 appointed members during the fiscal year ending March 31, 2020, including 1 Chair, 4 Vice Chairs, and 13 full-time Members. Members are appointed by Order-in-Council by the Lieutenant Governor, for renewable terms of 2-4 years. The Chair was reappointed in 2018 for a 5-year term. Members fulfill quasi-judicial functions under the *CRTA* including the determination of all applications and adjudicating disputes. Members have undergone 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 applicable [Treasury Board Directives](#). A new Treasury Board directive on remuneration was implemented effective December 15, 2016. Under the new directive, tribunal members are classified in the following annual salary and per diem ranges and entitled to benefits under the Terms and Conditions for Excluded Employees/Appointees.

	Chair	Vice Chair	Members	Members
Administrative Tribunal Group	Group 4 – Full-time	Group 4 – Full-time	Group 4 – Full-time	Group 4 – Part-time
Treasury Board Directive Range	\$168,000-\$200,000	\$143,000-\$161,000	\$118,000-\$132,000	\$500-\$575 per day

Appendix E

Member Remuneration for the year ending March 31, 2020

Name	Position	Total Remuneration	Current rates of Remuneration <i>Per Diem rates for Part Time Tribunal Members Only</i>
Shannon Salter	Chair	\$174,784.32	\$190,000/year
James Garth Cambrey	Vice Chair	\$146,864.75	\$161,000/year
Kathryn Campbell	Vice Chair	\$128,723.28	\$152,000/year
Shelley Lopez	Vice Chair	\$148,106.64	\$161,000/year
Andrea Ritchie	Vice Chair	\$122,778.21	\$143,000/year
Trisha Apland	Member/Full Time	\$99,052.16	\$118,000/year
Butch Bagabuyo	Member/Full Time	\$28,042.17	\$118,000/year
Micah Carmody	Member/Full Time	\$94,981.53	\$118,000/year
Julie Gibson	Member/Full Time	\$109,757.72	\$125,000/year
David Jiang	Member/Full Time	\$94,868.46	\$118,000/year
Richard McAndrew	Member/Full Time	\$28,042.17	\$118,000/year
Charles McCarthy	Member/Full Time	\$25,134.57	\$118,000/year
Kathleen Mell	Member/Full Time	\$94,981.53	\$118,000/year
Sarah Orr	Member/Full Time	\$97,798.06	\$118,000/year
Eric Regehr	Member/Full Time	\$104,796.01	\$118,000/year
Lynn Scrivener	Member/Full Time	\$108,550.32	\$118,000/year
Rama Sood	Member/Full Time	\$28,042.17	\$118,000/year
Megan Volk	Member/Full Time	\$8,141.27	\$118,000/year
Maria Luningning Alcuitas	Member/Part Time	\$525.00	\$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)
Jamie Bleay	Member/Part Time	\$0.00	\$525/day (\$262.50/half day)

1 Chair
4 Vice Chairs
13 Full Time Members
21 Part Time Members

Appendix E

Member Remuneration For the year ending March 31, 2020

Name	Position	Total Remuneration	Current rates of Remuneration <i>Per Diem rates for Part Time Tribunal Members Only</i>
Morgan Camley	Member/Part Time	\$0.00	\$525/day (\$262.50/half day)
Mary Childs	Member/Part Time	\$525.00	\$525/day (\$262.50/half day)
Jordanna Cytrynbaum	Member/Part Time	\$5,250.00	\$525/day (\$262.50/half day)
Andrew Gay	Member/Part Time	\$0.00	\$525/day (\$262.50/half day)
Sherelle Goodwin	Member/Part Time	\$656.25	\$525/day (\$262.50/half day)
Richard Hoops Harrison	Member/Part Time	\$0.00	\$525/day (\$262.50/half day)
Samuel Hyman	Member/Part Time	\$0.00	\$525/day (\$262.50/half day)
Darrell Lehouillier	Member/Part Time	\$2,100.00	\$525/day (\$262.50/half day)
Susan MacFarlane	Member/Part Time	\$2,493.75	\$525/day (\$262.50/half day)
Karen Mok	Member/Part Time	\$262.50	\$525/day (\$262.50/half day)
Herbert Morton	Member/Part Time	\$525.00	\$525/day (\$262.50/half day)
Graeme Nunn	Member/Part Time	\$1,575.00	\$525/day (\$262.50/half day)
Amy Peck	Member/Part Time	\$1,312.50	\$525/day (\$262.50/half day)
Andrew Pendray	Member/Part Time	\$0.00	\$525/day (\$262.50/half day)
Shaun Nehru Ramdin	Member/Part Time	\$787.50	\$525/day (\$262.50/half day)
Salima Samnani	Member/Part Time	\$3,150.00	\$525/day (\$262.50/half day)
Frederick Wynne	Member/Part Time	\$131.25	\$525/day (\$262.50/half day)



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