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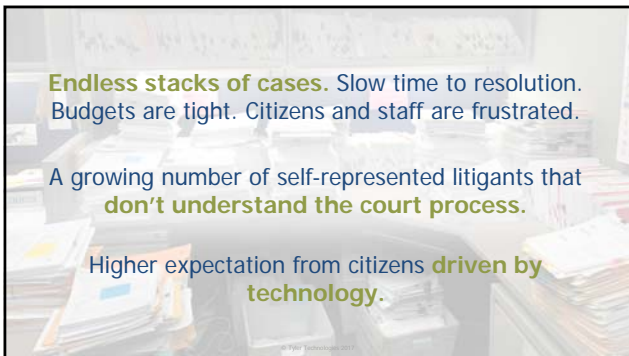
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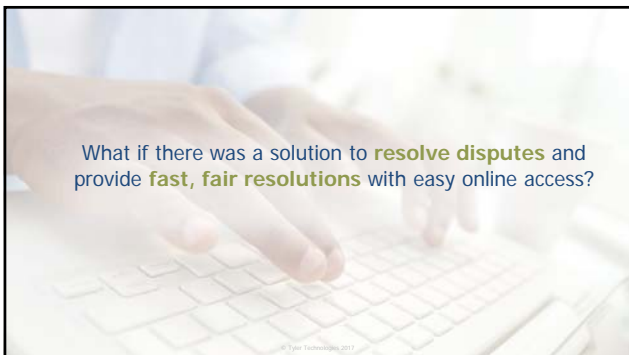
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### What is online dispute resolution?

Online dispute resolution (ODR) is the use of information and communications technology to help parties prevent, manage, and resolve their disputes.



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### The Origins of ODR

**eCommerce and the Internet**

- Resolution Center
- Tens of millions of cases per year
- 50% resolved amicably
- 90% resolved in software, with no human intervention

**Software assistance to achieve solutions by mutual agreement**



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### Applying ODR outside of eCommerce



Court disputes



Insurance  
Product liability  
Public disputes



Consumer disputes  
E-commerce

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**ODR Applications**

- Landlord & tenant
- Small claims
- Custody / Parenting Plans
- Debt collection
- Construction / Repairs
- Condo / Homeowners Association
- Traffic
- Civil contracts



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**ODR is being adopted by courts around the world**



United Kingdom Civil Justice Commission:  
Her Majesty's Online Court

British Columbia Civil Tribunal Act

Hangzhou Internet Court

New York Small Claims ODR Pilot

Several courts aiming to launch ODR pilots across the US



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**The ODR process**



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**Diagnosis / Intake**

- Set expectations around timing and process
- Compile the case file through online intake, applying relevant data and policies
- Deliver an automated resolution if appropriate



An online diagnosis guide for potential filers with the Ohio Board of Tax Appeals.

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**Negotiation**

- Communication, synchronous or asynchronous
- Upload relevant documentation
- Make, accept, or reject settlement offers
- Draft and accept agreement terms



An online negotiation room for resolving property tax disputes in Nashville, TN.

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**Mediation**

- Conversations, caucus and joint
- Pick mediators by mutual agreement
- Consult a library of relevant solutions
- Track all issues to closure



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### Evaluation

- Automatic **notifications** and case **timelines**
- Automated decision **drafting and filing**
- Integrated **billing and account management**



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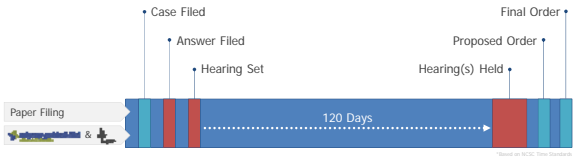
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### Lifecycle of a Case\*



Case Filed, Answer Filed, Hearing Set, Hearing(s) Held, Proposed Order, Final Order

Paper Filing

120 Days

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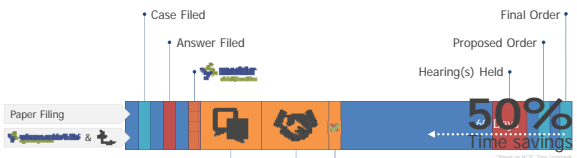
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### Lifecycle of a Case\*



Case Filed, Answer Filed, Hearing(s) Held, Proposed Order, Final Order

Paper Filing

Party-Party Negotiation, Mediation, Settlement?

50% Time Savings

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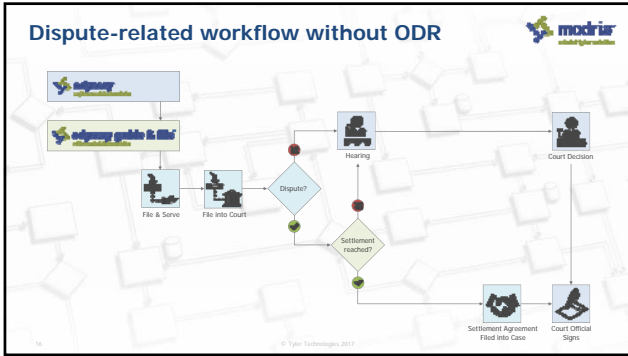
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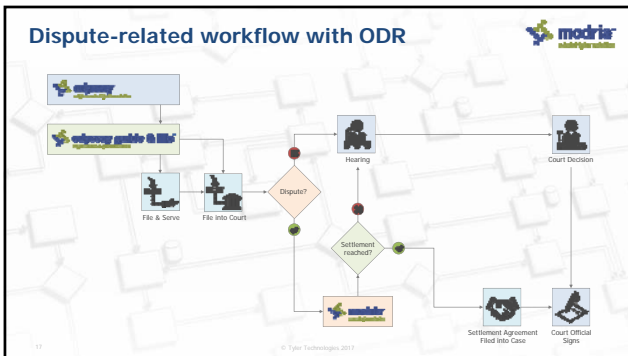
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Takeaways:

- Future justice systems will look more like online dispute resolution than courtrooms
- Consumers and citizens will increasingly expect online redress
- Online dispute resolution can help to expand access to justice

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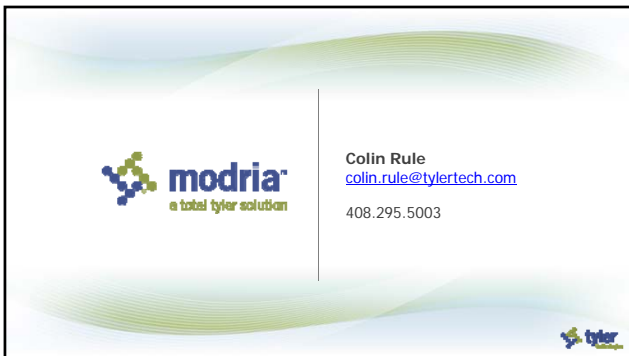
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**ONLINE DISPUTE RESOLUTION**  
**ENHANCING ACCESS TO CIVIL JUSTICE**

Alex Sanchez – Veronica Cravener  
 Franklin County Municipal Court




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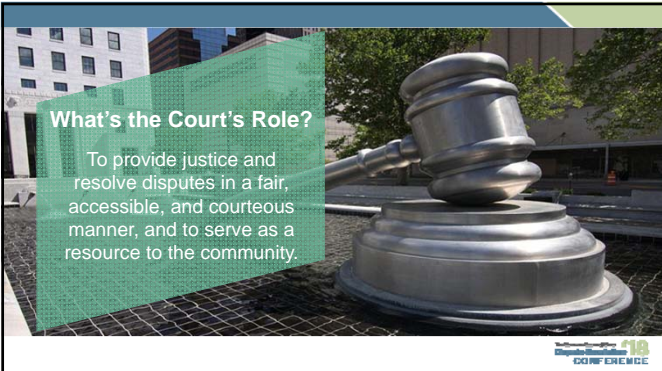

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**What's the Court's Role?**

To provide justice and resolve disputes in a fair, accessible, and courteous manner, and to serve as a resource to the community.


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**9 Months Before Online Dispute Resolution**

CASE DISPOSITION	PERCENTAGE	TOTAL CASES
DISMISSED	33%	505
AGREED JUDGMENT	13%	204
JUDGMENT NO APPEARANCE/DEFAULT	54%	834

**Status Quo**  
 No Appearances,  
 Resources Wasted  
 54% Negative Dispositions




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**Court-User Expectations**

1. On-Demand Service
2. Accessibility
3. Familiarity
4. Comfortability
5. Online Solutions

Franklin County Municipal Court  
18  
CONFERENCE

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**POTENTIAL BENEFITS**  
OF AN ONLINE AGREEMENT

**614-398-1982**  
call for help preparing your resolution plan

Franklin County Municipal Court  
Online Case Resolution  
[smallclaims.fcomcclerk.com](http://smallclaims.fcomcclerk.com)  
standard call and text rates apply

- reduce time at court
- minimize harm to credit
- end legal dispute quicker
- avoid garnishments
- you determine agreement
- create a plan that works

135 users in city tax pilot (16% reside out-of-county/state)

Franklin County Municipal Court  
18  
CONFERENCE

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**ODR ADDS NEW SERVICES**

Online Negotiation

```

  graph LR
    A((A PARTY)) --- B((B PARTY))
  
```

Online Mediation

```

  graph TD
    C((C MEDIATOR)) --- A((A PARTY))
    C --- B((B PARTY))
  
```

Franklin County Municipal Court  
18  
CONFERENCE

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### ODR ENHANCES CURRENT SERVICES

Door to Mediation Program


I want to propose...

I want to request...

Facilitate Off-Line Mediations

[List of items]

SIGNING AGREEMENTS



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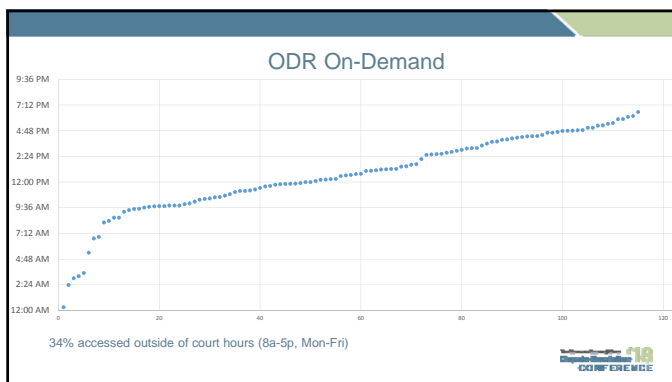
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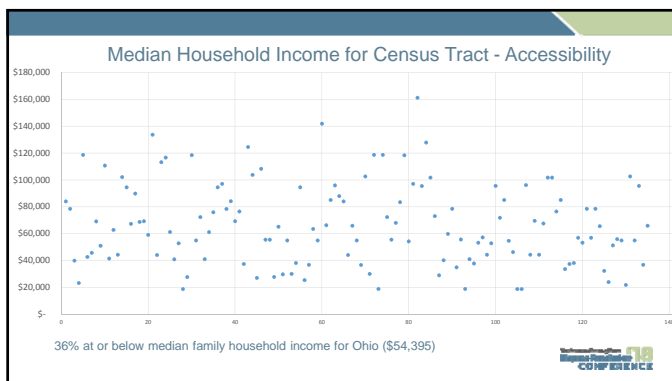
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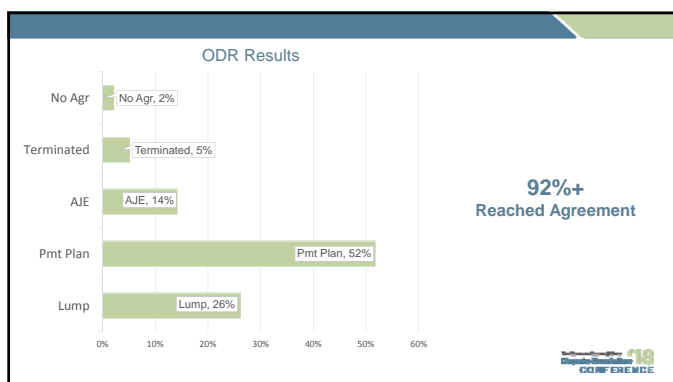
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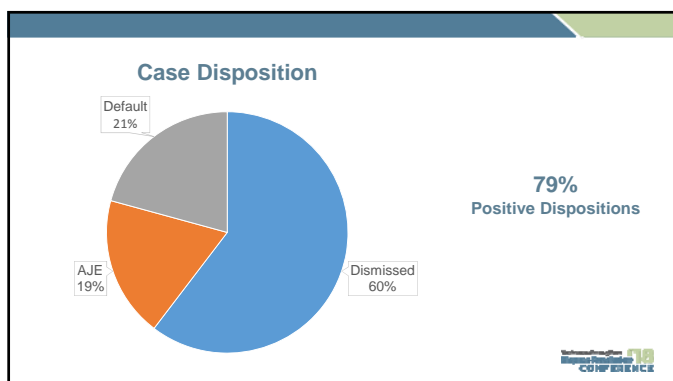
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### BEFORE AND AFTER LAUNCH

#### Status Quo

DISPOSITION	%	TOTAL
DISMISSED	33%	505
AGREED JUDGMENT	13%	204
JUDGMENT NO APP/DEFAULT	54%	834

#### ODR Results

DISPOSITION	%	TOTAL
DISMISSED	60%	64
AGREED JUDGMENT	19%	20
JUDGMENT NO APP/DEFAULT	21%	22

28 cases still in negot. or completing agreements.

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### HOW CAN YOU USE ODR?

- Connect parties together
- Connect parties to Court
- Communicate and share information
- Start-to-finish or just in part

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### EFFICIENT AND EFFECTIVE ODR

- COURT
- USERS

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# ODR ASSESSMENT

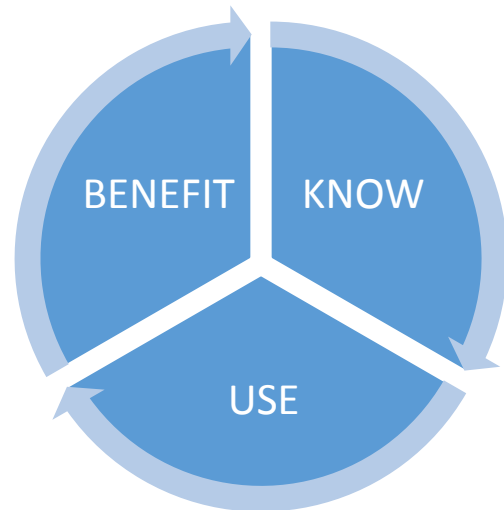
## 1. KNOW

### What are the Court's Resources?

- Staff available to manage ODR
- Time and dispute resolution skills
- Financial capacity for ODR

### What are the needs of Court Users?

- Remote access to services
- Access outside of Court business hours
- Access to services on-demand versus at a scheduled date/time



## 2. USE

### How and when will the Court use ODR?

- Case types
- Stage/stages of case life
- Full dispute and case resolution or specific issue resolution
- Used by court administrator or a neutral or decision-maker

### How will the User access ODR?

- Mobile device and/or computer
- Costs passed on or absorbed by provider
- Potential user notification

## 3. BENEFIT

### What are the Court's desired goals with ODR?

- Reduce default judgment rate
- Streamline services
- Save time/resources

### What are the User's desired goals with ODR?

- Save time through convenient option
- Alternative dispute resolution process that is user-friendly
- Direct access to court representative or other party

