

**JUSTICE FOR ALL**  
A TENNESSEE SUPREME COURT INITIATIVE

OnlineDisputeResolution (ODR) Pilot Project  
Medical Debt Collection  
Hamilton County General Sessions Court





PLUS















Los Angeles Superior Court  
Metropolitan Courthouse  
1945 S.Hill St.  
Hours: 8:00 AM - 4:30 PM  
(213) 742-1884  
[www.lasuperiorcourt.org](http://www.lasuperiorcourt.org)

ENTRANCE  
WEAPON  
SCREENING ON  
HILL STREET &  
OLIVE STREET

WEAPON  
SCREENING  
ON  
HILL STREET &  
OLIVE STREET

DO NOT  
ENTER





# Then and Now - Medicine

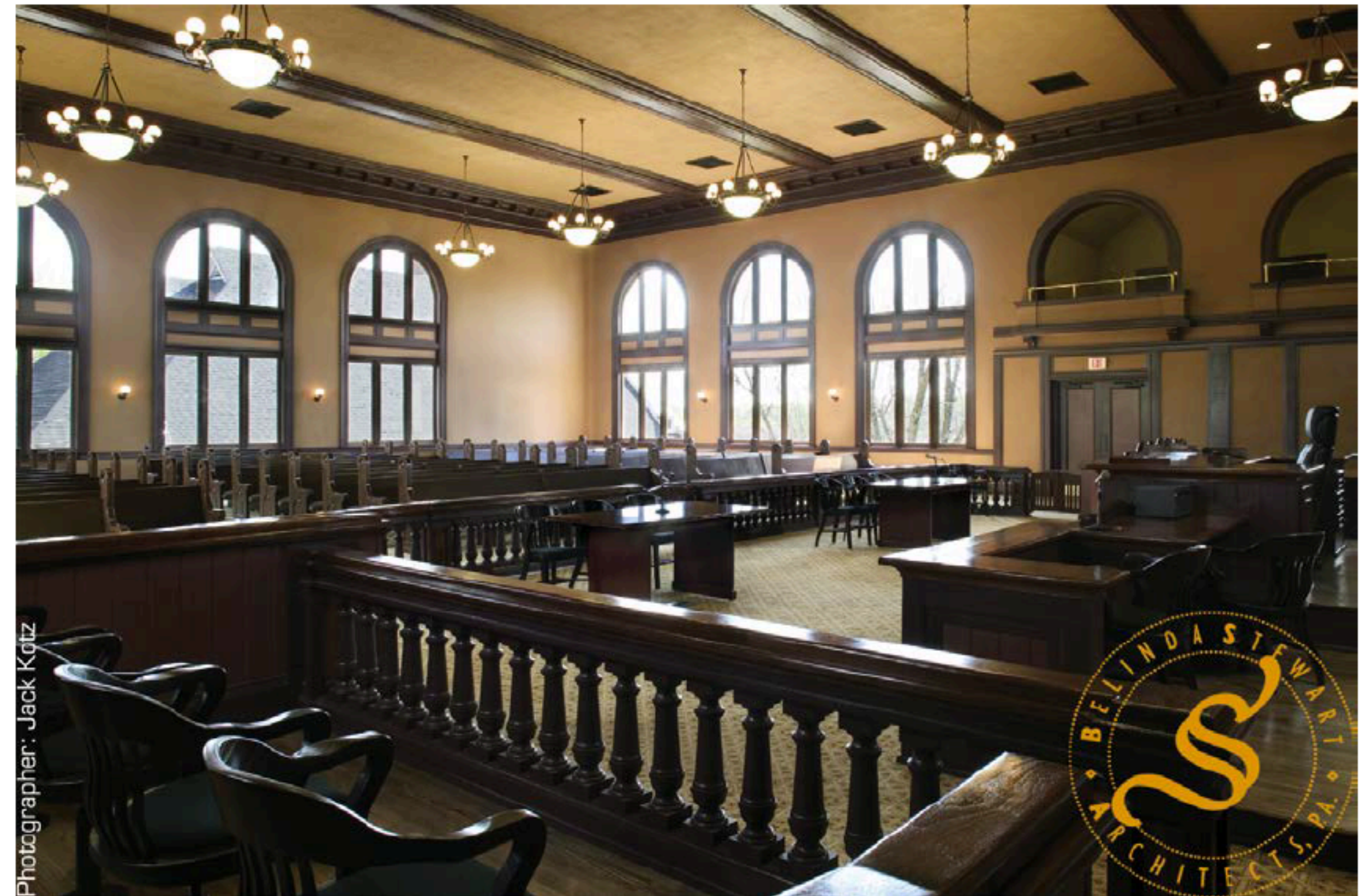
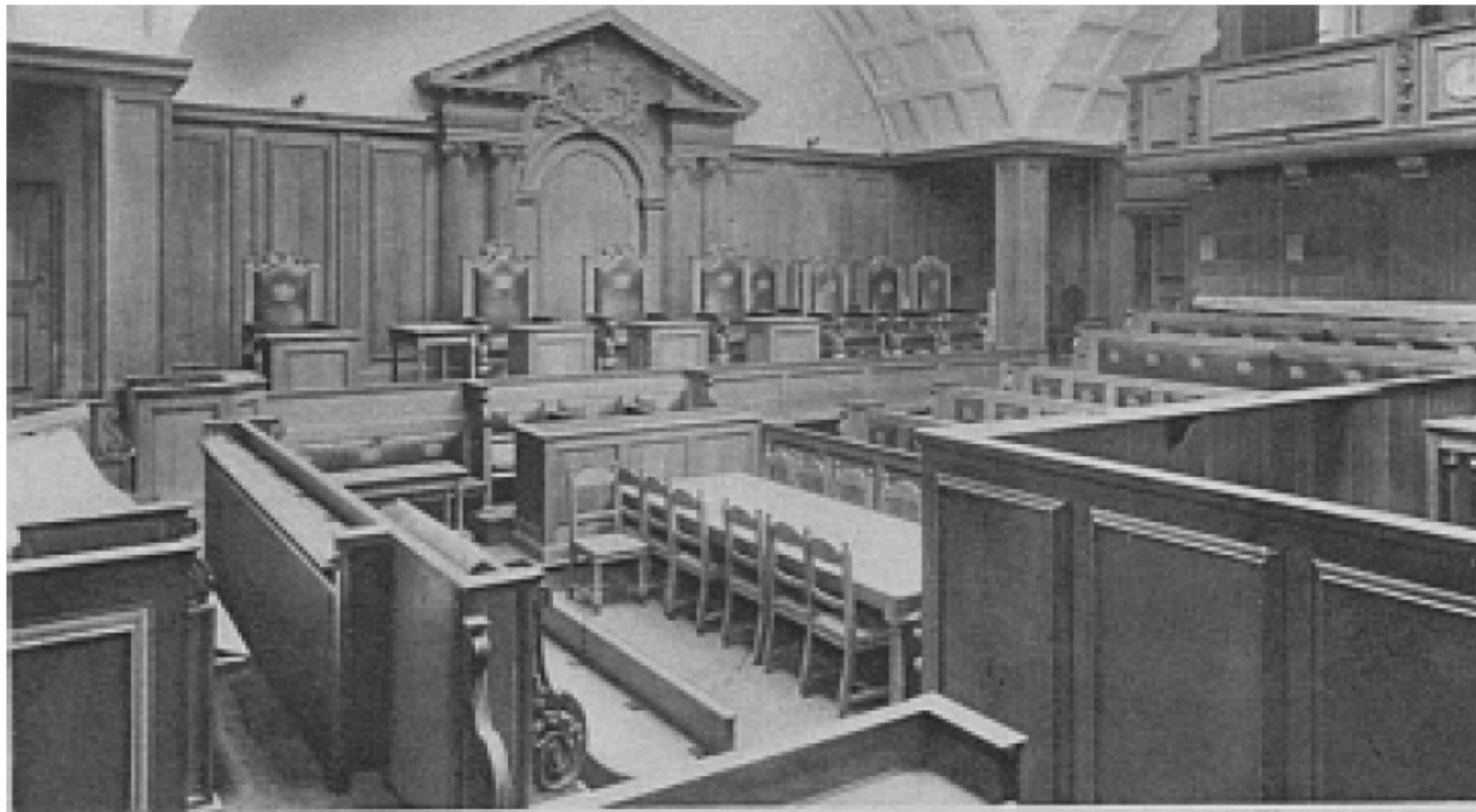
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# Then and Now – the Courts

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Photographer: Jack Katz





**Courts are not meeting needs and  
the people have noticed:**

**59%** of voters agree that courts are not  
doing enough to empower regular people  
without legal help.



**80% of the World's Population has no access to  
justice**



**World Justice  
Project**

# Measuring the Justice Gap

×  
A People-Centered Assessment  
of Unmet Justice Needs  
Around the World





**In the US, 85% of people “go it alone” rather than contact a lawyer when confronted with legal issues.**



# Designing and Implementing a State Court ODR System: From Disappointment to Celebration

*David Allen Larson\**

## INTRODUCTION

For the past two and one-third years I have had the pleasure of working with the New York State Unified Court System to design and implement an online dispute resolution (ODR) platform. It truly has been an interesting, educational, at times character-building, and ultimately tremendously valuable experience. This article will share specific design components from the ODR platforms we proposed as well as some of the critical lessons I learned. The hope is that it will be helpful to those either contemplating or in the process of implementing a court-integrated ODR system.

State court systems rather suddenly are showing a tremendous interest in adopting court-integrated ODR systems.<sup>1</sup> I have been involved with ODR system

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1. According to one of the most helpful websites for finding cutting-edge information about ODR, 46 court systems now are using ODR:

1. British Columbia Civil Resolution Tribunal (Province-wide)
2. Clark County Family Court (Las Vegas, NV)
3. Franklin County Small Claims (Columbus, Ohio)
4. Fulton County Small Claims (Atlanta, GA)
5. Ohio Court of Claims (Statewide)
6. Ottawa County Family Court Compliance (Grand Rapids, Michigan)
7. Travis County Small Claims (Austin, TX)
8. Utah Courts Small Claims (Statewide)
9. Tlaxcala Supreme Court (Mexico)
10. Faulkner and Van Buren County District Courts (Faulkner and Van Buren County, AR)
11. Sherwood District Court (Sherwood, AR)
12. DeKalb County State Court – Traffic Division (DeKalb County, GA)
13. Village of Ford Heights (Cook County, IL)
14. Jefferson County District Court (Louisville, KY)
15. 15th District Court (Ann Arbor, MI)
16. 74th District Court (Bay County, MI)
17. 10th District Court (Calhoun County, MI)
18. 65A District Court (Clinton County, MI)
19. Clinton Township, MI (41B District Court)
20. 54B District Court (East Lansing, MI)
21. 21st District Court (Garden City, MI)
22. 20th Circuit Court (Grand Haven, MI)
23. 61st District Court (Grand Rapids, MI)
24. 31st District Court (Hamtramck, MI)
25. 32A District Court (Harper Woods, MI)
26. 30th District Court (Highland Park, MI)
27. 55th District Court (Ingham County, MI)
28. 22nd District Court (Inkster, MI)

In the US, there are at least 48 courts implementing ODR pilots currently.



One size  
does **NOT**  
fit all.



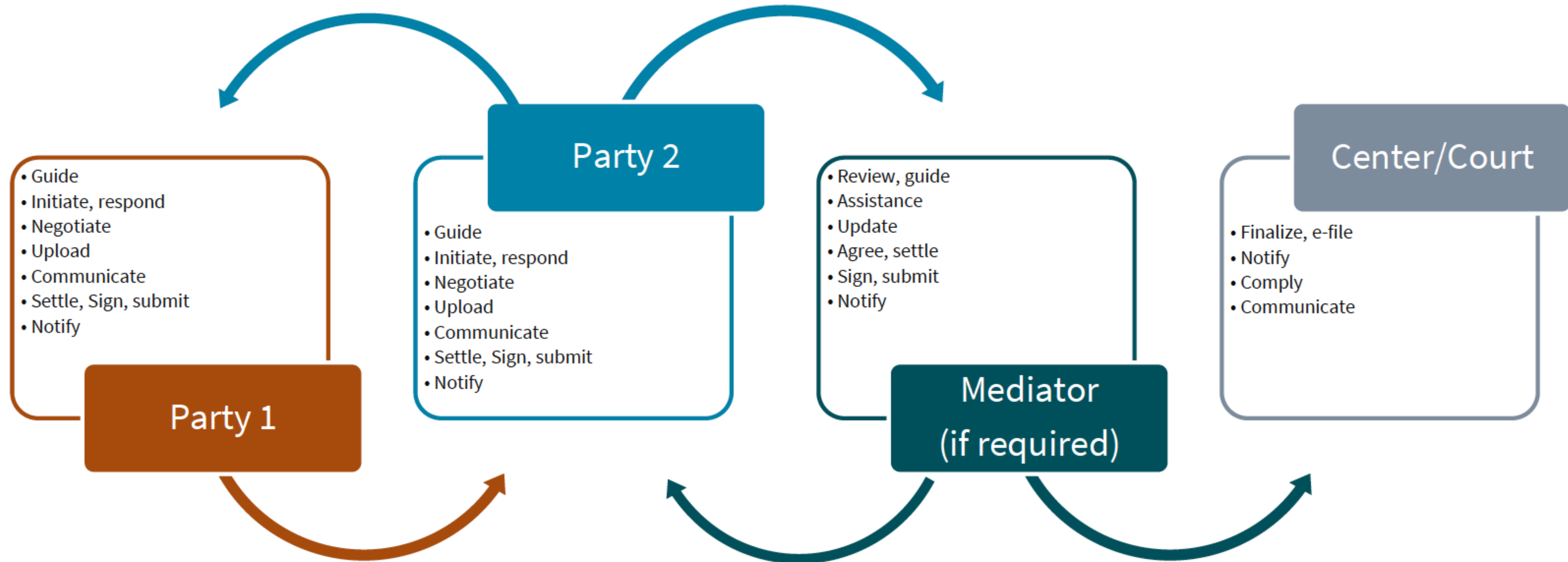


# Common ODR Case Types





# Online Dispute Workflow



Simplified flow routed between appropriate parties/roles



# ODR Selected Outcomes

serve the missing

39%



save time

80%



paid in 30 days

92%



would recommend ODR

92%



ODR is fair

87%





## ODR Selected Outcomes Family

29%

more child support  
collected



The court realized year over year gains in child support collections. Monthly collections in 2018 were almost  $\frac{1}{3}$  more than monthly collections in 2016 (prior to Matterhorn)

24%

fewer hearings  
per month



After ODR, the average number of hearings dropped from close to 400 to around 300 per month.

29%

fewer warrants  
per month



The average number of warrants issued per month dropped from 143 to close to 100.



## ODR Selected Outcomes: Small Claims Cases

positive dispositions

76%



42% pre-ODR to 76% positive dispositions for ODR participants.

outside of court hours

34%



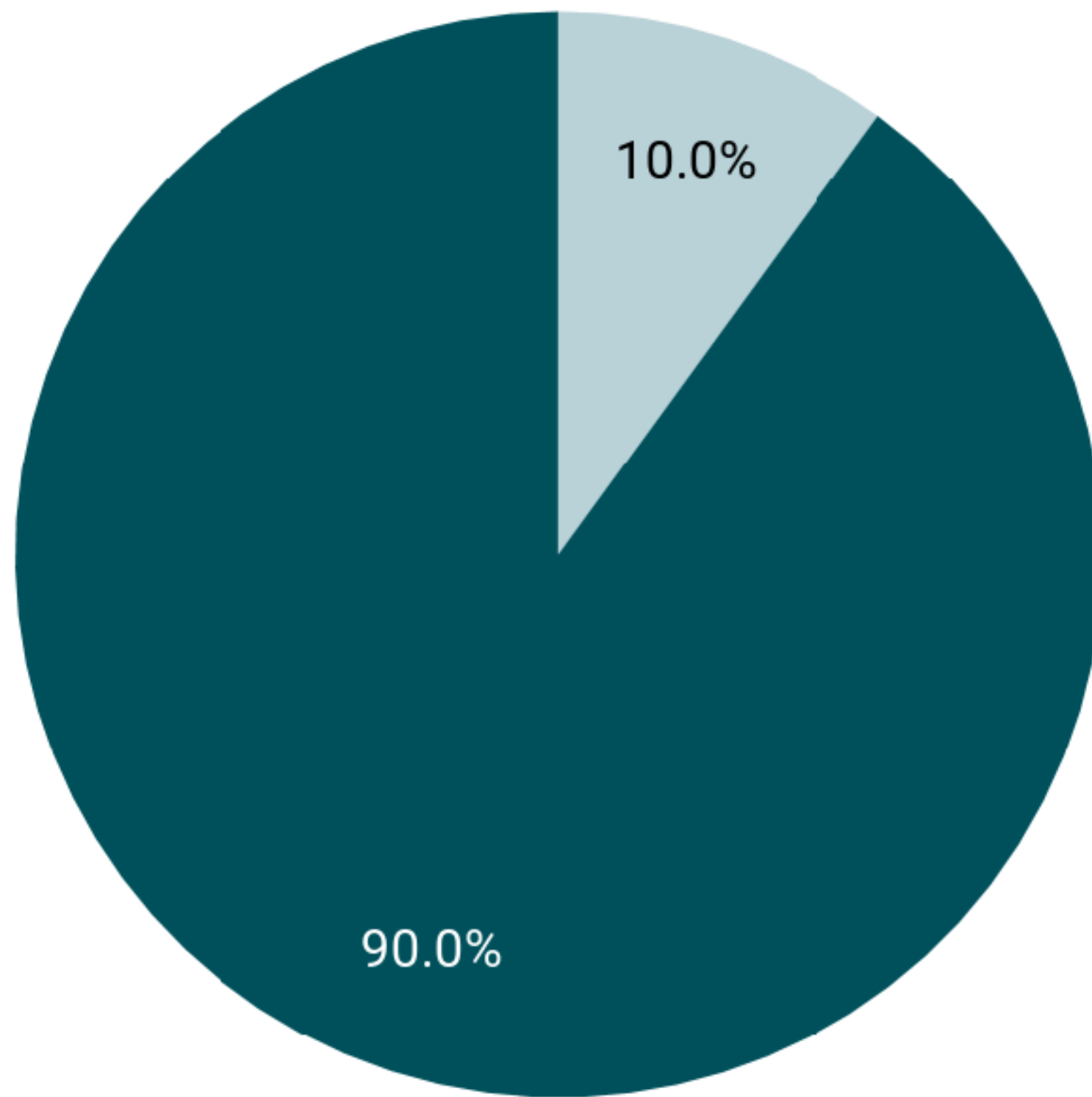
Through ODR, people have increased access to court with over 34% online after court hours.



## ODR increases **Efficiency**

My case was resolved in a timely manner

- Disagree
- Agree



# 90%

Ninety percent of public users say their case was resolved in a timely manner.

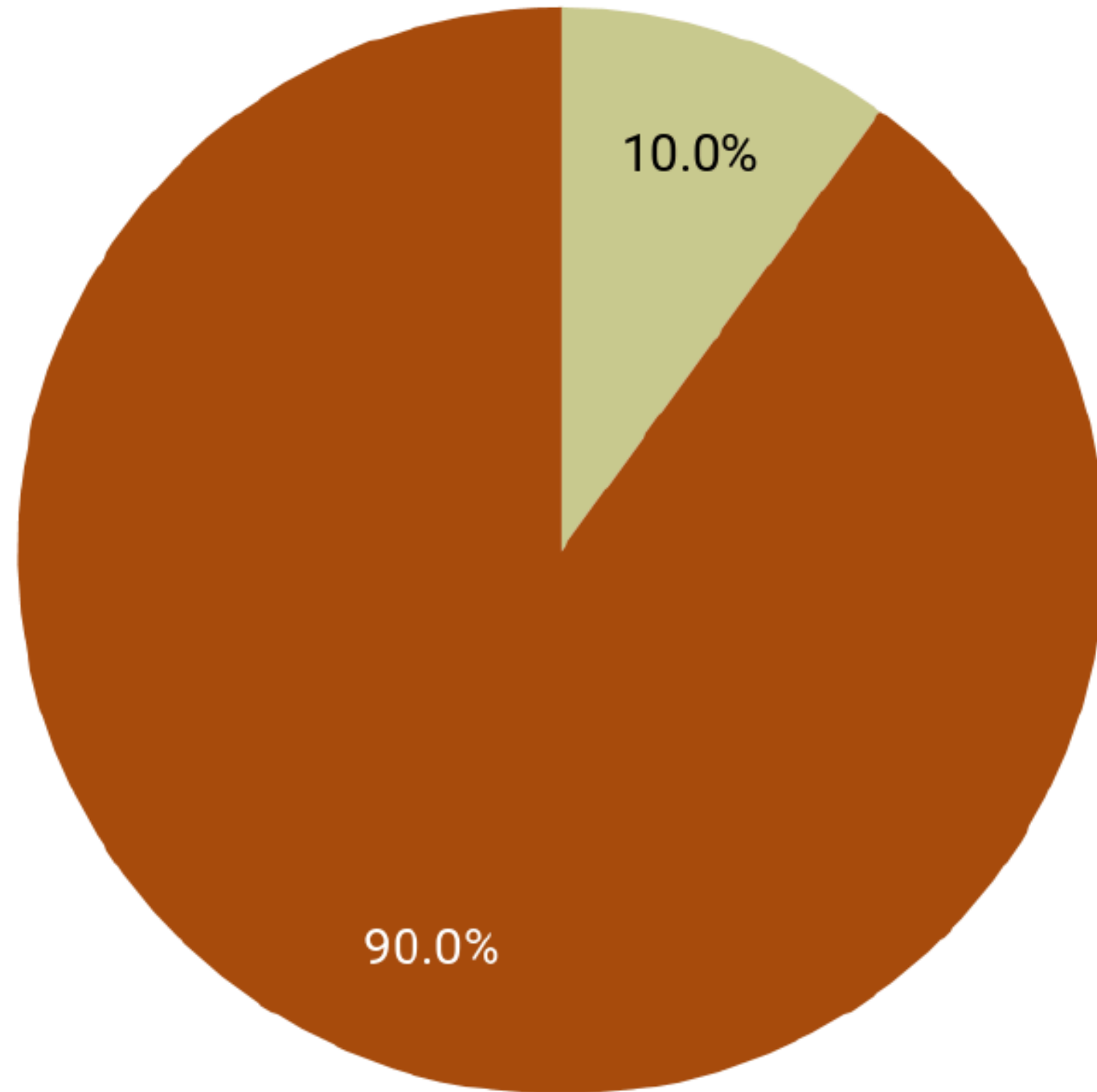


## ODR has high Customer Satisfaction

Please the public.

Points scored

- Disagree
- Agree



90%

understood  
the status

Almost all public users understood the status of their case throughout the process.



# Utah ODR Platform

Small Claims - Message Board

https://devws.utcourts.gov/OnlineDisputeResolutionWEB/MessageUserServlet?\_=%2Fz6k2ed0MbmiF2e0ffi7fGITTgLvVjV

Messages Documents My Case My Profile Help Logout

SC0000303 - ONE, PLAINTIFF vs. ONE, DE

**DEFENDANT ONE**  
ONE, PLAINTIFF vs. ONE, DEFENDANT  
West Valley City Justice Court

Initiation Date: 05-22-2019  
ODR Number: SC0000303  
Case Number: 198700728  
Original Claim: \$5,305.00  
Last Document: DEFENDANT ONE  
[View Affidavit](#)

facilitator and here to offer help. My services are free of charge. I will not be deciding your case. My job is to help you find a resolution that you both agree on, if possible. Let me know how can I assist.

John Doe  
(05-23-2019 10:14 AM)

I have already paid \$1000

DEFENDANT ONE  
(05-23-2019 10:15 AM)

Do you have a receipt for this?

PLAINTIFF ONE  
(05-23-2019 10:15 AM)

DEFENDANT ONE has submitted a document: [Receipt](#)

System  
(05-23-2019 10:16 AM)

I agree you have paid this amount and there was an error on our side receipting. Can we agree that you will pay the rest \$4305?

PLAINTIFF ONE  
(05-23-2019 10:17 AM)

I can pay the \$4305 but it will have to be in payments of \$500

DEFENDANT ONE  
(05-23-2019 10:18 AM)

I will agree to this and create a settlement agreement.

PLAINTIFF ONE  
(05-23-2019 10:18 AM)

Please remember to use respectful language that keeps the conversation moving forward.

Send

0/500

rohanx64rad


### Update Settlement Agreement

City where you will be at the time you sign the document:

State or country where you will be at the time you sign the document:

Signed By:

[Preview](#) [Submit](#) [Back](#)





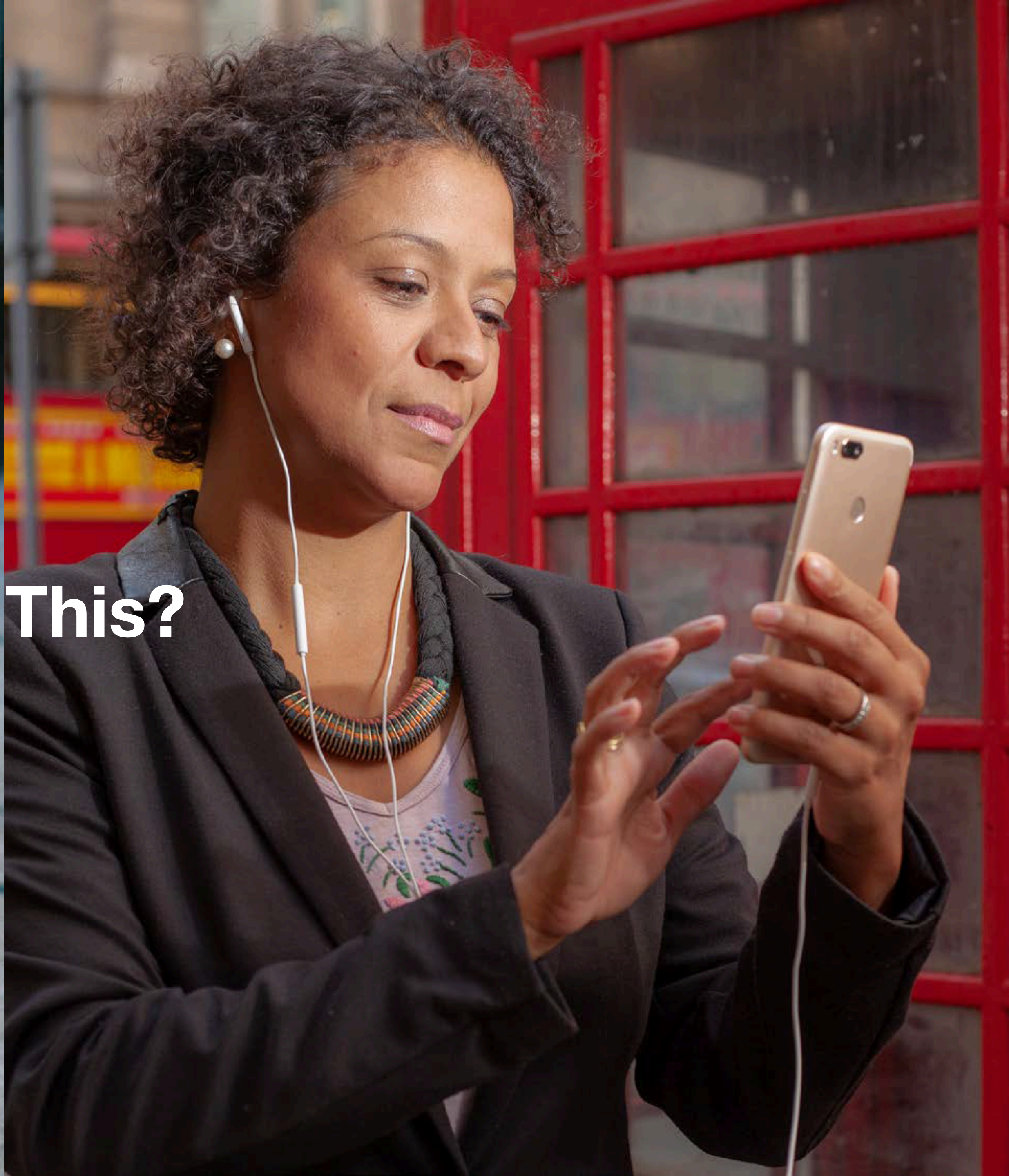
This?



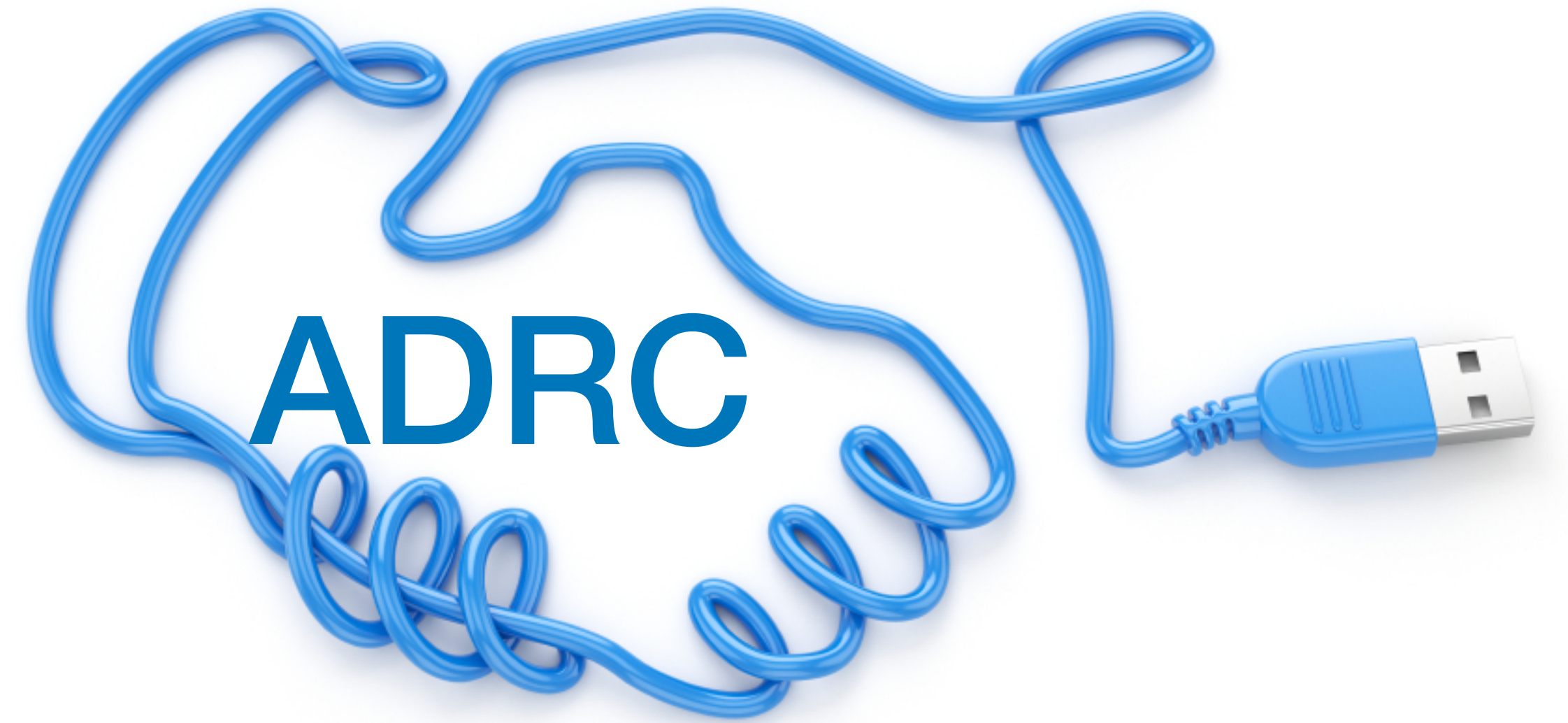
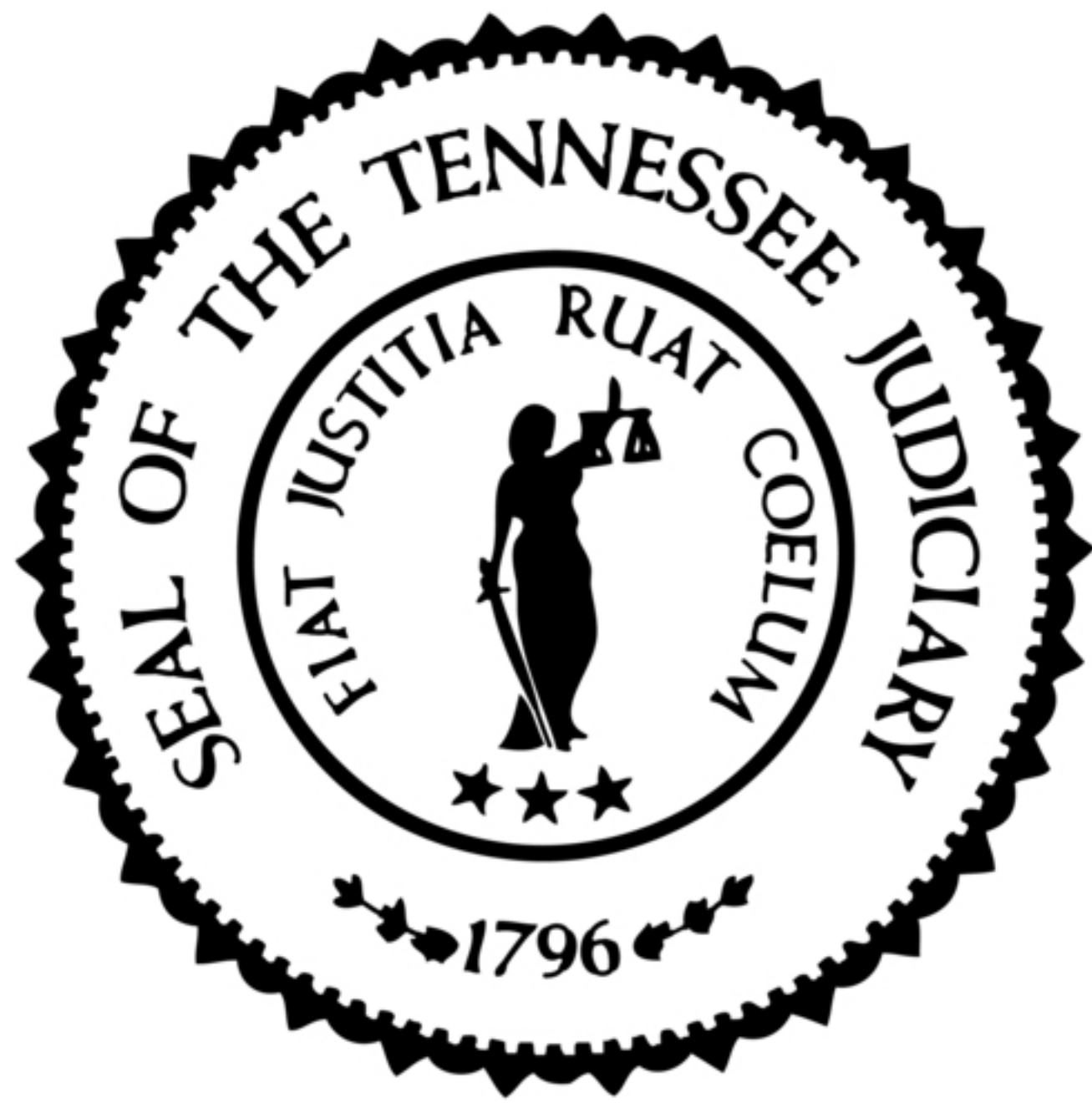




Or, This?







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