Online Dispute Resolution
changing the status quo and defining the future of work

Shannon Salter
Chair, Civil Resolution Tribunal
@shannonnsalter
@CivResTribunal

Jonathan Verk
Founder
@coParenterPro
Facebook.com/coParenter
Advice from the future:

The market (public) will define what the future of legal services will be.

Prepare for disruption.
What is the CRT?

Part of the justice system

1st online tribunal in Canada

Bringing the justice system to the public
CRT Jurisdiction

Condominium
July 2016

MVA Personal Injury
April 2019

Small Claims <$5K
June 2017

Societies & Co-ops
July 2019
GET STARTED
Start with our Solution Explorer. It diagnoses your dispute. Free legal information and tools like customized letter templates can help you resolve your dispute on your own.

APPLY
If you can’t resolve your dispute on your own, you can apply to the CRT for dispute resolution. Apply directly from the Solution Explorer. It will send you to the right 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 by yourselves.

REACH AN AGREEMENT
If you can’t resolve your dispute by negotiation, a facilitator 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. This decision can also be enforced like a court order.
Seamless, Responsive Design
Avoid the time, cost, and stress of going to court.
Solution Explorer

- Free public legal information and tools, available 24/7
- Guided pathways
- Interactive question and answers
- Resolution or preparation for CRT process
- Quarterly updates on content
Select issues to explore

Select as many issues as you'd like. We'll take you through them one at a time.

Which issues would you like to explore?

☐ Accident benefits
☐ Compensation ("damages") for things not covered by benefits
☐ Whether my injury is considered minor

Not finding an option you were expecting? Help us improve our site and tell us what's missing.

Back Next
The CRT and Motor Vehicle Accidents

Learn what types of motor vehicle accident disputes can be resolved by the CRT.

What you should know

The Civil Resolution Tribunal (CRT) is an independent tribunal. It isn't subject to government control in how it resolves disputes.

The CRT is not part of the Insurance Corporation of British Columbia (ICBC) or
Civil Disputes
Motor Vehicle Accidents and Injuries

What would you like to do next?

- [ ] Contact the insurer with a counter-offer
- [ ] Get professional advice
- [ ] Ask the Civil Resolution Tribunal (CRT) to decide fault for the accident and award damages

Not finding an option you were expecting? Help us improve our site and **tell us what’s missing**.

1. I’m not an insurance adjuster
2. I’ve reported the accident to an insurer
3. The accident happened on or after April 1, 2019
4. I was injured in the accident
5. I want to explore compensation (damages)
6. The accident happened in BC
7. The insurer made a settlement offer, but I’m not satisfied with it
Dear [Insurer Name],

RE: Counter-offer for damages under claim #[Enter your insurance claim number]

I'm writing to disagree with your settlement offer of $[Enter the settlement offer amount] dated [Enter the date of the offer] for motor vehicle accident damages.

I think my damages are worth at least $[Enter the total amount]. I think this compensation should include:

- $[Enter the pain and suffering amount] for pain and suffering
- $[Enter the past income loss amount] in past income loss
Summary Report

This summary report shows all the steps you took in your exploration, the resources we showed you, and what you can do. If dispute resolution is available, you can start an application at the bottom of this report. Remember that a limitation period may apply. It could run out if you wait too long to take action.

To return to this report:

Your access code is: HVWWGNTfa
Access expires in 32 days on March 25, 2019

Disputes

Your exploration found 1 dispute(s). If you have more than one dispute, use the tabs to switch between them.

Dispute 1

Motor vehicle accident disputes - damages

You told us you had a motor vehicle accident on or after April 1, 2019. You were injured in the accident. You also told us the insurer made a settlement offer for damages, but you aren't satisfied with it.
Application Progress

Complete these steps to apply. Unless otherwise indicated, all information entered will be shared with all people in the dispute.

Who Is Applying?

1. Applicant

2. Applicant's Contact Person

What Happened?

3. Accident Details

What Do You Want?

4. Claim Types

5. Dispute-Related Expenses & Fees

6. Additional Details
Add Applicant

Enter the applicant below.

Legal first name

Legal last name

Preferred first name (optional)

How does this applicant want to be addressed? (optional)

We are asking so the tribunal can address you in a respectful manner.

She/Her/Hers – e.g. She claims that her...
He/Him/His – e.g. He claims that his...
They/Them – e.g. They claim that their...
Other
The following information will not be disclosed to other people in the dispute.

**Special Accommodations**

In some circumstances, the tribunal will be able to provide [special accommodation](#). Do you have any of the following that may require a special accommodation? (optional)

Select all that apply:

- Difficulty reading and writing
- English speaking difficulty
- Visual impairment
- Hearing impairment
- Mental health issues
- Other

[Continue]
Negotiation

• Connects parties so they can start talking

• May be able to work out a payment plan or other agreement
Mediation

• Expert mediators help people reach agreements, turned into tribunal orders
• Choice of how and when to work on dispute
Adjudication

• 17 part-time/17 full-time tribunal members
  • Experienced lawyers
  • All over province
• Mostly **written hearings**
• Skype **video oral hearings**
• Plain language **reasons**
• Enforceable as **court order**
• **Published** decisions
# Statistical Snapshot

## CRT Statistics Snapshot – December 2019

*Do you like data? We do! Here’s our monthly report of key statistics.*

*If there’s information you would like to see added to our monthly reports, please contact us. We will do our best to include it.*

## Solution Explorer Statistics - December 2019

<table>
<thead>
<tr>
<th>Exploration Type</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Small Claims explorations</td>
<td>65,757</td>
</tr>
<tr>
<td>Strata Property explorations</td>
<td>28,711</td>
</tr>
<tr>
<td>Motor Vehicle Accidents and Injuries explorations</td>
<td>4,843</td>
</tr>
<tr>
<td>Societies and Cooperative Associations explorations</td>
<td>699</td>
</tr>
</tbody>
</table>

## All Disputes - December 2019

<table>
<thead>
<tr>
<th>Dispute Category</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total disputes</td>
<td>14,482</td>
</tr>
<tr>
<td>New disputes received this month</td>
<td>447</td>
</tr>
<tr>
<td>Total open disputes</td>
<td>1,570</td>
</tr>
<tr>
<td>Total closed disputes</td>
<td>12,912</td>
</tr>
<tr>
<td>Total disputes resolved by adjudication (CRT member decision)</td>
<td>2,319</td>
</tr>
<tr>
<td>Total default and non-compliance decisions</td>
<td>4,412</td>
</tr>
</tbody>
</table>
# Participant Satisfaction

## Participant Satisfaction Survey – December 2019

The Civil Resolution Tribunal anonymously surveys people who have gone through the tribunal process. We use this feedback to improve the way we serve the public. We report the cumulative results every month on this blog.

We had only 41 responses to our satisfaction survey in December 2019. But we’re pleased to report that participant satisfaction remains strong.

## CRT Participant Satisfaction Aggregated Rates - December 2019

<table>
<thead>
<tr>
<th>Category</th>
<th>Rating</th>
</tr>
</thead>
<tbody>
<tr>
<td>Professional</td>
<td>92%</td>
</tr>
<tr>
<td>Easy to use</td>
<td>92%</td>
</tr>
<tr>
<td>Informed</td>
<td>89%</td>
</tr>
<tr>
<td>Timely resolution</td>
<td>95%</td>
</tr>
<tr>
<td>Accessible</td>
<td>92%</td>
</tr>
<tr>
<td>Fair treatment</td>
<td>87%</td>
</tr>
</tbody>
</table>

87% would recommend the CRT to others.
Inclusivity is a Core Value

- Simple Fee Waivers
- Test With Advocates First
- Mental Health Training for Staff
- Free Telephone Interpretation
- Direct Phone Line for Advocates
- Helpers Welcome
- Plain Language
- Multiple ways to connect
- Culturally Competent Staff & Members
- Asking for Feedback & Listening
- Preferred Pronouns
- Creating Space for Indigenous Dispute Resolution
- Accommodate Special Needs
A faster road to resolving your ICBC dispute starts online

EXPLORE
Your options with free legal information and tools

NEGOTIATE
Facilitation to help you reach an agreement

GET A DECISION
If you can't reach an agreement, an independent CRT member will make an enforceable decision

Take the online road to resolution!
Visit: civilresolutionbc.ca

More Information

Email
info@crtbc.ca

Twitter
@CivResTribunal
@shannonnsalter

Facebook
Civil Resolution Tribunal

www.civilresolutionbc.ca
Hyphenus

JUSTICE. ON DEMAND.

Intelligent Dispute Resolution

featured on:
13,600 Disputes Resolved
81,600 Court Minutes Saved
1360 hours or $2,210,000 court savings

Family court costs: $13,000/day
Co parenting matters: Up to 80%
Court time per appearance: 6 min.*
Cost per appearance: $165

cOParenter: $119 annually

*does not include clerk, self help, family court services, mediation or other court resources
CIVIL CASES
- Landlord/Tenant
- Probate/Elder care
- Client/Vendor
- Employee/Employer
- Domestic/Divorce
- Foster/Child Protection
- DV/Probation

BEHAVIORAL
- Psychology
- Physical Therapy
- Speech Therapy
- Social Work
- Substance Abuse/Recovery
- Occupational Therapy

BUSINESS
- Client/Vendor
- Property Management
- Real Estate Buying
- Human Resources
kids do better when parents get along
Legal professionals.

Courts
Law
Procedural Justice

Process
Time & Cost
Efficiency
Access to Justice:
more lawyers
more courts
more judges
more legal aid
faster time to trial
Access to Justice:

Right to a good life

Access to Justice:

more lawyers
more courts
more judges
more legal aid
faster time to trial
Human relationships are not transactions.
coParenting is about putting kids first.

Easy, intuitive tools to help coParents communicate better, stay organized and focused on what matters most. Their kids.
When exes parent through the courts their kids suffer.

High conflict divorce is the 2nd most prominent Adverse Childhood Experience (ACEs) and can cause long-term chronic health conditions, mental health issues and reduced life expectancy.
Fast & fair solutions so conflict doesn’t occur.

Tools, live coaching and on-demand mediators - lead by a nationally recognized retired family law judge - help parents diagnose issues and make better, more informed, child-centered agreements.
Resolution is rooted in reconciliation.

Traditional societies supported complex relationships, fostering civility, justice and emotional closure in dispute resolution.
Modern justice is transactional.

To serve large populations, modern legal systems must reduce complex relationships into transactional ones to be efficient.
It starts with a (Parenting) Plan. Conflict is minimized when people make their own agreements early.
Child centered agreements.

Document coParenting decisions and agreements with or without the help of an on demand mediator.
Communication, the key to coParenting.

Language filters and live coaches to help you communicate better.
On time, every time.

Check in for child exchanges and track parenting time.
Organization removes friction.

Manage expenses and share info so you’re never without the information you need. Plus, keep papers, filings and documents at your fingertips.
Shared wisdom for a community approach.

Tap into a global community of coParents with high quality education, articles and video.
Protected, even if you go to court.

Use coParenter whether your ex wants to or not and be court-ready with evidence-grade transcripts of contact and agreement details.
A litigant portal. When court is the only option.

The justice system is always there for those who truly need it. And when they do, we’ll make the transition as easy as possible. (coming soon)
On-demand mediators, coaches (subject experts) tools to optimize complex relationships AI/ML to predict & prevent future conflict
Complex relationships need a different system. You’re gonna be a coParent for a long time. Might as well do it right.
What about the future of lawyers?
Services
Creative Solutions
Coaching
Mediation
Business Models

Microtransactions

Productized Services

Subscription
thank you

jonathan@coParenter.org

shannon.salter@crtbc.ca