TIME IS ON MY SIDE—BUT SHOULD IT BE?

Shannon Salter, CRT Chair
May 29, 2020
How it works

**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.
### Distribution of Time to Resolution for CRT Disputes Closed with Previous Stage All Stages Except Default

Files Closed from April 1 2019 to March 31 2020

<table>
<thead>
<tr>
<th>Number of Disputes</th>
<th>Small Claims</th>
<th>Strata</th>
<th>Vehicular Injury</th>
<th>Coop. &amp; Societies</th>
<th>All Types</th>
</tr>
</thead>
<tbody>
<tr>
<td>Minimum</td>
<td>0</td>
<td>0</td>
<td>4</td>
<td>6</td>
<td>0</td>
</tr>
<tr>
<td>Maximum</td>
<td>767</td>
<td>1,073</td>
<td>98</td>
<td>95</td>
<td>1,073</td>
</tr>
<tr>
<td>Average</td>
<td>87.7</td>
<td>143.8</td>
<td>39.5</td>
<td>23.5</td>
<td>96.8</td>
</tr>
<tr>
<td>Median</td>
<td>59</td>
<td>125</td>
<td>33</td>
<td>15</td>
<td>66</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Number of Disputes with 1+ Days on Hold</th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>21</td>
<td>12</td>
<td>2</td>
<td>0</td>
<td>35</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Average Number of Days on Hold</th>
<th></th>
<th></th>
<th></th>
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</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>12.7</td>
<td>15.4</td>
<td>21.0</td>
<td>14.1</td>
<td></td>
</tr>
</tbody>
</table>
Participant Satisfaction Survey – February 2020

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 47 responses to our satisfaction survey in February 2020. But we’re pleased to report that participant satisfaction remains strong.

<table>
<thead>
<tr>
<th>CRT Participant Satisfaction Aggregated Rates - February 2020</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Professional</strong>: 95% agreed that CRT staff were professional in each interaction.</td>
</tr>
<tr>
<td><strong>Easy to use</strong>: 82% felt the CRT’s online services weren’t difficult to use.</td>
</tr>
<tr>
<td><strong>Informed</strong>: 87% agreed the CRT provided information that prepared them for dispute resolution.</td>
</tr>
<tr>
<td><strong>Timely resolution</strong>: 82% felt their CRT dispute was handled in a timely manner.</td>
</tr>
<tr>
<td><strong>Accessible</strong>: 89% didn’t find the CRT process hard to understand.</td>
</tr>
<tr>
<td><strong>Fair treatment</strong>: 86% felt the CRT treated them fairly throughout the process.</td>
</tr>
<tr>
<td><strong>80% would recommend the CRT to others.</strong></td>
</tr>
</tbody>
</table>
Rendering Timely Decisions

Dispute Prevention

Collaborative Dispute Resolution
- Proportionality
- Ongoing Training
- Welcoming Helpers

Data/Continuous Improvement
- Clear Expectations
- Objective Performance Evaluation
Dispute Prevention

• Culture shift away from a judge or tribunal member-centric view of justice
• Focus on preventing or solving problems before they become disputes
• Solution Explorer:
  • Free legal information
  • Self-help tools
  • Narrows issues
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.
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
Collaborative Dispute Resolution

- Collaborative dispute resolution
  - Negotiation and mediation
  - Removes disputes from queue
  - More enduring outcomes
  - Narrows issues and clarifies evidentiary requirements
Case Management

- Automate as many business processes as possible:
  - Notices
  - Email generation
  - Reminders

- Active case management
  - Ensures file complete
  - Deadlines met
  - Parties clear on requirements
  - Agreed statement of facts
During Adjudication

- Proportionality analysis
  - Is there a need to go back for more evidence/subs?
- Touch documents once
- Group queue of cases according to similar issues
- Write background/framework before hearing
- Don’t reinvent the wheel
- Peer review (consistent with Shuttleworth)
- Eat the frog
**Data/Continuous Improvement**

- Look at data analytics to improve
- Publish decisions to guide community
- Continuous improvement
- Performance evaluation
  - Objective criteria
  - Merit based appointment/reappointment
Data/Continuous Improvement
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
- Creating Space for Indigenous Dispute Resolution
- Asking for Feedback & Listening
- Culturally Competent Staff & Members
- Preferred Pronouns
- Accommodate Special Needs
- Multiple ways to connect
- Asking for Feedback & Listening
More Information

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