

# Civil Resolution Tribunal

**TIME IS ON MY SIDE—BUT SHOULD IT BE?**

Shannon Salter, CRT Chair  
May 29, 2020



@shannonnsalter  
@CivResTribunal

## 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.

# CRT Time to Resolution

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

		Small Claims	Strata	Vehicular Injury	Coop. & Societies	All Types
<b>Number of Disputes</b>		3,269	735	55	21	4,080
<b>Net Time to Resolution (days) (1)</b>	<b>Minimum</b>	0	0	4	6	0
	<b>Maximum</b>	767	1,073	98	95	1,073
	<b>Average</b>	87.7	143.8	39.5	23.5	96.8
	<b>Median</b>	59	125	33	15	66
<b>Number of Disputes with 1+ Days on Hold</b>		21	12	2	0	35
<b>Average Number of Days on Hold</b>		12.7	15.4	21.0		14.1

# Participant Satisfaction

## 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.

### CRT Participant Satisfaction Aggregated Rates - February 2020

**Professional:** 95% agreed that CRT staff were professional in each interaction.

**Easy to use:** 82% felt the CRT's online services weren't difficult to use.

**Informed:** 87% agreed the CRT provided information that prepared them for dispute resolution.

**Timely resolution:** 82% felt their CRT dispute was handled in a timely manner.

**Accessible:** 89% didn't find the CRT process hard to understand.

**Fair treatment:** 86% felt the CRT treated them fairly throughout the process.

**80% would recommend the CRT to others.**

# Rendering Timely Decisions

## Dispute Prevention

Collaborative  
Dispute Resolution

Data/Continuous  
Improvement

Proportionality

Ongoing  
Training

Welcoming  
Helpers

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

# Civil Disputes

Motor Vehicle Accidents and Injuries

Quit

Save and exit

## Your Exploration Information

 66%

ⓘ Access code: **a2t6QXMTD** ✉ Email 🖨 Print

## Information You Provided

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

## Resources

- [INFO: The CRT and Motor Vehicle Accidents](#)

## Additional External Resources

- [Limitation Periods](#) 
- [CRT Decisions](#) 



## 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 ⏩



# Civil Disputes

Motor Vehicle Accidents and Injuries

Quit

Save and exit

## Suggested Resource

Rate this 

### INFO: The CRT and Motor Vehicle Accidents

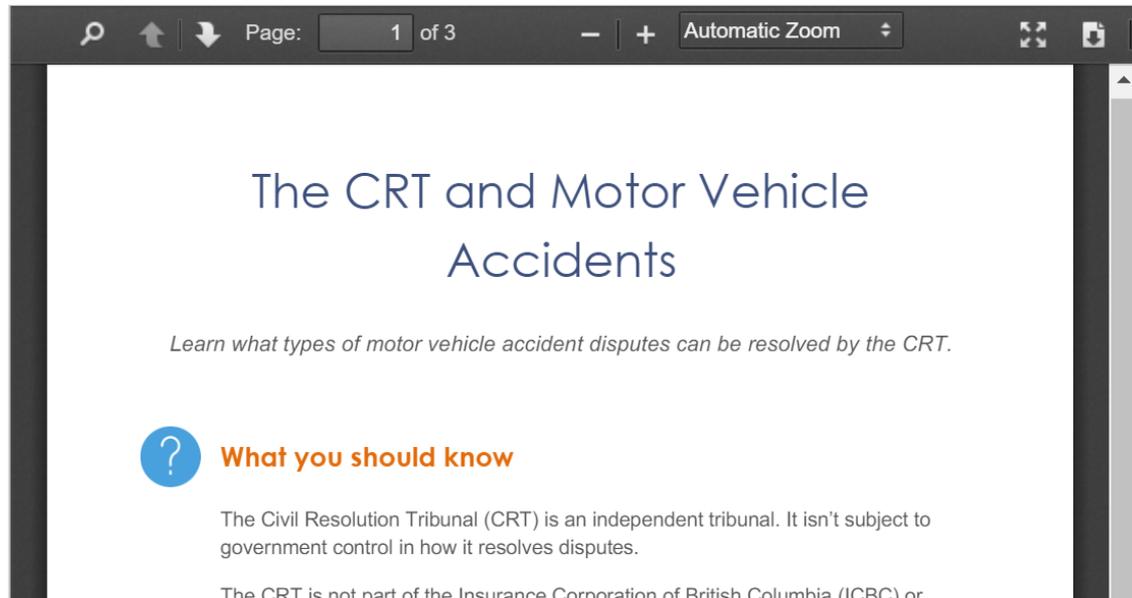
Learn what types of motor vehicle accident disputes can be resolved by the CRT.

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 Back

 Not helpful

Next 



Page: 1 of 3 Automatic Zoom

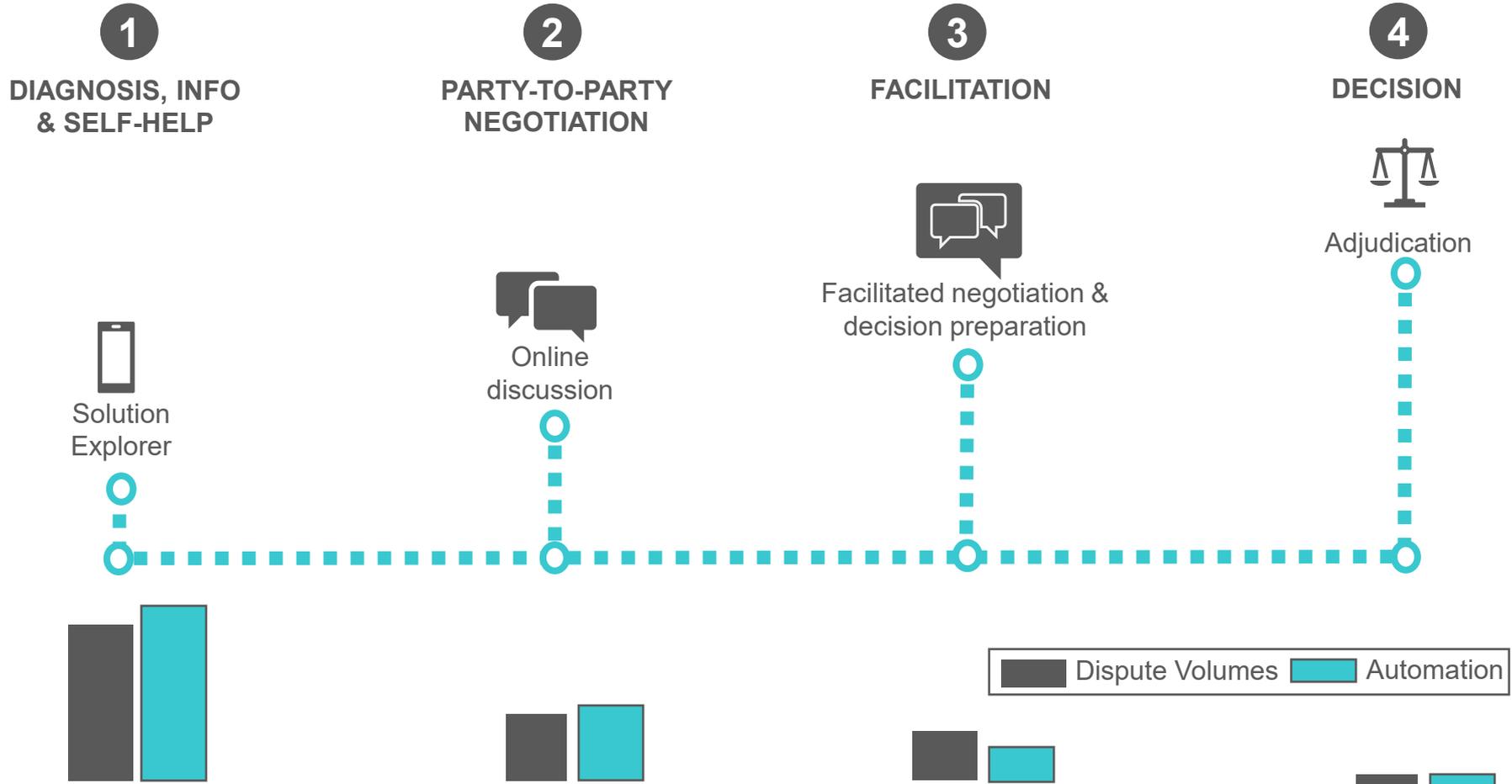
## The CRT and Motor Vehicle Accidents

*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

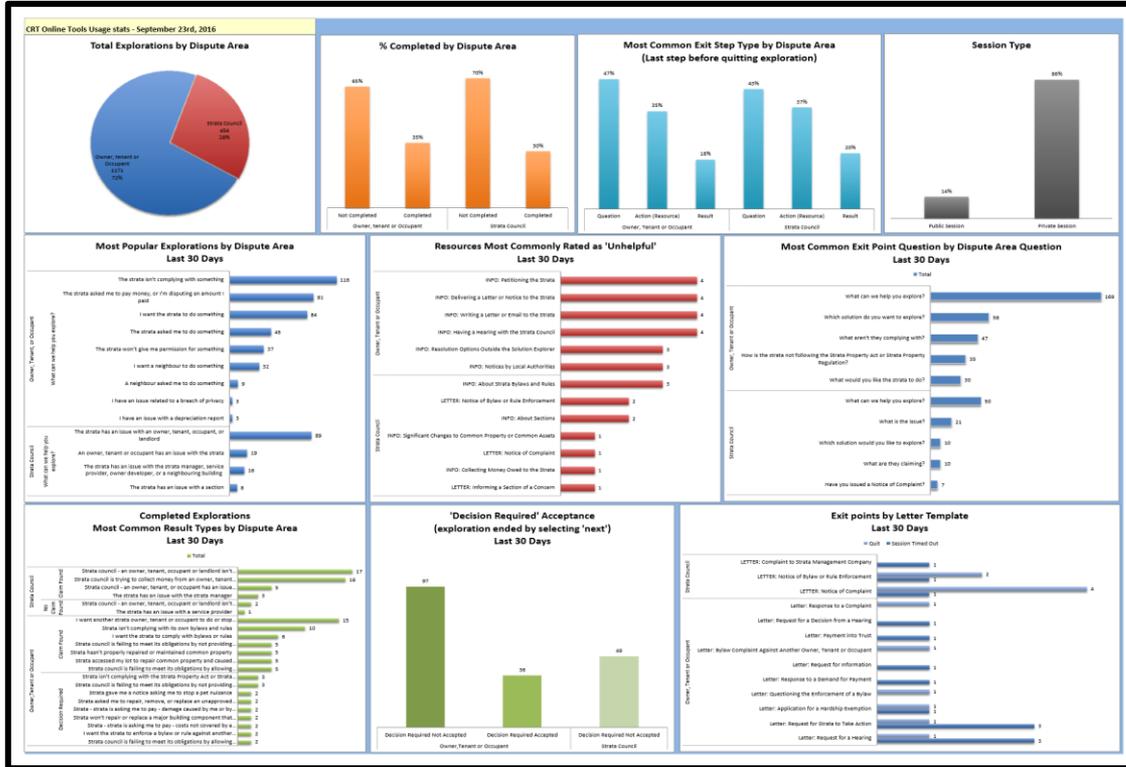


# During Adjudication

- 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

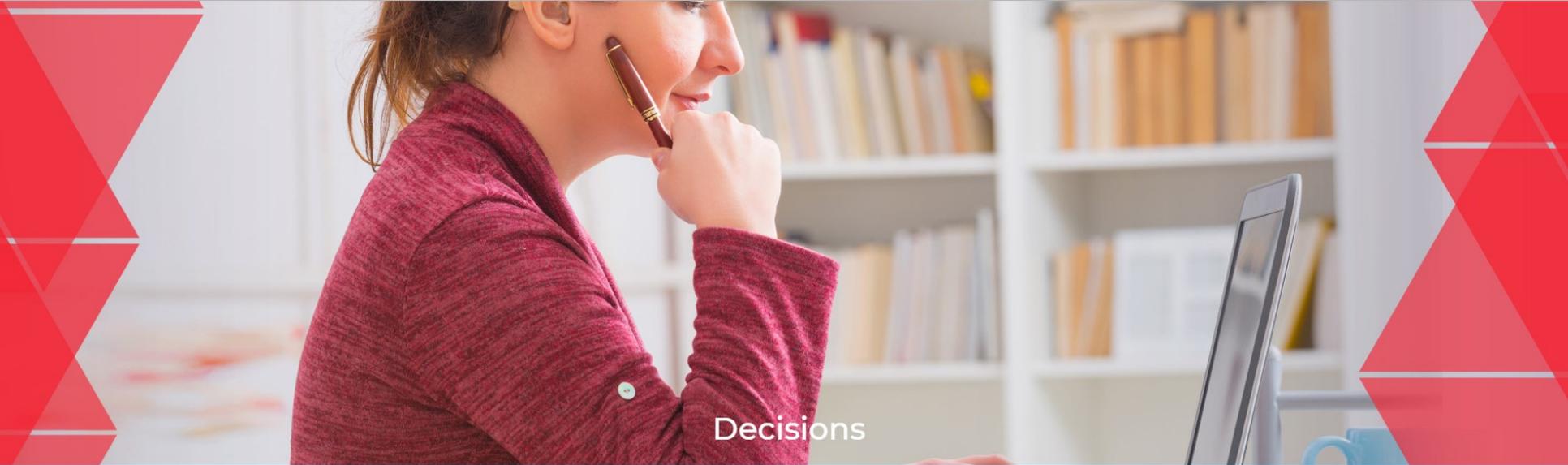


# Data/Continuous Improvement



- Look at data analytics to improve
- Publish decisions to guide community
- Continuous improvement
- Performance evaluation
- Objective criteria
- Merit based appointment/reappointment

# Data/Continuous Improvement



Decisions

Decisions

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# Inclusivity is a Core Value





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](http://civilresolutionbc.ca)



Civil Resolution Tribunal

# More Information

## Email

[info@crtbc.ca](mailto:info@crtbc.ca)

## Twitter

[@CivResTribunal](https://twitter.com/CivResTribunal)

[@shannonnsalter](https://twitter.com/shannonnsalter)

## Facebook

Civil Resolution Tribunal

[www.civilresolutionbc.ca](http://www.civilresolutionbc.ca)