



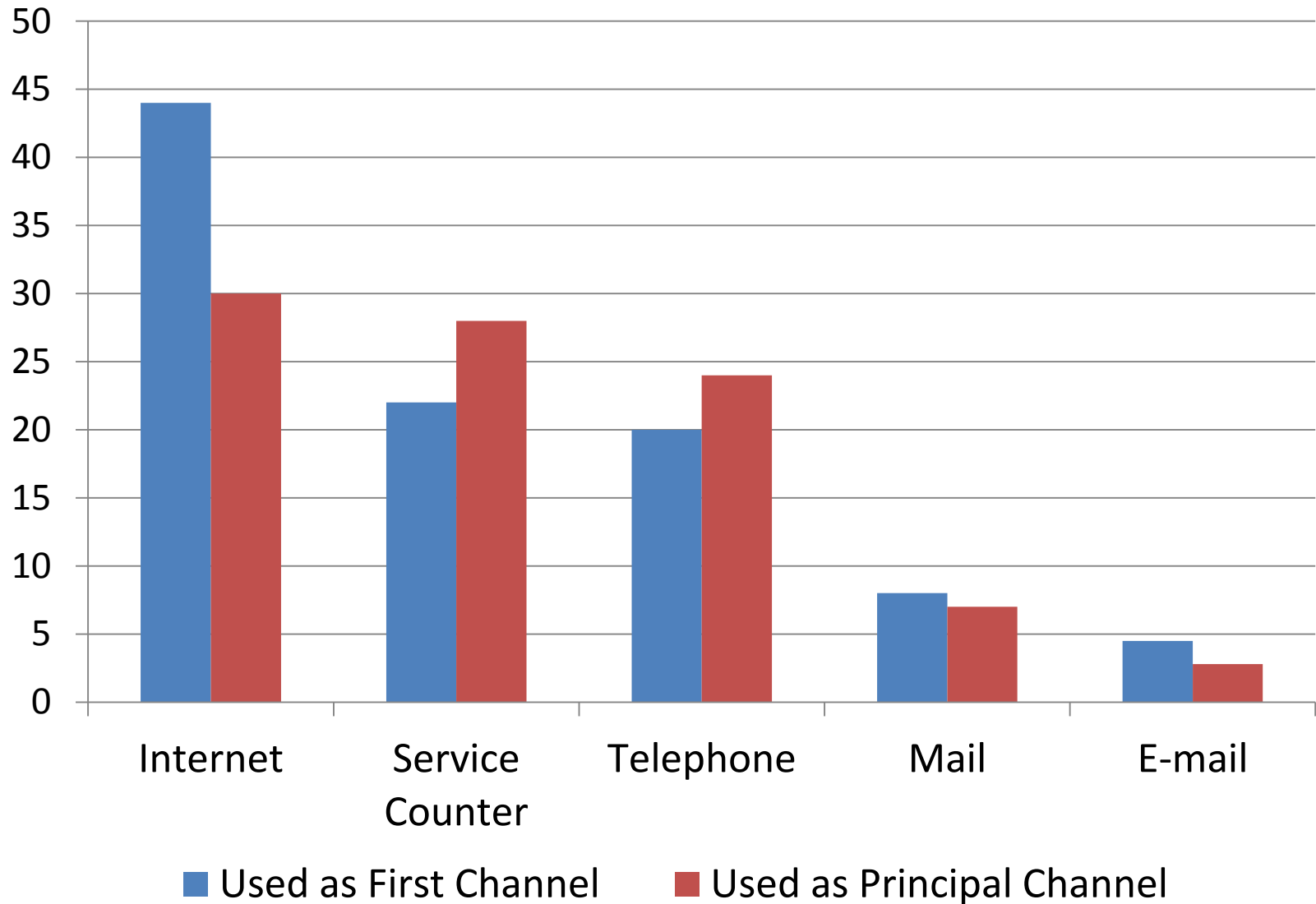
The Civil Resolution Tribunal

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Why the CRT?



How should justice be 'served'?



How the CRT will serve

- Web: information, communication 24/7
- Online dispute resolution
- Asynchronous interactions
- Mix of service channels



How should a system manage cases?

- Some courts reluctant to case manage
- Small portion of cases make it to trial
- Big delays and backlogs



How the CRT will manage cases

- Emphasize early action
- Problem diagnosis, self-help, info, triage
- Well-defined case management phases
- Fee incentives
- No duplicate proceedings



Adversarial or Collaborative?

- Win / lose
- Waste
- Dissatisfaction with outcomes



CRT Emphasis on Collaborative DR

- ADR into mainstream DR
- Relationships, agreements (orders too)
- Adjudication as a last resort



Does the forum fit the fuss?

- Generic processes
- Lack of proportionality
- Full-time generalist decision makers



CRT Specialized Streams

- Streaming and specialization
- Proportionate processes
- Part-time specialized case managers and tribunal members



What can be done about cost, complexity and delay?

- Costs of legal services
- 'Problem' of self-represented litigants
- Costs of litigation
- Incredible complexity



CRT's informal, solution-oriented user focus

- Staged fees
- Focus on the front-end
- Self-representation
- Informality
- Flexibility
- Speed



Can we make justice 'smarter'?

- Justice reform by competing anecdotes
- Evaluation snapshots
- Myth of settlement



Biz Intel, Evaluation Data and Continuous Improvement

- Intelligent dashboards
- User evaluation data
- Continuous improvement



CRT as a Future Model

- Focus on users and outcomes
- Speed, simplicity, affordability
- “...a service, or a place?”
- Compete or compliment traditional system





More info:

<http://www.ag.gov.bc.ca/legislation/civil-resolution-tribunal-act/index.htm>

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