



# Civil Resolution Tribunal

By Shannon Salter, Chair

*Reshaping Justice: Client-centred service  
delivery, technology and innovation Research  
Symposium, 20 June 2017, Sydney NSW.*

# What is the CRT?



Part of the justice system

1<sup>st</sup> online tribunal in Canada



Bringing the justice system to the public

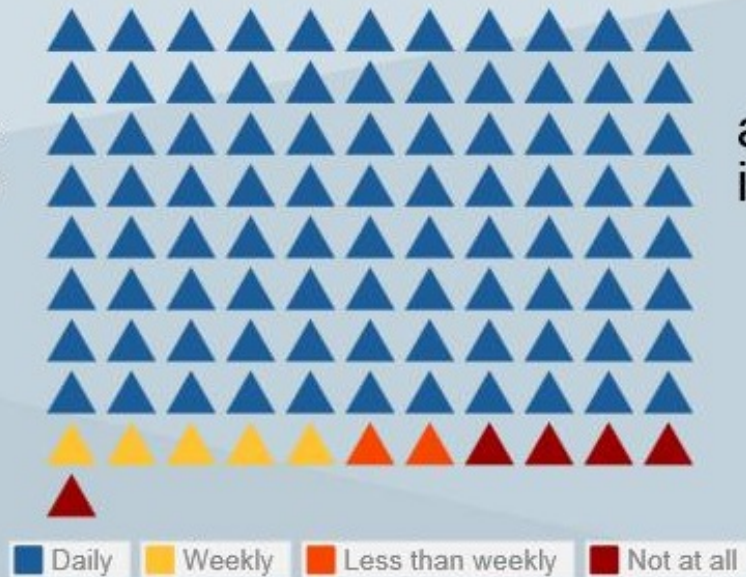
# Online Civil Justice Services

Survey 2015

## British Columbians are online

92% use the internet daily

another 5% use it weekly

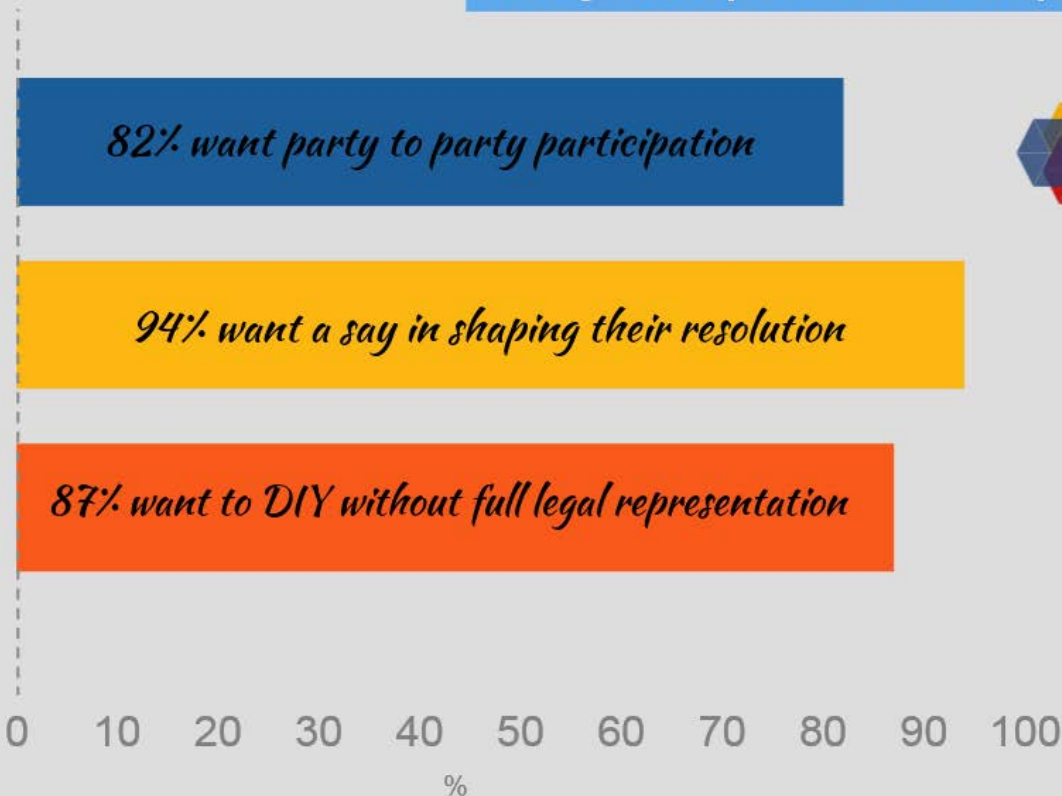


Civil Resolution  
Tribunal

# Online Civil Justice Services

Survey 2015

British Columbians want to participate in their civil justice process and shape resolutions



Civil Resolution  
Tribunal



# CRT Overview

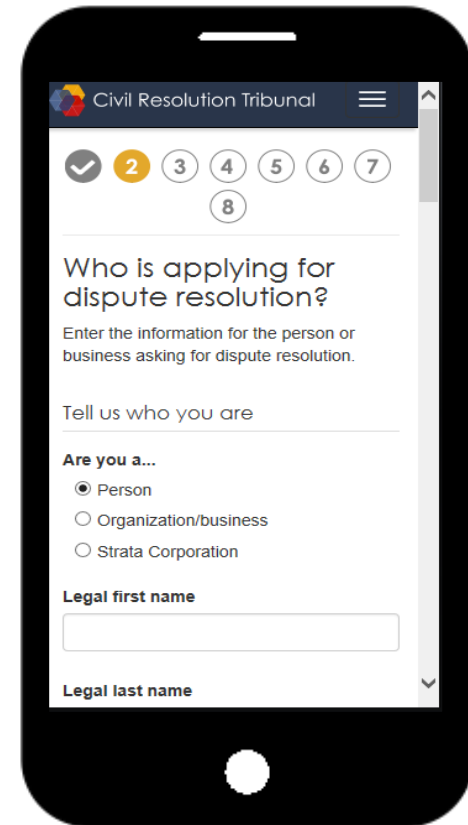
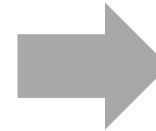
**Dispute volumes**



# CRT Technology Demo



Solution Explorer



CRT Dispute Application



Getting Started

How the CRT works

## RECENT POSTS

### Early days of early intake at CRT

Posted on [July 21, 2016](#)

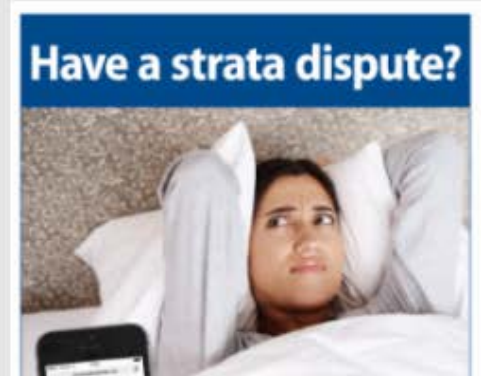


By Richard Rogers Early intake has started for the CRT! On July 13 we accepted our first strata (condominium) claims. Some applications for CRT dispute resolution came in on the very first day. If you want to learn more about ... [Continue reading →](#)

What is early intake for strata?



Print a CRT Poster






# Civil Disputes

Solutions for Strata Owners, Tenants and Occupants

Quit

Save and exit

## Your Exploration Information

 18%Access code: **9aahv4Q69**  Email  Print

## Information You Provided

1. I've used the Solution Explorer before

## Resources

- > [PDF: Before You Start Your Exploration](#)



help

## What can we help you explore?

- The strata asked me to do something
- The strata asked me to pay money, or I'm disputing an amount I paid
- The strata won't give me permission for something
- I want the strata to do something
- A neighbour asked me to do something
- I want a neighbour to do something
- The strata isn't complying with something
- I have an issue related to a breach of privacy
- I have an issue with a depreciation report

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



Back

Next





## Create a document



Add information



Format document



Save

Your information has been added. You may now edit and format the document - or continue to the next step to save your document.

[Date]

Dear Strata Council,

RE: Request for hearing

In accordance with the requirements of the *Strata Property Act*, please accept this letter as [my/our] application for a hearing with strata council. I understand that the *Act* provides for a hearing as an opportunity to be heard in person at a council meeting and that council must hold a hearing within four weeks of receiving this request.

The reason for my request is to [describe your reason for asking for the hearing].

Please contact me at [enter your preferred contact method and information] by [date by which you want the recipient to respond] to discuss a resolution to this problem.

Thank you for taking the time to read this letter.

Continue to step 3

[Close document](#)

Your Application  
Case: a0636000001iNWrAAM

## Who is applying for dispute resolution?

Enter the information for the person or business asking for dispute resolution.

- 1 **Applicant**
- 2 Representative
- 3 Respondent
- 4 Dispute
- 5 Evidence
- 6 Application Details
- 7 Review & Pay

Tell us who you are

Are you a...

Person  Organization/business

Legal first name

Legal last name

List other names you go by (optional)

Mailing address

Address Line 1

Street address, P.O box, c/o, etc

Address line 2 (optional)

Apartment, suite, unit, building, floor

# Negotiation

- Connects parties to encourage negotiated settlement
  - Zero to nominal cost
- Low intervention
  - Tools & support
  - Avoid more time/money on dispute



# Facilitation

If agreement

- Quick order from tribunal member
- Enforceable in court

If no agreement

- Adjudication support
- Help narrow issues, organize claims

Increases access to justice

- Avoids duplication and delays

# Adjudication

- Mostly **part-time tribunal members**
  - Lawyers with subject expertise
  - Located all over province
- Usually **written hearings**
  - Some telephone/video hearings
- Plain language written **reasons**
- Decisions enforceable as **court orders**
- **Published** decisions



# What works and what doesn't?

Tips, best practices, and things to watch out for

# High Level Lessons

- Design as simply as possible
- Be sure to user test
- Collect and use data, before, during and after
- Don't reinvent the wheel
- Do reinvent your processes (don't digitize the status quo)
- Use multi disciplinary teams
- Design around your challenges instead of trying to solve them (e.g. multi-channel to bridge the digital divide)

# What worked – Talking to people. A lot



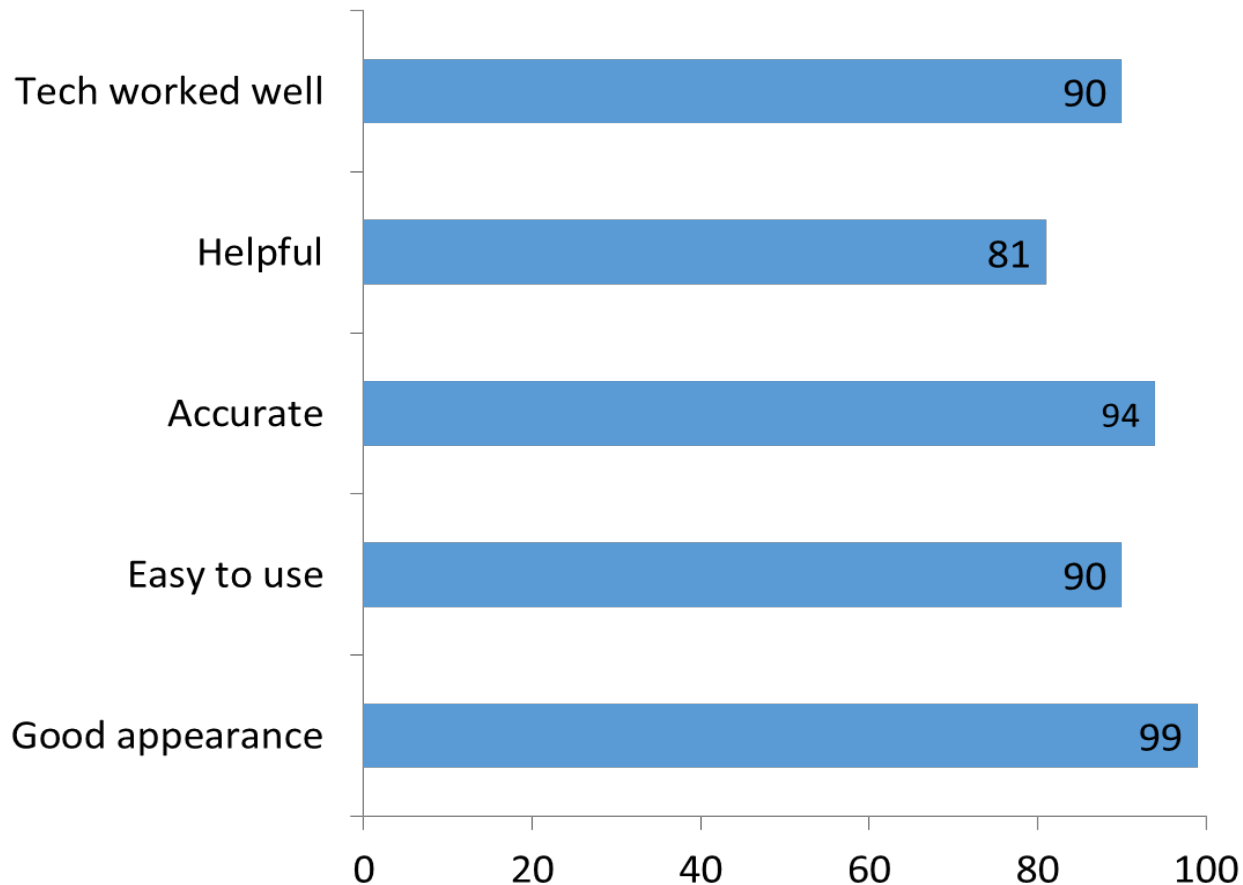


# What worked – Buying off the shelf and customizing the rest

The screenshot shows the Salesforce website homepage. At the top, there is a navigation bar with the Salesforce logo, phone numbers (1-800-NO-SOFTWARE and 1-800-667-6389), a 'Contact' button, a search bar, a 'Login' button, and a language selector for French (FR). Below the navigation bar, there are links for 'Products', 'Industries', 'Community', 'Services', 'Customers', 'Events', and 'About Us'. On the left side, there is a vertical menu titled 'OUR PRODUCTS' with icons and labels for Sales, Service, Apps, Marketing, Community, Analytics, and IoT. Below this is a section titled 'SOLUTIONS FOR' with icons and labels for Small Businesses and Industries. The main content area features a large banner with a background image of a person holding a tablet displaying a dashboard with various charts and graphs. The text on the banner reads: 'Sell, service, and build apps faster with the world's #1 cloud company'. Below this text are two buttons: 'WATCH DEMOS' and 'SUCCESS STORIES'. On the right side of the banner, there is a vertical 'Contact' button. In the bottom right corner of the banner, there is a 'Feedback' button with a minus sign icon.

# What worked – User testing. A lot.

## Solution Explorer Closed Beta Jan 29 – April 6, 2016



# What worked – Implementing in stages

What is early intake for strata?



# CRT: What worked – Continuous Improvement Data



- Evidence-based decisions
- Started with first round of testing
- Still happening

(don't try to read this slide!)

## CRT: What didn't work – a list

- Getting too **attached** to one way of doing things
- Wanting technology to do **everything**
- **Guessing** about user preferences
- Fear of **failure**
- Letting the **perfect** be the enemy of the **good**

# Where are we going?

## Fall/Winter 2016

- **Strata claims** fully implemented
- Solution Explorer small claims beta testing
- Technology development

## June 1, 2017

- **Small claims** \$5,000 & under
- Key performance indicators and evaluation

## Fall 2017

- Increased limit for small claims
- **Data analytics & continuous improvement**

**CRT**

# SOME THINGS IN LIFE SHOULDN'T BE HARD.

Resolve your small claims dispute  
from your smartphone.



## More Information

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

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

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