

ONLINE DISPUTE RESOLUTION



RESOLVING LEGAL MATTERS WITH TECHNOLOGY

In one year, eBay resolved over 60 million civil disputes through an online dispute resolution (ODR) platform. Criminal courts are now adopting similar technology. As Colin Rule, founder of online dispute resolution software Modria, explained, “There will always be cases that require the attention of skilled individuals. But we know we have a crisis of access to justice. Technology may be a way we help solve that problem.”



TIDC funds indigent defense innovation in Texas counties.

TIDC provides funding for improving indigent defense processes and technology.

Programs that measure and ensure the quality of representation are priority areas for funding.

MODEL PROGRAM: TEXAS OFFICE OF COURT ADMINISTRATION

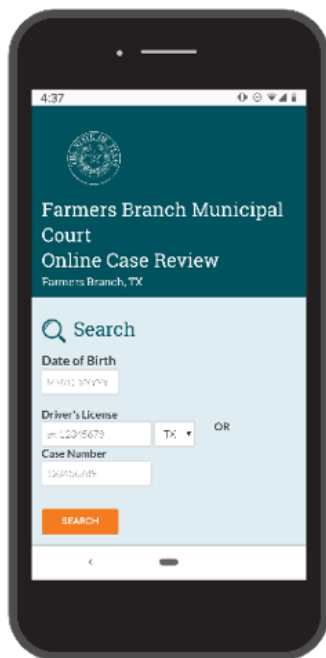
Heavy dockets backlog court systems across the country. Defendants wait hours for judges to call their case, eating into an entire day’s work. For those without transportation or childcare, appearing in court can be extremely difficult. The Office of Court Administration is working with the Pew Charitable Trusts and the National Center for State Courts to pilot ODR in Texas. While the OCA project initially focuses on civil cases, ODR enables courts to adjudicate minor infractions and misdemeanors entirely online.

One ODR program, Matterhorn, has resolved over 46,000 minor infractions and misdemeanors, and in one District Court in Michigan, prevented 550 failure to appear warrants in one year.



MODEL PROGRAM: ONLINE CASE REVIEW IN FARMERS BRANCH MUNICIPAL COURT

The City of Farmers Branch is the first jurisdiction in Texas to offer online dispute resolution of traffic tickets, code infractions, and Class C misdemeanor warrants. From the convenience of a computer or smart phone, individuals and their defense attorneys can interact with a prosecutor and judge to resolve their cases. In the first year, failure to appear rates in the municipal court decreased 31%.



TIDC INNOVATION SERIES

For more information on online dispute resolution and other innovative practices, go to:

tidc.texas.gov/innovation

////// Or call us—you may qualify for grant funding:

512-936-6994