

### Talking Points for Online Dispute Resolution in COUNTY/LOCALITY, STATE

- COUNTY/LOCALITY, STATE recently launched an Online Dispute Resolution (ODR) platform.
- Online dispute resolution is a website where parties can resolve their court case online from beginning to end.
- ODR provides access to the court outside of traditional business hours, a space for negotiation, a quicker method to resolve disputes, and a payment option to enforce and collect fines or fees.
- The platform is available through a secure website where users can provide their contact information, and select from the available options, allowing them to do everything they would do in a courthouse without setting foot inside a court.
- Many have difficulty navigating the court: ODR allows for resolutions that meet the needs of those who might go elsewhere for one or might avoid attempting to resolve their dispute at all.
- This tool allows [INSERT JURISDICTION] citizens with certain civil legal issues, including [INSERT CASE TYPE] to file documents electronically, respond to their issue, request online mediation if needed, and receive a judgment that is enforceable by the court.
- The ODR platform allows parties to enter into a mutual attempt at determining an outcome.
- ODR can serve as an alternate method to access the traditional court process, which can require an appearance in court to pursue or defend a claim.
- ODR can lower costs for both litigants and for the court and reduces the time needed to reach a resolution.
- ODR can help address staff overtime by decreasing the number of in-person hearings and reducing the court docket.
- ODR assists unrepresented users in navigating the civil court process and helps address disputes in greater numbers.
- The platform provides outside personal intervention only when necessary.
- Parties may request a trained, impartial, third person called a neutral ODR Facilitator/Mediator.
- ODR for [INSERT JURISDICTION] courts is currently mandatory/voluntary.
- If online negotiation does not result in an equitable conclusion, the parties can still decide to take their case to court.

- Through the use of ODR, people who are unable to take time away from work or family to visit a courtroom can resolve cases from their homes at their convenience, allowing for easier management of the increasing number of civil legal cases.
- ODR has the potential to improve fairness in the civil legal system and increase the likelihood of resolutions by increasing parties' engagement and responsiveness and decreasing procedural mistakes and other inefficiencies.
- Using online dispute resolution for the **NAME** court system makes sense and helps ensure that all parties involved in cases can participate.
- Online dispute resolution exists in multiple states and localities and can even replace the requirement for in-person mediation while serving as a simpler path to other parts of the court system.
- Not every civil case will be eligible for ODR.
- To find out if your case may be eligible or for more information on online dispute resolution, visit **WEB ADDRESS**.