

**MULTI-DOOR DISPUTE RESOLUTION DIVISION**

**CIVIL ALTERNATIVE DISPUTE RESOLUTION ACTIVITY, 2003-2007**

	2003	2004	2005	2006	2007 <sup>a</sup>
<b>Arbitration</b>					
Cases Referred	32	5	3	2	na
Cases Scheduled	na	na	na	na	4
Cases Closed	38	12	2	4	na
Cases Arbitrated	na	na	na	na	4
Cases Settled	20	3	2	4	2
Settlement Rate <sup>b</sup>	53%	25%	100%	100%	50%
<b>Civil Mediation</b>					
Cases Referred	2,906	2,838	3,184	3,640	na
Cases Scheduled	na	na	na	na	4,041
Cases Closed	2,160	2,272	2,258	2,862	na
Cases Mediated	na	na	na	na	1,282
Cases Settled	727	767	576	718	307
Settlement Rate <sup>b</sup>	41%	34%	38%	25%	23%
<b>Special Civil Mediation<sup>c</sup></b>					
Cases Referred	116	135	300	164	na
Cases Scheduled	na	na	na	na	246
Cases Closed	99	132	198	140	na
Cases Mediated	na	na	na	na	120
Cases Settled	37	82	110	68	32
Settlement Rate <sup>b</sup>	37%	58%	52%	43%	27%
<b>Landlord and Tenant</b>					
Cases Referred	445	570	678	957	na
Cases Scheduled	na	na	na	na	1,180
Cases Closed	445	570	654	758	na
Cases Mediated	na	na	na	na	938
Cases Settled	350	390	465	499	530
Settlement Rate <sup>b</sup>	79%	68%	71%	64%	57%
<b>Probate</b>					
Cases Referred	11	32	61	114	na
Cases Scheduled	na	na	na	na	98
Cases Closed	22	24	38	46	na
Cases Mediated	na	na	na	na	56
Cases Settled	10	8	20	9	11
Settlement Rate <sup>b</sup>	45%	33%	50%	17%	20%
<b>Small Claims</b>					
Cases Referred	1,479	1,466	1,178	1,258	na
Cases Scheduled	na	na	na	na	1,151
Cases Closed	1,479	1,466	1,144	1,196	na
Cases Mediated	na	na	na	na	1,121
Cases Settled	581	700	485	544	507
Settlement Rate <sup>b</sup>	39%	48%	42%	46%	45%
<b>Tax</b>					
Cases Referred	127	147	292	288	na
Cases Scheduled	na	na	na	na	260
Cases Closed	103	150	173	119	na
Cases Mediated	na	na	na	na	184
Cases Settled	50	56	57	62	31
Settlement Rate <sup>b</sup>	49%	37%	33%	53%	17%

<sup>a</sup>In CY 2007, the categories of "cases referred" and "cases closed" were changed to "cases scheduled" and "cases mediated or arbitrated" respectively. Because these categories are not comparable to previous years, the calculation of percentage change is not meaningful for CY 2007.

<sup>b</sup>Settlements reached as a percentage of the number of mediations/arbitrations completed.

<sup>c</sup>Cases expedited for mediation at the scheduling conference.

## FAMILY ALTERNATIVE DISPUTE RESOLUTION ACTIVITY, 2003-2007

	2003	2004	2005	2006	2007 <sup>a</sup>
<b>Child Protection</b>					
Cases Referred	390	396	481	353	na
Cases Scheduled	na	na	na	na	312
Cases Closed	414	388	480	372	na
Cases Mediated	na	na	na	na	227
Cases Settled	338	289	363	266	121
Settlement Rate <sup>b</sup>	92%	89%	92%	94%	94%
<b>Family</b>					
Cases Referred	532	439	354	379	na
Cases Scheduled	na	na	na	na	691
Cases Closed	295	352	313	372	na
Cases Settled	110	142	88	101	172
Settlement Rate <sup>b</sup>	37%	41%	34%	38%	40%

<sup>a</sup>In CY 2007, the categories of "cases referred" and "cases closed" were changed to "cases scheduled" and "cases mediated" respectively. Because these categories are not comparable to previous years, the calculation of percentage change is not meaningful for CY 2007.

<sup>b</sup>Settlements reached as a percentage of the number of mediations completed.

## COMMUNITY INFORMATION & REFERRALS BY TYPE OF DISPUTE, 2007

	2003	2004	2005	2006	2007	% Change 2006 - 2007
<b>Community Information &amp; Referral Program Activity</b>						
Number of Clients Assisted	2,609	1,846	1,504	1,475	2,097	42.2%
Type of Dispute						
Civil	128	162	177	171	180	5.3%
Domestic Relations	817	565	475	464	892	92.2%
Landlord & Tenant	52	26	25	27	34	25.9%
Referral for Social/Other Services	193	324	173	171	26	-84.8%
Small Claims	265	247	220	193	131	-32.1%
Other	20	-	-	-	-	-
Total Number of Disputes	1,475	1,324	1,070	1,026	1,263	23.1%
Cases Mediated/Conciliated <sup>a</sup>	169	134	125	106	72	-32.1%
Cases Settled	122	101	97	81	54	-33.3%
Settlement Rate <sup>b</sup>	72%	75%	78%	76%	75%	

<sup>a</sup>Conciliated cases are typically resolved over the telephone.

<sup>b</sup>Settlements reached as a percentage of the number of mediations completed.

