

Superior Court of California County of Santa Clara

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Santa Clara Superior Court Offers New Online Dispute Resolution Process

SAN JOSÉ, California (December 16, 2019): On Monday, December 9, 2019, the Superior Court of California, County of Santa Clara, in partnership with Tyler Technologies, Inc., launched a new online dispute resolution platform, Modria®, that empowers people to participate in the judicial system from anywhere at any time.

“Online dispute resolution is designed to break down barriers to the justice system so that people don’t have to take time off of work, find childcare, or physically travel to the courthouse to resolve simple civil cases,” said Jamie Gillespie, general manager of Modria. “It also helps to conserve court resources and ultimately save tax dollars.”

Using this new platform, members of the public will be able to work through small claims actions directly with the other party or in consultation with an experienced mediator, if they choose to include one, from any computer or internet-connected mobile device. If the parties are not able to come to an agreement online, they will still have the option of going through the traditional, in-person, court process.

Lisa Herrick, Assistant Executive Officer and General Counsel for the Santa Clara Superior Court, stated, “The Court is excited to provide this new online service and has tailored the platform to fit the needs of many of our small claims litigants. We look forward to exploring the expansion of Modria services to additional case types in the future.”

Participating in online dispute resolution allows the involved parties to resolve the case before the scheduled hearing date, and, on average, in about half the time of the traditional court process. It also gives participants the opportunity to work through the dispute from anywhere at any time, so they do not have to travel to the courthouse during regular business hours.

“The Santa Clara Superior Court places great emphasis on how we can use technology to effectively and efficiently serve our community,” said Presiding Judge Deborah A. Ryan. “Our County’s residents have sophisticated technological and legal needs. Modria helps our Court to address those needs with a solution for resolving disputes that is both effective and convenient for all parties involved. Increased access to justice is another important benefit provided by Modria.”

Begin Request For Online Dispute Resolution Here:
http://www.scscourt.org/self_help/small_claims/small_claims_ODR.shtml

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