

Questions

Section I.

Since Feb. 2002, we understand that you have been doing _____ (ADR category) cases. Have you been keeping track of these cases? If so, how have you been keeping track of them, at database or program have you been using to track these cases?

Can we get a report of those cases? What date can we get that report by?

Have you been tracking outcomes of ADR processes? (Did they settle, go on to another process, etc.)

If using an ADR process, describe your procedures from the beginning of the complaint. Have you kept a record of what the cost is of resolving a dispute by _____(ADR category)?

From the beginning of the complaint, how long did it take to resolve the dispute using an ADR process? If you don't know, estimate.

Can you estimate the cost of resolving the dispute by the _____(ADR category)?

When using ADR methods, did you use an evaluation form for _____(ADR category)? Have you been evaluating satisfaction rates when people have used the ADR process?

What is your general impression of satisfaction rates with ADR?

Section II.

Have you been keeping track of traditional cases (hearings, court, etc.)? What database or program have you been using to track these cases?

Can we get a report of one or two examples of what you would consider a traditional case in your agency to compare cost and time to ADR processes?

If using traditional methods, describe your procedures from the beginning of the complaint.

What is your general impression of satisfaction rates with the traditional processes?

Section III.

Who handles conflicts in your agency? What percentage of that person's time is spent handling conflicts?

Are you willing to use an evaluation form for the 2005 year?

Who is the person in your agency who will be responsible for this?