

**Utah Dispute Resolution
Case Statistics
2008 Calendar Year
(January 1—December 31, 2008)**

Executive Summary

Mediation Cases

Program	Total Cases Managed	Total Mediations	% Resolved Fully	% Resolved Partially	% Not Resolved
Family Mediation Program	649	212	51%	25%	24%
• Salt Lake City	594	195	51%	26%	23%
• Ogden	55	17	47%	18%	35%
Community Mediation Program	340	38	79%	13%	8%
• Salt Lake City	320	32	78%	13%	9%
• Ogden	20	6	83%	17%	0%
Small Claims Mediation Program	614	614	64%	3%	33%
• Salt Lake City	303	303	64%	4%	32%
• West Jordan	73	73	59%	1%	40%
• West Valley City	61	61	75%	5%	20%
• Taylorsville	25	25	64%	0%	36%
• Bountiful	28	28	75%	0%	25%
• Logan	68	68	81%	0%	19%
• Ogden	55	55	40%	0%	60%
• Other (Box Elder)	1	1	0%	0%	100%
Small Claims Appeals Mediation	209	143	40%	11%	49%
• Salt Lake City (3 rd district)	117	77	31%	3%	66%
• West Jordan (3 rd district)	58	43	51%	2%	47%
• Farmington (2 nd district)	34	23	48%	4%	48%
Law & Motion (Matheson)	52	52	65%	8%	27%
Youth Mediation Program	40	40	90%	8%	2%
TOTALS	1,904	1,099	60%	14%	26%
• Salt Lake City Office	1,705	952	60%	15%	25%
• Ogden Office	199	147	61%	3%	36%

Total Number of People Affected by UDR Mediation Services = 3,806 (based on 2 people per dispute)

Utah Dispute Resolution
Case Statistics Detail
2008 Calendar Year (January 1—December 31)

Totals for Fiscal Year (all locations)

Number Cases Managed: 1,904

Open at beginning: 105

New Cases opened: 1,799

Cases closed: 1,738

Open at end 166

Total Mediations: 1,099 (63% of cases closed resulted in mediation)

Total Agreements Reached: 660 (60%)

Face-to-face mediations: 660

Phone mediations: 0

Partial Agreements Reached: 152 (14%)

Total No Agreements Reached: 287 (26%)

Face-to-face mediations: 275

Phone mediations: 12

SALT LAKE CITY OFFICE

Totals for Fiscal Year

Number Cases Managed: 1,705

Open at beginning: 98

New Cases opened: 1,607

Cases closed: 1,550

Open at end: 155

Total Mediations: 952 (61% of cases closed resulted in mediation)

Family Mediation Project

Number Cases Managed: 594

Open at beginning: 78

New Cases opened: 516

Cases closed: 484

Open at end: 110

Total Mediations: 195 (40% of cases closed resulted in mediation)

Total Agreements Reached: 100 (51%)

Partial Agreements Reached: 50 (26%)

Total No Agreements Reached: 45 (23%)

Community Mediation Project

Number Cases Managed: 320

Open at beginning: 14

New Cases opened: 306

Cases closed: 295

Open at end: 25

Total Mediations: 32 (11% of cases closed resulted in mediation)

Total Agreements Reached: 25 (78%)

Face-to-face mediations: 25

Phone mediations: 0

Partial Agreements Reached: 4 (13%)

Total No Agreements Reached: 3 (9%)

Face-to-face mediations: 3

Phone mediations: 0

Youth Mediation/Peer Court Project

Number Cases Managed: 40*

Total Mediations: 40*

Total Agreements Reached: 36 (90%)

Partial Agreements Reached: 3 (8%)

Total No Agreements Reached: 1 (2%)

*Peer Court: 21 cases; Youth: 19 cases

Small Claims Court Project

Number Cases Managed: 490

Total Mediations: 490

Venue	Full Agreement	Partial Agreement	No Agreement	Total Mediations
Bountiful	21	0	7	28
SLC	192	13	98	303
Taylorsville	16	0	9	25
West Jordan	43	1	29	73
West Valley City	46	3	12	61

Overall Disposition

Total Agreements Reached: 318 (65%)

Partial Agreements Reached: 17 (3%)

Total No Agreements Reached: 155 (32%)

Small Claims Appeals Court Project

Number Cases Managed: 209

Open at beginning: 5

New Cases opened: 204

Cases closed: 189

Open at end: 20

Total Mediations: 143 (76% of cases closed resulted in mediation)

Total Agreements Reached: 57 (40%)

Face-to-face mediations: 57

Phone mediations: 0

Partial Agreements Reached: 70 (49%)

Total No Agreements Reached: 16 (11%)

Face-to-face mediations: 4

Phone mediations: 12

No Show: 30 (16% of cases closed were no shows)

Matheson Law & Motion Cases

Number Cases Managed: 52

Total Mediations: 52 (100% of cases resulted in mediation)

Total Agreements Reached: 34 (65% of cases mediated)

Partial Agreements Reached: 4 (8%)

Total No Agreements Reached: 14 (27%)

SALT LAKE CITY: Mediation Services—Referral Sources

Family Mediations

Attorneys	42%
Legal Aid Society of Salt Lake	22%
Courts, Commissioners, Guardian ad Litem	12%
Internet, UDR Web site, Court Web site link	6%
Utah Legal Services	5%
Previous Client	4%
Friend or relative	3%
Yellow Pages, phone book	1%
Other	3%
ACLU	
Bishop	
Info and Referral Center (211)	
Office of Recovery Services	
Tuesday Night Bar	
Street Law	
Utah State Bar	
DCFS	
WillWin/Renaissance Services	
Workforce Services	
Victim's Advocate	
Unknown/Other	2%

Community Mediations

Utah Legal Services; Renter's Handbook	28%
Info and Referral Center (211)	17%
Friend, Personal Reference	8%
Internet; UDR Web site; Court Web site	6%
Courts, Administrative Office	5%
Housing Authority	5%
Attorneys	4%
Mediated Previously	3%
Legal Aid of Salt Lake	3%
Aging Services; APS; Senior Resource Directory	3%
Workforce Services	2%
Community Action Program	2%
Phone Book	1%
Other Programs	2%
Disability Law Center	
Peer Court	
Labor Commission	
Other	4%
Utah Bar	
ACLU	
Police Dept	
BYU	
City Council	
Other/Unknown	7%

OGDEN OFFICE

Totals for Fiscal Year

Number Cases Managed: 199

Open at beginning: 7
New Cases opened: 192
Cases closed: 188
Open at end: 11

Total Mediations: 147 (78% of cases closed resulted in mediation)

Family Mediation Project

Number Cases Managed: 55

Open at beginning: 7
New Cases opened: 48
Cases closed: 47
Open at end: 8

Total Mediations: 17 (36% of cases closed resulted in mediation)

Total Agreements Reached: 8 (47%)
Partial Agreements Reached: 3 (17%)
Total No Agreements Reached: 6 (35%)

Community Mediation Project

Number Cases Managed: 20

Open at beginning: 0
New Cases opened: 20
Cases closed: 17
Open at end: 3

Total Mediations: 6 (35% of cases closed resulted in mediation)

Total Agreements Reached: 5 (83%)
Partial Agreements Reached: 1 (16%)
Total No Agreements Reached: 0 (0%)

Small Claims Court Project

Number Cases Managed: 124

Total Mediations: 124

Venue	Full Agreement	Partial Agreement	No Agreement	Total Mediations
Ogden	22	0	33	55
Logan	55	0	13	68
Box Elder	0	0	1	1

Overall Disposition

Total Agreements Reached: 77 (62%)
Partial Agreements Reached: 0 (0%)
Total No Agreements Reached: 47 (38%)

OGDEN Mediation Services—Referral Sources

Family Mediations

Attorneys	56%
Internet, UDR Web site, Court Web site link	13%
Utah Legal Services	13%
Courts, Commissioners, Guardian ad Litem	7%
Previous Client	5%
Yellow Pages, phone book	2%
Unknown	4%

Community Mediations

Utah Legal Services	35%
Internet	20%
Community Action Program	10%
Friend, Personal Reference	15%
Other Programs	15%
Disability Law Center	
Labor Commission	
Housing Authorities	
Aging Services	
Consumer Protection	
Courts, Administrative Office	
Holy Cross Ministries	
Other	5%
Utah Bar	
Senior Resource Directory	
Phone Book	
ACLU	
Library, Schools, Universities	
Attorney Generals Office	
Workforce Services	
Prepaid Legal Services	
Unknown	0%