

Superior Court of California, County of Los Angeles
ODR Program
Frequently Asked Questions

Rev: 2/10/21

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What is TurboCourt?

TurboCourt is the company that provides the Court's ODR program.

What is Online Dispute Resolution (ODR)?

ODR helps parties resolve their case with a settlement agreement instead of a court hearing or trial. Everything is done online, from sending and receiving offers to submitting the final agreement to the court.

If you reach an agreement, a judge will review it and the court will notify you if your hearing or trial is cancelled.

If you do not reach an agreement, you attend your court hearing and present your evidence.

What is "Negotiation"?

Negotiation is a "back and forth" discussion aimed at reaching an agreement. ODR negotiation takes place online, in writing.

In court, the judge controls the process, including what evidence is allowed, who wins or loses, how much money must be paid (if any), and when it must be paid.

In ODR negotiation, you and the other parties keep control over your case. You make the decisions about payments and payment dates. You can also add customized "additional terms" that work for the parties but that a judge might not be able to order.

How does negotiation work in ODR?

ODR provides an online negotiation area for plaintiffs and defendants. When you go to your area, you will see questions asking how you would like to settle the case, such as the amounts of money and dates of payment you would like the other party to consider accepting. You can also use "Chat" to send explanations, questions and documents.

You will get an email when the other party responds to your offer. You will check that party's negotiation area to see their offer.

You can accept all or part of that offer, or you can make a new offer, or you can end the negotiation and wait for your hearing.

If you reach an agreement, ODR will prepare the forms you need to settle your case.

To plan your ODR negotiation, use your Worksheet:

[Plaintiff's ODR Worksheet](#)

[Defendant's ODR Worksheet](#)

Is the information I provide in TurboCourt safe?

Yes. The TurboCourt website is secure. Your ODR negotiations cannot be accessed by judges, court staff or the public.

Note that your Settlement Agreement becomes part of the public record of your case once it is approved by the court and filed.

What if some parties do not participate in TurboCourt ODR?

ALL PARTIES MUST ATTEND THEIR HEARING OR TRIAL.

What if we don't reach a settlement agreement before our ODR deadline expires?

ALL PARTIES MUST ATTEND THE HEARING OR TRIAL.

HOW TO GET HELP

- Log into TurboCourt to get answers and help with the TurboCourt program.
- If you have questions or need help with your small claims case [call the Los Angeles Small Claims Advisor](#).
- If you need information about your small claims case (e.g., hearings, case numbers, parties, and addresses), you may [search online](#) or [call the courthouse](#) where your small claims case is/will be filed.
- You may also visit the court's [Small Claims home page](#).

COVID-19 RENTAL DEBT Information and Services

- [DCBA - Rent Stabilization Program](#)
- [Stay Housed L.A. County](#)
- CA.gov
 - [Tenants and Landlords](#)
 - [Tenant Protections](#)
 - [Landlord Protections](#)