

Utah's Legal Sandbox:

Data and Assessment

Today's Plan

- **Introductions**
- **Update: Task Force and Sandbox status**
- **Overview: Data and Assessment Framework**
- **Open Floor Discussion**

Our big goals for today's work:

To hear your reactions to our proposed data and assessment framework: good, bad, ugly.

Some Principles for today's work:



**Empathetic +
Respectful**

**Creative +
Constructive**

**The topic is data
and assessment.**

METRICS
OUTCOMES
DATA
REPORTS
EMPIRICAL

01

Update: Task
Force and
Sandbox

**Regulatory
innovation
happening in
Utah!**



Status:

- **Implementation Task Force formed**
- **Website up**
- **Draft Regulatory Scope released**
- **Draft Data Expectations released**

<https://sandbox.utcourts.gov/>

Utah Implementation Task Force on Regulatory Reform

Utah's Implementation Task Force on Regulatory Reform is working to optimize the regulatory structure for the practice of law in the Age of Disruption.

The Task Force's main goal is to increase access to and affordability of legal services while protecting consumers.

The Task Force will be encouraging experimentation in a Legal Services Sandbox. Please connect if you are interested in the [Sandbox](#).

The Task Force seeks to foster innovation and to marshal market forces. It is driven by data, and is focused on managing risk of harms to consumers.



[Data Collection Requirements for Sandbox Participants \(PDF\)](#)



[Scope of the Sandbox Project \(PDF\)](#)



An initiative of the
Utah Supreme Court



Timeline:

- **Early Feb: Draft Standing Order and Proposed Rule Changes out for comment**
- **90 days for comments**
- **Early - mid June: Approval and Launch**



Questions?

02

Data and

Assessment

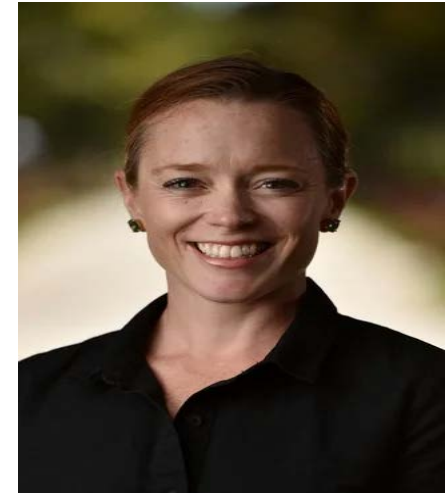
Data Team



Dr. Thomas Clarke



Dr. Rebecca L. Sandefur



Lucy Ricca

Goal:

To ensure consumers access to a well-developed, high-quality, innovative, and competitive market for legal services.

How?

- Monitor and measure the incidence of consumer harm.
- Set minimum quality thresholds.

How?

**Collect data from
market participants.**

Harms:

- **Receiving inaccurate or inappropriate legal services.**
- **Failing to exercise legal rights through ignorance or bad advice.**
- **Purchasing unnecessary or inappropriate legal services.**

Potential Data:

- **Consumer complaints**
- **User surveys**
- **Rate of service error fixes**
- **Level/rates of services provided**
- **Legal and financial outcome data**

Potential Data:

- **Income level**
- **Education level**
- **Geographical location**
- **Race/ethnicity**

Data protection:

- As a general rule, data provided by sandbox participants will not be shared with any other organizations for any reason.
- Data provided by sandbox participants should be anonymized before submission to the oversight body.

Data protection:

- Data provided will be kept confidentially and deleted from administrator databases after analysis.

Data protection:

- The oversight body may choose to share provided data to independent evaluators of the sandbox pilot after receiving permission by the data provider. If so, such evaluators will be contractually required to also keep the data confidentially and delete it after analysis is completed.

Feedback / Questions

- Are there metrics or ways to measure what is happening in the market that we are missing?
- How do these potential metrics align with your business practices?
- What do you see as potential challenges or impediments in this framework?
- What suggestions do you have for us to make this as frictionless as we can?

Thank you!