

The *MED*LATOR



Special Point of Interest:

- The Institute for Non-Violence in Los Angeles at UCLA.

Los Angeles City Attorney's Dispute Resolution Program

OUTSTANDING CASE AWARD NOMINEE!

The Dispute Resolution Program will highlight throughout the year cases which will be nominated for Outstanding Case Award at the next opportunity. The power of the process of mediation is highlighted in this manner to demonstrate how mediation gets to the interests in a dispute and can get a matter resolved when nothing else had worked.

The case involved the Los Angeles County Public Works Division, a County Engineer from Building and Safety, a land owner, and his mother. The dispute involved rain having flooded property under jurisdiction of the County of Los Angeles due to debris preventing proper draining on an adjacent property which was privately owned.

In December 2009, the County attempted to contact the private landowner to resolve a dispute involving land rights. Initially, the County made a "Request for Permit," asking that easement rights be granted to allow proper maintenance of the private property to reduce the risk of flooding. Without timely communication from the landowner, the County issued violation notices. The landowner's mother became involved on her son's behalf, and made numerous allegations of bad faith to officials throughout the city and county. The County moved toward more aggressive enforcement efforts due to lack of direct communication with the only person having authority to make decisions about the property-the landowner.

The mother also appeared before the County Board of Supervisors to make the case on behalf of her son.

The landowner would not make himself available for direct communication with the County, preferring to have his mother represent his interests in this dispute. The mother proved to be a very difficult person with whom to communicate. The dispute continued to escalate.

On the day that an award was being given to the Dispute Resolution Program, the mother, who was in attendance at the Board of Supervisor's Hearing Room, asked if it were possible for the program to handle such a dispute.

Two mediators handled the matter by ensuring that the son attended the session. The mother continued to attempt to represent her son, but the County engineer and a representative from the County's Flood Control Division required the son's agreement before proceeding.

The mother had become very comfortable taking responsibility for the son's business affairs involving this issue and found it difficult to allow her adult son to speak and negotiate for himself.

While it was very difficult to handle the mother's insistence about making decisions on behalf of her son, the mediation proceeded and specific agreements were laid out involving how the County and the landowner would communicate and conduct themselves in the future, thereby effectively resolving the matter.

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Kathy Shuford

amazingly completed more than 15 Overview Presentations for police officers at various LAPD Divisions in one month! Kathy conducted numerous LAPD Roll Call Sessions, during the early morning hours and some quite late in the evening to 911 Dispatch staff members. Kathy's work extended beyond mere presentations to include training of other volunteer mediators to conduct such sessions. Her service has been invaluable in ensuring that police officers have current Dispute Resolution Program information and support in making appropriate referrals to the Dispute Resolution Program.

The Institute for Non-Violence in Los Angeles at UCLA

The Dispute Resolution Program will continue to support the efforts of UCLA's Institute for Non-Violence in Los Angeles. Earlier this summer we provided 40 hours of training to high school and junior college students who attend the Police Officer Preparation Program at LAPD's Ahmanson Recruit Training Center in Westchester. More than 30 young people were supported by mediator coaches who are UCLA undergraduates.

The two-quarter class will begin in the fall, so expect to hear from us seeking your support as coaches and consultants to UCLA students. We continue to advance our mission of **"A mediator on every block!"**

City Attorney Family Bar-B-Que!

City Attorney Carmen Trutanich hosted the City Attorney Family Bar-B-Que at the Los Angeles Police Academy this summer. The Dispute Resolution Program was simply delighted to have been represented by staff and volunteer mediators. Take a look at a few of the pictures and remember we would love to see you next year!



Panoramic View

L-R Pat Calloway, Wendy Goldman, Maria Garcia, Maria Lopez, Unknown Guest, Unknown Guest, Richard Niederberg, Avis Ridley-Thomas, w/Unknown Guest



L-R Sheriff Lee Baca, Unknown Guest, City Attorney Carmen A. Trutanich, 2nd District Supervisor Mark Ridley-Thomas, Former Speaker of the California State Assembly Robert Hertzberg, Avis Ridley-Thomas and Wendy Goldman

Great Work!!

Diana Dunlap, Michelle Espinosa, Jackie Newson, Ivy Harrell, and Larry Dozier facilitated an important dialogue at Abraham Lincoln High School entitled "Consensus Building for the New School Year."

Kay Brown represented the Dispute Resolution Program at the All People's Christian Center, providing an overview of our services.

Jeremy Whaley provided a overview of Dispute Resolution Program services to each work shift of Officers at the LAPD Harbor Community Police Division beginning at 6 a.m. and ending at 7:30 p.m.

Joe Taylor provided overview sessions to each work shift of Central Division LAPD officers beginning at 6:00 a.m. and concluding at 7:00 p.m.

Michelle Espinosa provided overview sessions for each work shift of Northeast Community Police Station officers from 6:00 a.m. until 7:00 p.m. Michelle and Sherry Garrison also staffed a table at the California State University Dominguez Hills 2nd Annual Labor and Social Justice Fair.

Elizabeth Rodriguez provided overview presentations for each work shift of officers at the Wilshire Community Police Station from 6:00 a.m. until 7:00 p.m. She also conducted a presentation for the South Park Stakeholder's Group of the Northwest Area Neighborhood Business Watch and the Fashion Institute of Design and Marketing.

Bettina Daniel provided an overview presentation of Dispute Resolution Program services at a Town Hall Meeting at the Blessed Sacrament Church.

Judy Weigle facilitated a dialogue on improved communication at the New Technology High School for Student Empowerment for all members of

the teaching staff.

At the request of Deputy City Attorney Jan De Andrade, **Kim Marie Johnson-Roussell, Maria Lopez and Michelle Espinosa** conducted a multi-session dialogue on Youth Issues at John Muir High School in Pasadena, CA.

At the Felicia Mahood Senior Center, **Kay Brown, Kim Marie Johnson-Roussell, Elizabeth Rodriguez, Angel Dominguez and Judy Weigle** conducted multiple session mind-mapping and a facilitated dialogue with a group of produce vendors and LaCienega Heights residents.

Judy Weigle ably assisted in the resolution of a construction dispute when the parties agreed to a payment schedule for work which had been completed.

Jeremy Whaley helped a local cleaners and a customer resolve a matter involving an unreturned wedding dress to the satisfaction of the parties involved.

Residual disputes related to a failed business partnership were resolved with the intervention of **Gene Monteilh**.

Judy Weigle helped neighbors resolve problems related to noise and the smoke due to cooking Bar-B-Que near the door of a neighbor.

Maria Lopez assisted a landlord and tenant resolve a dispute involving relocation during remodeling of an apartment unit and payment of relocation fees.

Jo-Ann Krohn helped parties obtain an agreement related to overdue rental payments. Jo-Ann also helped a dentist and client agree to retroactive assignment of insurance benefits for services completed. She further assisted a landlord and tenant resolve a plumbing problem which has existed for an extended period of time.

Michael Arnold assisted parties in reaching an agreement on additional time to vacate premises due to unforeseen circumstances.

Karla Lansky assisted a watch company and customer obtain agreement on a return and exchange of the merchandise by a specific date.

Shai Baruch assisted neighbors in resolving a noise related dispute to the satisfaction of all parties.

A former tenant and landlord agreed to the partial return of a security deposit after the intervention of Jeremy Whaley. He also assisted in reversing an eviction and working out a payment arrangement for services rendered.

A former employee resolved a dispute involving a bounced check as a result of the intervention of **Judy Weigle**.

Angel Dominguez assisted a radio station and an advertiser to resolve payment related problems involving advertising.

A person expelled from a homeless shelter met the requirements to be allowed to return as the result of intervention by **Eva Fisher**.

Dispute Resolution Program Contact Information

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"These Services Are Made Possible Through Major Support From the Los Angeles County Department of Community and Senior Services through the California Dispute Resolution Programs Act."