

December 5, 2006

Honorable Mayor and Members of
the Hermosa Beach City Council

Regular Meeting of
December 12, 2006

DISPUTE RESOLUTION SERVICES

Recommendation:

That the City Council receive and file this report and direct the City Manager to execute the agreement.

Background:

The City has provided dispute resolution services to our residents and businesses, through private contracts for over 15 years. For several years, the service has been provided by South Bay Center for Dispute Resolution and prior to 2000 the service was provided by Dispute Resolution Services which was part of the LA County Bar Program. This service is also provided in other South Bay cities including Manhattan Beach, Redondo Beach and Torrance. The service is generally regarded as having a positive impact for the community as a number of residential and landlord tenant disputes are handled on an informal basis. Both the Police Department and the Community Development Department refer people to the service on a regular basis and view it as being a valuable community service.

The City spends around \$8,000 per year on the service. During the past year, 18 cases were handled that included full mediation intervention. A number of others were handled over the telephone during the intake process. Most of these are directly referred to others that could provide direct service or the issue was not considered ready for mediation. This approach is important as a large number of the issues that we get calls about can be handled without going through the full mediation process. A common example is a rent increase made by a landlord. We get a number of calls and when we talk to the person calling and they explain that they received a notice and do not have a lease we explain that the city does not have rent control and the increase process appears to have been followed.

The City Council, at its meeting of June 13, 2006, directed that staff seek proposals to perform these services. A request for proposals was prepared and distributed to individuals and firms that might be interested in providing this service to the city. A total of five (5) proposals were received.

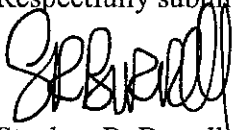
All of the proposals were reviewed and all of the firms were invited to an interview with staff. The interview panel included the Community Development Director, Police Chief and me. Staff carefully reviewed each of the proposals and the results of the interview process - comparing the approach suggested by each of the firms, the cost, and how their

approach would meet the needs of the community. As a result of this process, staff is recommending that the City renew its contract with South Bay Center for Dispute Resolution. This recommendation is based on staff's evaluation that they can provide this service in a most efficient and cost effective way.

The intake process that is used by South Bay Center for Dispute Resolution, although often not mediation, does provide a valuable service helping the resident get the assistance that they might need. The other firms submitting proposals generally would pick up the process following the intake process once it was decided that mediation would be beneficial for the parties involved. A change to this approach would put a load on staff to perform this service before sending the case to the contract dispute resolution service. The availability of those proposing providing this service also was of concern. The actual case load probably could be handled by any of the firms submitting proposals and depending on the amount of time spent probably would cost more than is now spent on the program. In addition, the firm conducting the mediation would determine the time spent on mediation efforts (billed hourly) out of the control of the city, whereas the recommended provider uses a flat fee.

Staff is also recommending that we include a feedback loop in a new contract that would use a questionnaire that would be sent to parties participating the dispute resolution process and returned directly to the City. This would provide an ongoing evaluation of the program.

Respectfully submitted,



Stephen R. Burrell
City Manager



SOUTH BAY CENTER
DISPUTE RESOLUTION

RECEIVED
SEP 25 2006
Per.....

LANCE WIDMAN
Executive Director

1015 4th Street
Hermosa Beach
Calif. 90254
(310) 376-7007
(310) 798-0857 FAX

Mr. Stephen Burrell,
City Manager
City of Hermosa Beach

September 23, 2006

Dear Steve,

Enclosed is the Center's response to the City's Request for Proposal concerning the provision of dispute resolution services for the City of Hermosa Beach.

I have been involved in the delivery of such services in our South Bay community for about twenty years, working most of that time with the Los Angeles County Bar Association -- Dispute Resolution Services, and now as Executive Director of the South Bay Center for Dispute Resolution. The Center's focus is the South Bay where I have lived in Hermosa Beach for over thirty years, serving as a Member of the Hermosa Beach City School Board for the past five years and teaching at El Camino College for thirty five years. I have been actively involved in our community over the years as Mayor and City Council Member for the City of Hermosa Beach for eight years, and through my participation in the Hermosa Beach Education Foundation, Sister City Association, Chamber of Commerce, Rotary and fundraising for 1736 House, among others.

The Center currently has contractual relationships with the Cities of Torrance, Redondo Beach, Manhattan Beach and Hermosa Beach. As you may know, the basic format of those arrangements includes a quarterly Operations Fee to cover the costs associated with information and referrals, City staff meetings, trainings and community outreach, and a Case File Fee where the Center works with the parties involved in a dispute to try to resolve their differences. There is no charge to the parties when referred to the Center by City staff or website. The specifics of the contract are unique and negotiable between the Center and each City.

The Center's current contract for services with the City of Hermosa Beach is \$8,000. I believe the existing arrangement of an Operations Fee of \$800 per quarter and a Case File Fee of \$150 per opened case has worked well and I am proposing to maintain it. Since late 2001, 143 cases have been opened with 3455 contacts with the parties involved, 1305 information and referrals have been made and a total of 1865 persons have been served.

I have always viewed the importance of the Center's services as involving more than just convening mediation meetings and helping the parties to resolve their differences. A

great deal of my time is also spent working with City staff to help make current policies and procedures more workable, providing community workshops (landlord/tenant relations) and doing trainings for City staff in conflict resolution. Viewing the Center's services as part of a community-based problem solving approach, I regularly attend Police Department briefings and the Center has sponsored Information Exchange Workshops involving Code Enforcement/Nuisance Abatement and Animal Control/Community Services staffs from the Center's contracting cities.

The Center's relationship with Hermosa Beach is more than just a contract. It is my commitment to our community. I look forward to continuing the very positive working relationship that has developed between the Center and the City of Hermosa Beach.

Sincerely,

A handwritten signature in black ink, appearing to read "Lance", with a large, stylized flourish above the name.

Lance Widman,
Executive Director

LANCE G. WIDMAN
1015 4th Street
Hermosa Beach, California 90254
(310) 379-5054 (H)
(310) 660-3746 (ECC)
(310) 376-7007 (SBCDR)

RESUME OF QUALIFICATIONS

PROFESSIONAL

- El Camino College, Professor, Political Science, 1971 to present
- Executive Director, South Bay Center for Dispute Resolution, 2000 to present
- Program Coordinator, Dispute Resolution Services, Los Angeles County Bar Assn., Community Mediation Program, 1988 to 2000
- League of California Cities, Staff Assistant, 1969 to 1971
- Coro Foundation Fellow in Public Affairs, 1968 to 1969
- Hon. B. F. Sisk, Congressional Staff, 1967

PUBLIC SERVICE

- Member, Hermosa Beach City School Board, 2001 to present
- President, El Camino College Federation of Teachers, 1988 to 1995
- Dispute Resolution Officer, El Camino College Federation of Teachers, 1995 to 2003
- Hearing Officer, Cities of Hermosa Beach (parking tickets), 1985 to 1990; Redondo Beach (housing appeals), 1997 to present
- City Council Member, City of Hermosa Beach, 1974 to 1982
- Mayor, City of Hermosa Beach, 1976 to 1977, 1981 to 1982

EDUCATION/ TRAINING

- Neighborhood Justice Center, Santa Monica, Mediation Training, Mediation Certification/1986
- California State University, Dominguez Hills, Paralegal Studies, Paralegal Certification/1982
- University of California, Berkeley, Public Administration, Masters Degree/1969
- Occidental College, Los Angeles, Urban Studies, Masters Degree/1969
- University of California, Berkeley, Political Science, Bachelors Degree/1967

The South Bay Center for Dispute Resolution

Program of Services

The following services will be provided by the South Bay Center for Dispute Resolution to the City of Hermosa Beach:

Resolution Services: The Center is available to serve persons who may be experiencing conflict in their personal or professional lives. This includes landlords and tenants, neighbors, businesses and consumers, employers and employees, as well as family members, roommates and friends. The Center's staff will assess the problem and initially help the parties to resolve the matter through phone conciliation. If the dispute is appropriate for mediation and the parties are willing to participate, a mediation will be scheduled. At the mediation an experienced mediator will assist the parties to arrive at a mutually satisfactory resolution of their conflict. This is usually done in the form of a verbal or written settlement agreement.

If the parties involved in a dispute are referred to the Center by any member of the City's staff, City Newsletter or Website, and a case file is opened for further action by the Center's staff, there will be no charge to the parties for the Center's services. However, parties who are referred to the Center by sources other than the City will be charged an appropriate sliding scale fee when a case file is opened for further action.

Information and Referral: When inquiries are received by the Center from people who need basic information, legal assistance or whose situation, after review by the Center's staff, is not appropriate for the Center's services, the requested information will be provided and/or referrals will be made to appropriate community resources. This may include City departments, other public agencies or social service organizations.

Community Outreach: The Center will provide outreach activities within the City of Hermosa Beach. This will include networking with other social service agencies, meeting with community groups about the dispute resolution services offered by the Center, as well as offering presentations and trainings on conflict resolution for City staff, residents and community groups.

Monitoring and Evaluation: The City will monitor and evaluate the performance of the Center's services and activities and will have access to records and other documents related to the Center's performance except as they may be protected by the California Evidence Code. During such a review the confidentiality of persons utilizing the Center's services shall be respected. These evaluation reviews will focus on the effectiveness of the Center's program, the impact of its services on the community, and the extent to which the Center's services address the concerns and priorities of the City.

Contact Person: Lance Widman, Executive Director, South Bay Center for Dispute Resolution, 1015 4th Street, Hermosa Beach, 90254. (310) 376-7007

George Schmeltzer
275 Valley Drive
Hermosa Beach, CA 90254
September 10, 2006

Civic Center
1315 Valley Drive
Hermosa Beach, CA 90254

Dear Mayor and Members of the Hermosa Beach City Council:

I am writing in support of Mr. Lance Widman and the South Bay Center Dispute Resolution Services' application to provide their services to the City of Hermosa Beach.

I'm happy to have known Lance socially and professionally for more than 30 years. I've served with him on the boards of many community organizations including 1736 House, the South Bay Free Clinic, and the Hermosa Beach Friends of the Arts. He has a well-earned reputation for intelligence, enthusiasm, dedication and hard work.

I also had the honor of serving with him on the Hermosa Beach City Council from 1976 – 1982 where he distinguished himself as a man of integrity and an able leader who worked tirelessly to improve the quality of life in this community.

As a member of the City Council, Lance was instrumental in developing the city's first ombudsmen program which was considered 'revolutionary' at the time. Not only did it provide citizens with a constructive and fair process for resolving disputes it also freed city staff from having to deal with contentious issues on a daily basis and it allowed them to spend more time on their primary duties.

Lance's South Bay Center – Dispute Resolution Services has built an enviable reputation in Hermosa Beach and in the cities of Manhattan Beach, Redondo Beach and Torrance. Friends and neighbors who have used the Center's services are unanimous in their praise. "Problem solved," is how one friend put it to me, "and it didn't cost me an arm and a leg." I understand that the Center has a 70% success rate in resolving disputes. But for the Center I'm sure that many of these disputes would have ended in the legal system or on a city council agenda.

I urge you to give the South Bay Center's application careful study. If you do I am confident you will select them to continue to provide dispute resolution services in Hermosa Beach.

Respectfully,


George J. Schmeltzer



CITY OF REDONDO BEACH CALIFORNIA

415 DIAMOND STREET
POST OFFICE BOX 270
REDONDO BEACH, CALIFORNIA 90277-0270

July 20, 2006

South Bay Center for Dispute Resolution
1015 4th Street,
Hermosa Beach, CA 90254

Re: Letter of Recommendation for South Bay Center for Dispute Resolution

TO WHOM IT MAY CONCERN:

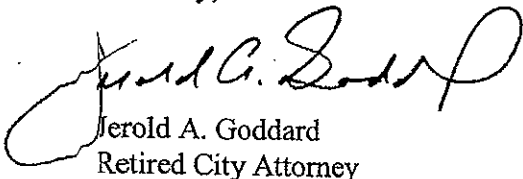
It is my pleasure to write this letter of recommendation for Mr. Lance Widman of the South Bay Center for Dispute Resolution.

I am the retired City Attorney of Redondo Beach, serving from 1993 - 2005. During that period I was regularly involved with Mr. Widman, first through the Los Angeles County Bar Association's Dispute Resolution program and beginning in 2000 through the South Bay Center program. I considered Mr. Widman's mediation services an asset to Redondo Beach.

Having dispute resolution available for referrals by various city departments has been extremely successful. A key ingredient in assisting residents is the skill and professionalism of the mediator. Mr. Widman over an eighteen year period has established his reputation in the South Bay as a fair and neutral person. My wife and I live in Redondo Beach and regularly come in contact with neighbors and residents who have used the program. The overwhelming majority of participants obtain successful resolution in their case. Even those who have not completely solved their complaint still have had positive comments about Mr. Widman.

I have known Lance for nearly thirty years. I respect his mediation skills, his service and contributions in local government, and his teaching at El Camino College. Redondo Beach has been well served by the South Bay Center for Dispute Resolution and I can strongly recommend this program to any community.

Sincerely,



Jerold A. Goddard
Retired City Attorney

S. ROGER ROMBROT
MELINDA A. MANLEY
KIMBERLY A. OUGHTON
†A PROFESSIONAL LAW CORPORATION

ROMBRO & ASSOCIATES

3405 N. SEPULVEDA BOULEVARD
SUITE 200
MANHATTAN BEACH, CALIFORNIA 90266-3628

TELEPHONE
(310) 545-1900
FACSIMILE
(310) 802-8849
EMAIL:
roger.rombro@rombrolaw.com
WEBSITE:
www.rombrolaw.com

July 31, 2006

To whom it may concern

Re: *South Bay Center for Dispute Resolution*

Dear Sirs:

This is written in support of the application of South Bay Center for Dispute Resolution whom I am informed is reapplying for a contract with the City of Hermosa Beach to continue providing services resolving disputes. I am writing as a resident of Hermosa Beach, a consumer of dispute resolution services, my personal experience as a trained mediator in dispute resolution through the Los Angeles County Bar Association and my knowledge of the effectiveness of this group, and particularly, Lance Widman over the last 15 years:

I first experienced Mr. Widman's effectiveness as one able to resolve disputes when I was referred to Mr. Widman by the Los Angeles County Bar Association. I was seeking resolution of a dispute involving my former church and one of its former pastors. Specifically, a dispute arose between a former pastor over an employment issue and the Lutheran Church of the Good Shepherd in Torrance. In a process that lasted approximately three-quarters of a day, Mr. Widman and the two individuals with whom he associated for the purpose of resolving this dispute, successfully obtained a resolution which was accepted as fair and final. Following Mr. Widman's efforts, the former pastor was able to move on with his life, and the church was able to continue in its growth. Both sides were able to avoid a potentially discordant and potentially harmful course of litigation through the judicial process. Having watched the success of Mr. Widman, I became an ardent supporter of the mediation process.

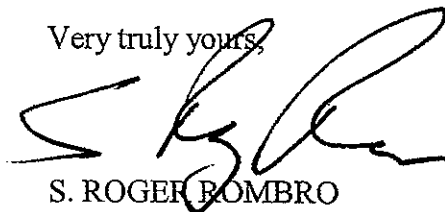
After relocating my residence to Hermosa Beach, and my office to Manhattan Beach, I had occasion to reacquaint myself with Mr. Widman, and continue to observe his success in diverting individuals and businesses from what would otherwise be certain litigation.

Mediation is an extremely difficult process, and invites failure by its very nature. Mr. Widman and the mediators with whom he is associated with South Bay Center for Dispute Resolution deserve the respect and gratitude of the community.

Re: *South Bay Center for Dispute Resolution*
July 31, 2006
Page 2

Please feel free to contact me if I may be of any further service in providing information to you with regard to this matter.

Very truly yours,

A handwritten signature in black ink, appearing to read 'S. Rombro', written over the typed name.

S. ROGER ROMBRO

SRR:hdl

cc: Lance Widman



City of Manhattan Beach

Community Development

Phone: (310) 802-5500

FAX: (310) 802-5501

TDD: (310) 546-3501

September 6, 2006

South Bay Center Dispute Resolution
1015 4th Street
Hermosa Beach, CA 90254

Subject: South Bay Center Dispute Resolution Service

To Whom It May Concern:

As Director of the City of Manhattan Beach Community Development Department, I have worked with Lance Widman and the South Bay Center Dispute Resolution (SBCDR) for over ten years. The service that Mr. Widman provides to our city has been professional, effective, and invaluable. His agency has saved city staff time and energy as the SBCDR provides resources and successful means to resolve civil disputes. He has worked closely with my code enforcement staff and our new residential construction officer program. Mr. Widman has personally attended several construction community meetings to present his services to and meet with local builders. Additionally, Mr. Widman and his agency participated in lengthy neighborhood and local parish meetings, which resulted in guidelines for future construction or modification that may affect surrounding residents. He has consistently been able to resolve a majority of disputes avoiding costly litigation.

Please feel free to call me at 310.802-5503 if you have any questions regarding the Community Development Department's relationship with the South Bay Center for Dispute Resolution.

Sincerely,

Richard Thompson
Director of Community Development Department
City of Manhattan Beach



**COUNTY OF LOS ANGELES
OFFICE OF AFFIRMATIVE ACTION COMPLIANCE**

Kenneth Hahn Hall of Administration
500 West Temple Street, Room 780
Los Angeles, California 90012
(213) 974-1080 / FAX (213) 626-7034
TTY (213) 974-0911
Website: <http://oaac.co.la.ca.us>

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DENNIS A. TAFOYA
Director

September 18, 2006

City of Hermosa Beach
1315 Valley Drive
Hermosa Beach, CA 90254

To Whom It May Concern:

I am writing in support of the City of Hermosa Beach renewing its dispute resolution services contract with Mr. Lance Widman, Executive Director of the South Bay Resolution Center (Center). Mr. Widman is a colleague of mine whom I have had the pleasure of supervising during our joint tenure at the Los Angeles County Bar Association Dispute Resolution Center (DRS), and with whom I now work as a member of his board for the Center.

Alternative dispute management/resolution is fast becoming the preferred method of responding to conflicts in our municipalities and on school campuses. Reasons for this growing trend include reduced occurrences of litigation, improved human relations, and settlement agreements that last. My work with Lance over the years has supported these outcomes in a variety of conflict situations (e.g., neighbor-neighbor, landlord-tenant, business-consumer, student-student). He is a highly skilled mediator and administrator. While working for DRS Mr. Widman single-handedly managed our South Bay office and achieved exceptional resolution rates for our clients. He is extremely ethical and holds himself to high professional standards.

I urge the city of Hermosa Beach to continue its long-established and positive working relationship with Mr. Widman and the South Bay Resolution Center. The renewal of such a relationship would no doubt provide continuity of quality dispute management/resolution options for its citizenry. It would also lend to other efforts and collaborations that the City has embarked upon to improve and maintain a civil society.

If I can be of further assistance I can be reached at my office at (626) 943-5612.

Respectfully,

Donna Parker
Deputy Compliance Officer
Equal Employment Opportunity
County Of Los Angeles

August 2, 2006

Mr. James M. Acquarelli
2782 Wheatfield Circle
Simi Valley, CA 93063

To whom it may concern:

I am a sworn police officer for a major South Bay police department, in the southern California area, of Los Angeles County (twenty-seven years tenure). Throughout my career, and presently, I regularly utilize the services of the South Bay Center for Dispute Resolution to assist me with the numerous situations I respond to in my profession. The Executive Director, Lance Widman, is an experienced conflict resolution expert, and an outstanding individual (conscientious, knowledgeable and organized). The Center provides a variety of alternative dispute resolution services (conciliation, mediation, negotiation and group facilitation), serving the twelve neighboring South Bay cities.

Over the years, I referred numerous cases to the Center. The Center's innovative conflict resolution techniques prevented and settled hundreds of disputes. By resolving these situations, the Center afforded the parties opportunities to avoid litigations and improve capacities to arrive at mutually acceptable resolutions. The staff's experiences in resolving complex interpersonal, organizational and policy disputes, ranging from landlord/tenant to neighbor to domestic, and much more, resulted in "freeing up" countless law enforcement hours (response, resource and investigation).

Part of my California State University graduate program studies encompassed working at a dispute resolution center for one semester (internship). I worked for the South Bay Center for Dispute Resolution during the spring of 2003. I experienced first hand just how valuable the Center's work could be. During that semester, over 90% of the disputes handled by the staff were resolved at a fraction of the cost of hiring an attorney. The Center offered client convenience, confidentiality, and cost effectiveness. The Center's services empowered the parties to create their own solutions, thus emphasizing ownership and accountability. In one situation, the Center's staff handled a multi-party/ multi-issue between a church and neighbors regarding construction and lighting. What would have taken months in litigation to resolve, this complex and regional concern, involving many people and public agencies, became a mutual agreement between the parties, because the Center tailored the process to meet their needs. The staff guided the parties toward a superior alternative to a legal process that sometimes demonstrates inflexibility.

I cannot say enough about Executive Director Lance Widman and his staff. They are superb individuals – interested, caring, positive and sensitive professionals. Their successes predicate themselves on their uncanny abilities and skills to listen reflectively. I continually hear raving reviews from the other cities on how valuable the South Bay Center for Dispute Resolution is in solving a wide variety of disputes, while assisting law enforcement so their efforts may be channeled to other areas.

Please contact me at (805) 527-7620 (residence), or (310) 379-2477 x12391# (employment), to answer any questions or provide further details about this marvelous program. Thank you very much.

Respectfully,

James M. Acquarelli

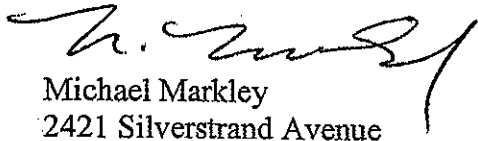
James M. Acquarelli

Gentlemen:

Please see the following recap of my recent experience with South Bay Center for Dispute Resolution.

My case involved a tree trimming dispute and eventually included three neighbors. I contacted the Center at the request of a Hermosa Beach police officer early this year. Lance Widman, Executive Director returned my call within 24 hours. I gave Lance the circumstances and my impressions of the dispute and spoke with him at length regarding his services and potential outcomes. Lance's experience with similar disputes gave him a wealth of knowledge which he was very willing to share. I understand he provided the same help to the other neighbors participating in this dispute as well. Lance made a number of calls to arrange a meeting time that was acceptable for all the neighbors. He provided a mediator who was experienced, knowledgeable and professional. The mediator provided ground rules for the meeting, worked diligently to record the various requests of the neighbors involved and worked to a conclusion in one meeting. The entire meeting lasted less than two hours. While I was not entirely satisfied with the outcome, I believe that the neighbors involved would not have reached any acceptable conclusion without the services provided by Lance and his group.

I feel Lance and South Bay Center for Dispute Resolution provide a valuable resource for Hermosa Beach. I highly recommend Lance and would not hesitate to call him again. Based on my experience, the Center is a much more efficient and effective means of resolving disputes than using the City's General Service's personnel and police officers.



Michael Markley
2421 Silverstrand Avenue
Hermosa Beach, CA

310 376 3393



2200 Jefferson Street
Torrance, CA 90501

September 8, 2006

To Whom It May Concern

This letter is in reference to the services provided to Torrance Police Animal Control from the South Bay Center for Dispute Resolution.

From January 2004 to the present, 51 animal related cases were forwarded through Dispute Resolution. Over 80% of those cases were resolved by using mediation and many of the issues involved minor disputes between neighbors.

The Dispute Resolution process has enabled the Animal Control staff to devote more time and energy towards issues of higher priority. This process also provides for a rapid resolution of problems in very professional manner, while documenting the cases for future reference.

A recent workshop hosted by the Center for Dispute Resolution provided a forum for Animal Control members from surrounding communities to work together on common problems. All attendees agreed that having this tool to resolve complaints on animal control matters was very valuable.

Shayne Brinkerhoff
Animal Control Supervisor
City of Torrance

July 17, 2006

To Whom It May Concern:

This letter is written to recommend the South Bay Center for Dispute Resolution (SBCDR) under the direction of Lance Widman, for selection in the REP process currently proceeding in the City of Hermosa Beach.

I have been a volunteer mediator for this organization for over 12 years and thus can provide a unique and well qualified analysis and recommendation to those in position to make the DRS selection in Hermosa Beach.

During my time with the organization I have conducted and/or participated in close to 100 mediations. I was initially trained in 1990 by the LA County Bar Dispute Resolution Service which served the entire LA County. Lance was one of the trainers at this time. And being a resident of Hermosa Beach since 1960 (46 years), it was a natural follow-on for me to become involved in the SBCDR.


I am one of many volunteer mediators that Lance can depend on for this service in the South Bay, but in particular, Hermosa Beach. I have found that Lance has an extremely broad and deep understanding of the mediation process and has a unique talent for recognizing how to field and treat each mediation request from the first telephone request by a disputant to the final post-mediation follow-up.

I personally get great personal benefit by contributing to the community (Hermosa and the greater S. Bay) as I see very positive results from our clients (the disputants) who enter the mediation process in disarray and very often leave in greater faith in the resolutions forged by our SBCDS and an absence (or abatement) of the problems that brought them in. I would not continue in a volunteer capacity if this were not so. And... this does not happen automatically; it requires good mediators, good administration execution and a disciplined adherence to the current best practices for the mediation process. Of course a factor in the current success of the SBCDR is the incumbent management process that has built on a long history of successes in Hermosa Beach and the greater South Bay.

A key aspect for what makes the SBCDRS work is the skilled competent administration of the SBCDS, conducted by Lance Widman. I honestly can't imagine how one person manages the disputants, the mediators, and the follow-thru for the volume of mediation requests that come thru the system. I will tell you that the most value criteria (as a mediator) that I see in Lance personally is his ability to pick the right mediators for the particular clients and his ability to ensure that we mediators are not burdened by the paper and bureaucracy involved with mediations; this lets us ply our skills as mediators with minimal bureaucratic side issues.

In sum, please select the SDCDR based on the history of its successes over the last several years, the competent management of the organization, and the quantity and quality of its large staff of mediators. I am sure you will find very similar recommendations and comments from my many fellow mediators if they provide comments to you as I have.

I would be happy to elaborate on any of the foregoing discussion and am available to answer any clarifying questions from the above

Sincerely,

George Brown
(Ph: 310-379-6306)



Robert V. Wadden Jr.
City Attorney 1400 Highland Avenue Manhattan Beach, CA 90266-4795
Telephone (310) 802-5061 FAX (310) 802-5251 TDD (310) 546-3501

September 12, 2006

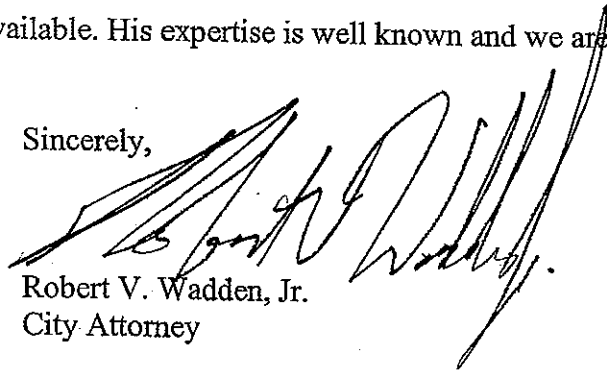
To Whom It May Concern:

The City of Manhattan Beach has been fortunate to work together with Lance Widman and the South Bay Center for Dispute Resolution for many years. During this time, the City has referred a broad range of civil conflicts ranging from barking dogs, to fence disputes, to parking and loud neighbors.

The Center's knowledgeable staff has successfully mediated these disputes in a timely and professional manner. It has been our experience that once a matter has been referred to the Center, its staff remains in close communication with the City and all participants. The skill of the Center's staff is evidenced by the fact that most of the cases referred are resolved quickly and amicably with the file being closed and no further action being taken by the City. These cases might well have escalated into criminal prosecution were it not for Lance's adept handling and seasoned and measured mediation skills. Many of the participants have thanked our office for providing such a valuable resource to the community.

We are grateful to have Lance's services available. His expertise is well known and we are aware that his skills make all our lives easier.

Sincerely,



Robert V. Wadden, Jr.
City Attorney

RVW/wsm

Terrill Hill Burnett
703 Pier Avenue #B-240, Hermosa Beach CA 90254
Voice & Fax 310.318.3304 Email thburnett@gmail.com

August 1, 2006

Re: South Bay Center for Dispute Resolution

Dear Sir or Madam,

I understand that you will be evaluating the services provided by the South Bay Center for Dispute Resolution in the next few months. I've been involved with the Center in a range of capacities: as a Board member, volunteer mediator and resident of Hermosa Beach. In each case my experience has been extremely positive. I hope that you will renew the Center's contract and increase its funding for the coming year.

Serving on the Board of Directors for the Center since 2002, I've noted its sound management and keen commitment to meeting community needs. I've been especially impressed by the Center's ability to keep administrative costs to a minimum and run as lean as possible by using volunteer staff and mediators.

The Center fills an important role in the community; in dealing with neighbor and business conflicts and disputes, it relieves the load on police and City staff so that they can focus on their primary duties. The Center has an outstanding rate of success in resolving disputes and in defusing conflicts before they become more serious.

I've served as a volunteer mediator in the South Bay since 1992, including several mediations a year for the Center. I find the quality and training of the Center's mediators to be exceptionally high, many of them trained by the Director, Lance Widman. For 20 years, Lance has been a well-known and well-respected educator in Los Angeles in both dispute resolution theory and practice. He provides important training in Dispute Resolution to the local schools and to the police departments in the South Bay. Moreover, numerous officers who have had formal instruction as mediators have done their hands-on internships with the Center. There are in fact very few opportunities for mediators to get practical experience in actual live mediation, especially supervised by such an experienced individual.

Continuity is also a consideration. The Center's services are well-known throughout the South Bay and many residents rely on it as a trusted resource. It would be a serious loss to the community if the Center's contract were not renewed and expanded.

Please feel free to call me if I can offer any additional information about the Center and its important role in our South Bay community.

Sincerely,

T. H. Burnett



Police Department
W. Joseph Leonardi
Chief of Police

401 Diamond Street, P.O. Box 639
Redondo Beach, California 90277-0639
www.redondo.org

tel 310 379-2477
fax 310 372-0167

August 16, 2006

To whom it may concern:

I have worked with Mr. Widman on several different cases throughout the City of Redondo Beach involving both residents and businesses. Several of the calls for service that get referred to me deal with non-criminal situations. The majority of them deal with Civil ("quality of life") issues.

With Mr. Widman and the services provided by Dispute Resolution, I am able to work with Lance to help resolve these issues; while giving me time to concentrate on other matters involving the Police Department and the community. Mr. Widman is able to take the time to work closely with the parties involved in the dispute, and in most cases, develop a solution that all parties can agree upon. Otherwise, these situations end up going to civil court costing all parties considerable amounts of money, effort and time.

I believe that these services provided by Mr. Widman and his staff save the City of Redondo Beach the cost of utilizing City employees in dealing with these issues. We have worked closely over the years and have been able to close many cases, which otherwise would never have concluded or would end up with someone possibly being injured. Mr. Widman and his staff also work with Animal Control and Code Enforcement. I spoke briefly with Municipal Enforcement Supervisor Pattie Ziello who has had the same positive results while working with Mr. Widman.

I believe that Mr. Widman's efforts, along with his staff significantly reduce the amount of "non-emergency" calls that our patrol officers would otherwise have to respond to. Thus, freeing them up to focus on issues related to police patrol and response to emergency calls for service. One very important fact is that Mr. Widman and his staff provide a forum bringing members of the community together to solve these issues themselves.

Sincerely,

Officer Michael Diehr
Community Services Unit
Redondo Beach Police Dept.
(310) 379-2477 x2493



City of Manhattan Beach

Human Resources

Phone: (310) 802-5250

FAX: (310) 802-5251

TDD: (310) 546-3501

July 17, 2006

Mr. Lance Widman
South Bay Center for Dispute Resolution
1015 4th Street
Hermosa Beach, CA 90254

RE: Letter of Reference

Dear Sir/Madame,

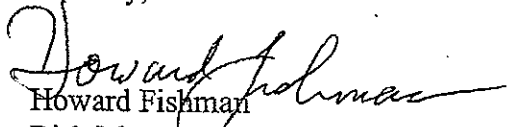
The City of Manhattan Beach is pleased to recommend the South Bay Center for Dispute Resolution (The Center) to perform mediation services for your organization.

The Center has been contracting with our City since 2000 and continues to excel in resolving problems that deal with landlord/tenant, neighbor/neighbor, business/consumer and employer/employee issues. Their ability to successfully mediate disputes has saved the City countless dollars and staffing hours. Further, the Center staff has provided excellent in house training for police and code enforcement officers focusing on active listening skills and defusing difficult situations with irate customers.

The Center has resolved over 200 disputes referred by the Police Department, City Attorney, Animal Control and Code Enforcement among others, under the City's contract with the Center, at no cost to the parties, with a success rate exceeding 70%. Further, several hundred residents per year who have sought information, legal assistance and referrals to other community based organizations have also benefited from the Center's services.

Please feel free to contact me if I can provide greater detail.

Sincerely,


Howard Fishman
Risk Manager

July 30, 2006

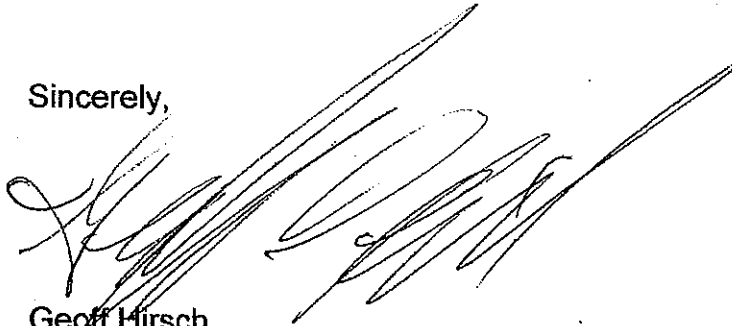
To Whom It May Concern:

Recently, I have had occasion to call upon the services of Lance Widman and the South Bay Center for Dispute Resolution. I found Mr. Widman to be knowledgeable, prompt in responding to requests, and above all, candid and forthright in his dealings with me.

Mr. Widman was able to initiate a dialog with a property owner who had refused to take my calls over a 90-day period. Lance's follow-up was thorough and efficient. He even went so far as to recommend other agencies that might assist me with this problem.

Mr. Widman's service was invaluable. The fact that our city provides such resources to its residents is yet another reason that makes Hermosa Beach such a great place to live.

Sincerely,

A handwritten signature in black ink, appearing to read 'Geoff Hirsch', written in a cursive style.

Geoff Hirsch
Hermosa Beach



Recreation and Community
Services Department
Housing Authority

320 Knob Hill, Room 2
Redondo Beach, California 90277
www.redondo.org

tel 310 318-0635
fax 310 543-1730

July 24, 2006

To Whom It May Concern,

I would like to take this opportunity to tell you about the excellent working relationship my staff and I have with Lance Widman and about the terrific service he has always provided to our Housing Division.

I have known Lance professionally for many years. Each year, for as long back as I can recall, Lance has agreed to be a featured speaker at our city's annual landlord/tenant fair housing workshop. Lance's presentations are always informative, interesting, relevant, engaging, and delivered with much enthusiasm. The attendees, as well as staff, really seem to enjoy and learn a lot from Lance.

Lance also serves as the Hearing Officer for our Section 8 Rent Assistance Program. The position requires Lance to be familiar with the guidelines of the program and to decide whether or not to uphold our staff decisions to terminate tenants who we believe seriously violated program rules.

The Hearing Officer's decision is final; therefore it is extremely important that Lance carefully examine and consider each case on its own merits. I can say without hesitation that he has always done that. And even during the most challenging of hearings, Lance has always managed to keep the proceedings under control. He listens and asks questions impartially, making sure everyone has an opportunity to discuss all relevant facts and to respond to all allegations, concerns and questions. Mostly, Lance has ultimately ruled in favor of the Housing Authority, yet it is to Lance's credit that we have never had a tenant complain about the hearing process itself.

Finally, our staff also refers tenants who have disputes with their neighbors or landlords to the South Bay Center for Dispute Resolution. In some cases, I know that Lance has taken much of his own time to assist tenants who were especially

in need. For instance, not too long ago there was an elderly woman facing eviction from one of Redondo Beach's senior housing complexes, and Lance spent many hours helping her.

In conclusion, the South Bay Center for Dispute Resolution is a valuable resource to the office and our community. We hope to continue the positive working relationship we have with Lance and the Center for many years to come.

Sincerely,

A handwritten signature in cursive script that reads "Wendy Walchenbach". The signature is written in black ink and is positioned above the printed name.

Wendy Walchenbach
Housing Manager

Jack Ballas

Attorney-At-Law



821 Chautauqua Blvd.
Pacific Palisades, California 90272
Phone 310-454-4892
Fax 310-454-8404
E-mail jballas4@earthlink.net

August 23, 2006

To Whom It May Concern:

I am a Member of the Board of Directors of the South Bay Center for Dispute Resolution (SBCDR). It is my understanding that you are considering retaining the SBCDR to provide arbitration and mediation services to your community. Not only is this an important social decision for your community but it is an important economic one as well.

As a former Prosecutor and City Attorney for a large South Bay city, I can say from personal experience that had my office had the services of SBCDR available to us, it would have made "life in the big city" easier for all parties. While my office had to make due with existing resources, we could certainly have benefited from having an outside source for resolving neighborhood complaints. These complaints, which included a myriad of problems from barking dogs to property line disputes to noisy parties had a way of getting out of control if they were not dealt with quickly and effectively. The diversion of City staff to deal with these issues meant that some other City function, be it prosecution or police would have to suffer.

Resolving disputes between citizens or citizens and agencies by utilizing the services of SBCDR will enable all parties to have a voice and a fair hearing in matters that concern them. The satisfactory resolution of such issues reduces the build up of animosity and tensions within a City while at the same time reducing the costs to bring these matters to a conclusion.

Over the years, the SBCDR has been instrumental in accomplishing these tasks for a number of Cities in the South Bay. The local and regional experience of its mediators and the accumulated wisdom of its hands-on Director, Lance Widman, present a package that can provide significant benefit to a cash-strapped agency and allow it to more wisely deploy its economic resources.

I strongly urge you to contract with the SBCDR.

Thank you.

Sincerely,

A handwritten signature in black ink that reads "Jack Ballas". The signature is fluid and cursive, with a large initial "J".

Jack Ballas

To Whom It May Concern:

My name is Chris Roosen and I am a Police Officer with the City of Torrance. I'm writing this letter to express my personal view on how important the South Bay Center for Dispute Resolution is to a Police Officer and any citizen who is looking for education, guidance and direction in resolving conflict.

As a Police Officer, we are tasked on a daily basis to resolve conflict from within the community. This can range from "Business Disputes" to the most common, "Neighbor Disputes." When a Police Officer responds to a dispute he is tasked to resolve the situation in a timely manner so he can be available for the next call. Although a majority of the disputes are resolved, not all disputes can be resolved completely. In situations where disputes can not be immediately resolved, the South Bay Center for Dispute Resolution provides officers and citizens an excellent and vital resource for conflict resolution.

As a South Bay Dispute Resolution counselor, I have recognized the benefits the Center provides. Having a dispute resolution Center available can decrease a Police Departments call for service and it provides guidance and direction to all involved parties on how to properly resolve disputes.

The South Bay Center for Dispute Resolution is a well established association that provides a high level of service and creative conflict resolution techniques. The Center would be a true asset to any city and an excellent tool for its citizens and their Police Department.

Respectively Submitted

Sergeant Chris Roosen

September 11, 2006

Attention:

Peter Tucker

Sam Edgerton

Michael Keegan

J.R. Reviczky

Patrick Bobko

City of Hermosa Beach, CA

1315 Valley Drive

Hermosa Beach, CA 90254

I am writing you today to express my desire to have the City of Hermosa Beach continue contracting for the Services of the South Bay Center for Dispute Resolution operated by Lance Widman. I believe that this city-provided service is a great example of something that we do right in the city and that we should continue on with the proven expertise of Lance Widman.

I first became aware of the South Bay Center for Dispute Resolution through the HB Police Department in connection with a dispute I had with my neighbor. I had first-hand experience with the services of Mr. Widman in August of 2003. I used his service to help mitigate this neighbor dispute. I found Mr. Widman to be professional every step of the way. Since I had met Mr. Widman previously (I did not know about this service at that time), I thought he might have a bias and see things "more my way." My experience was quite the opposite, Mr. Widman was completely neutral. This personal experience showed me that Mr. Widman was a true professional in this field. In this case the problem was resolved.

I believe that it is in the city's best interest to have dispute resolution contract services and to continue to have this program available. I believe that this service will save our city police time and that it is a great asset to the city. Finally I believe that it is in the city's best interest to continue contracting with the services of the South Bay Center for Dispute Resolution Center because Lance Widman has a proven record of providing excellent service to our city and as a resident of the city he has tirelessly strived to make it better. I can't imagine a better person to provide this service.

Sincerely,

Kent J. Allen

1523 Golden Ave

Hermosa Beach, Ca 90254

310-937-1011



Planning Department
Code Enforcement

415 Diamond Street, P.O. Box 270
Redondo Beach, California 90277-0270
www.redondo.org

tel 310 372-1171 Ext. 2454 North
tel 310 372-1171 Ext. 2448 South
fax 310 372-8021

July 31, 2006

TO WHOM IT MAY CONCERN:

I would like to offer this letter of support for South Bay Center for Dispute Resolution (SBCDR), and particularly the Director, Lance Widman. The service that SBCDR provides has become a valuable resource to my staff and me. We frequently refer citizens to SBCDR, mostly for those types of cases in which there is not a violation of the Municipal Code, but the issues are such that much consternation is caused between the parties. In an overwhelming majority of the time, SBCDR is able to get a resolution to the problem saving the City time and resources in these matters. The citizens are equally pleased because their neighborhood issues are resolved without enduring the angst of going to court, testifying, etc.

I previously managed the parking enforcement and animal control functions in the City. The City enjoyed a very productive working relationship with SBCDR, especially in the area of barking dog complaints. If I can be of further assistance, please feel free to contact me at (310) 318-0637.

Yours truly,

A handwritten signature in black ink that reads "Mike Magdaleno". The signature is written in a cursive, flowing style.

Mike Magdaleno
Municipal Enforcement Manager

PHILIP TAMOUSH

Arbitrator-Mediator-Factfinder

Post Office Box 1128

Torrance, California 90505-0128

(800) 747-9245 (Voice) (800) 903-4266 (Fax)

(www.finaldisputeresolution.com philip@tamoush.com)

(Principal Office & Mailing Address)

San Francisco/East Bay
385 Grand Avenue, Suite 201
Oakland, California 94610-4816

August 20, 2006

Lance Widman, Executive Director
South Bay Center for Dispute Resolution
1015 4th St.
Hermosa Beach, CA 90254

RE: Endorsement of South Bay Center Program

Dear Lance,

This is to express my complete support and endorsement of your program. As a member of the Board of the South Bay Dispute Resolution Center, I have been extremely impressed with the tremendous acceptance by virtually every South Bay local government of the work of the Center. In my over 30 years as an active Arbitrator and Mediator, I have not encountered a community-based program which is more effective than yours. You have been serving the critical conflict resolution needs of many South Bay cities with complete success and acceptance. I believe every city should have a program like yours. The South Bay Center is certainly worthy of consideration by any city.

Mediation of local disputes is one of the most important elements of our current society. Civil discussion and settlement of differences is what it is all about. Your Center has been in the forefront in Southern California in effecting the peaceful resolution of impasses between neighbors, local governments and the public, and business owners and customers.

Local governments have been well-served by your programs. I look forward eagerly to continuing our relationship. As a Mediator and Arbitrator myself, I know the importance of 'due process' mechanisms. I do hope that local governments everywhere will continue to support your Center as the best example of what good, professional expertise is all about.

Sincerely,



Philip Tamoush



CITY OF TORRANCE

ENVIRONMENTAL DIVISION
COMMUNITY DEVELOPMENT DEPARTMENT

JEFFERY W. GIBSON
COMMUNITY DEVELOPMENT DIRECTOR

August 8, 2006

To Whom it May Concern:

The City of Torrance Environmental Division has made use of the services of Lance Widman and the Dispute Resolution Center on numerous occasions throughout the years. We have found him to be a very valuable resource in helping to resolve some of our more difficult neighborhood issues. He keeps us involved throughout the process, so that we know what is going on every step of the way, and are aware of the final disposition.

One of the most recent mediations Mr. Widman undertook for us involved neighbors with issues regarding a fence, property lines, slopes and usage of the sloped area. Although it took some doing, he was able to help the parties come to a resolution that was satisfactory to both, and avoid the issue spilling over into the Planning Commission.

Mr. Widman has made presentations to our staff on several occasions, helping us to understand the services he offers and sharing his insight into the code enforcement process, as well as facilitating meetings with other local code enforcement departments to share information.

We highly recommend the services of Lance Widman and the Dispute Resolution Center.

Sincerely,

Linda Cessna
Deputy Community Development Director

Law Offices of Steven E. Wohn
5155 West Rosecrans Avenue Suite 211
Los Angeles, California 90250
Telephone: (310) 316-0983
Facsimile: (310) 379-9839
Cell Phone: (310) 795-1403
Email: stevewohnlaw@msn.com

August 5, 2006

Mayor
City of Hermosa Beach
1015 Valley Drive
Hermosa Beach, CA. 90254

Re: South Bay Dispute Center Dispute Resolution/RFP

Dear Mayor and City Council:

It has come to my attention that South Bay Center Dispute Resolution ("SBCDR") is submitting a bid for contract extension for mediation services in your fine community. I have had the distinct pleasure of working with the Center and in particular its director Lance Widman on many occasions in recent years. I would like to offer an opinion for the Council to consider in the process of your review of the outstanding proposal.


It is apparent the Center offers a unique and valuable service to the local community in many ways. In a world centering on congestion, the promotion of personal issues and adjudication of property rights the mediation services offered by Mr. Widman and his staff fill a vital role in helping citizens obtain immediate, informed and reasonably-priced resolution services. Mr. Widman's abilities in particular emphasize both the intellectual and practical aspects of his personal character which are essential elements in gaining the respect and attention needed to make a meaningful contribution to any mediation or quasi-legal situation.

I have observed the Center utilizes top flight personnel under its umbrella of mediation services and as a lawyer of twenty three years good standing in this State can only say there are many things Mr. and Widman and his staff can provide that the legal community cannot effectively provide. I would expect that these services, when approved under the proposed contract will provide an incredibly useful tool for both administrative agencies and law enforcement within the City to use for issue-resolution purposes. The net effect is to lighten the public workload and providing a meaningful alternative to citizens markedly reducing public complaints and the ensuing legal friction.

I would be more than happy to answer any questions or offer this endorsement in person for I feel very strongly about the positive nature of having an option such as SBCDR at your disposal. I would also observe that any participants or attorneys I have met in the course of mediation matters have nothing but complimentary words for the fashion in which the Center has handled matters with which I am familiar.

Page Two
August 5, 2006
SBCDR/RFP

Please contact me as needed. Please let me know if I can assist in any way.

Sincerely,

Steven E. Wohn



City of Manhattan Beach

Community Development

Phone: (310) 802-5500

FAX: (310) 802-5501

TDD: (310) 546-3501

July 21, 2006

South Bay Center Dispute Resolution
1015 4th Street
Hermosa Beach, CA 90254

Subject: Commendable Performance by Lance Widman of South Bay Center Dispute Resolution

To Whom It May Concern:

I have worked with Lance Widman for over ten years. His work performance as Executive Director for the South Bay Center Dispute Resolution and for the former Dispute Resolution Service has always been professional and effective. As Building Official for the City of Manhattan Beach, I have called upon Lance Widman to assist with at least one to two cases per month. Because the City of Manhattan Beach has no resource to resolve private neighbor property damage disputes or rental disagreements between the tenant and landlord, Mr. Widman's services have been invaluable not only for this city hall, but more importantly for the residents and customers of city hall. He has been consistently able to resolve a majority of these disputes outside the costly court and litigation arena.

Sincerely,

Carol Jacobson; C.B.O., Building Official
City of Manhattan Beach
310.802-5525

TO WHOM IT MAY CONCERN

LANCE WIDMAN AND HIS STAFF OF SEASONED MEDIATORS IS

A SERVICE INDISPENSABLE TO OUR COMMUNITY, IT'S CITIZENS

AND POLICE DEPARTMENTS, THESE SERVICES SAVE US

THOUSANDS OF DOLLARS, AS WELL AS MUCH, MUCH, TIME AND


EFFORD BY CREATING PEACE AND ESTABLISHING COMMUNICATION

AMONG CITIZENS INVOLVED IN BITTER CONFLICT, THERE BY

FREEING POLICE AND OTHER SERVICES TO PROTECT AND

SERVE OUR CITIZENS.

THANK YOU.
MIKE SCHWEID



7/25/06
303 374 7882
HERMOSA BEACH

ARE YOU CONCERNED ABOUT

- * the old fence along your property line that needs to be repaired or replaced?
- * the return of your security deposit or rental unit repairs/maintenance?
- * the quality of service received from a local business?
- * the new construction that started on your neighbor's property?
- * the hostile climate that has developed with your roommate(s)?
- * use of the common areas or guest and assigned parking issues?
- * workplace conflicts with a coworker or supervisor?
- * on-going noise disputes with your neighbor(s) and/or their pets?
- * settling a dispute with your landlord, neighbor, friend, tenant or consumer without going to Small Claims Court?

"The Courts of this country should not be the place where the resolution of disputes begins. They should be the places where disputes end, after alternative methods of resolving disputes have been considered and tried."

Justice Sandra Day O'Connor
United States Supreme Court

CUTH BAY CENTER
DISPUTE RESOLUTION
115 4th Street
Hermosa Beach, CA 90254

SOUTH BAY

CENTER



DISPUTE

RESOLUTION

1015 4TH STREET
HERMOSA BEACH, CA
(310) 376-7007

THE SOUTH BAY CENTER

is an association of experienced professionals in conflict resolution. Our expertise is available to assist people who may be experiencing conflict in their personal or professional lives. We use established and creative conflict resolution techniques to prevent, manage, settle and resolve disputes. Thus, the parties can hopefully avoid litigation and improve their capacity to arrive at mutually satisfactory resolutions to a wide variety of situations.

SOUTH BAY PARTNERS IN DISPUTE RESOLUTION:

Redondo Beach*	Torrance*
Manhattan Beach*	El Segundo
Hermosa Beach*	Hawthorne
Palos Verdes Estates	Lomita
Rancho Palos Verdes	Gardena
Lawndale	Inglewood

* contracting agencies

YOU CAN SUPPORT SOUTH BAY DISPUTE RESOLUTION:

- * Use the South Bay Center for Dispute Resolution program
- * Tell your friends and neighbors about the South Bay Center's program
- * Support community policing in our cities

DISPUTE RESOLUTION

The Center provides a wide variety of alternative dispute resolution services, including conciliation, mediation and group facilitation. These services are

*** CONFIDENTIAL:** An agreement among the parties that all discussions and information divulged are confidential ensures candid and open communication.

*** CONVENIENT:** Meetings are scheduled at a time and location most convenient for the parties, and most disputes are resolved in one session.

*** INEXPENSIVE:** For parties who have been referred by a staff member of a contracting city, there is no charge for Center services. Otherwise, there is a sliding scale case processing fee (0 to \$190).

*** COST EFFECTIVE:** More than 90% of the disputes handled by the Center's staff have been resolved, at a fraction of the cost of hiring attorneys and courtroom litigation.

*** TAILORED TO MEET NEEDS:** The Center's services are designed to empower the parties to create their own solutions that meet their individual and mutual needs, as a superior alternative to the inflexible legal process.

TYPES OF DISPUTES

The Center's professional staff have decades of experience resolving complex interpersonal, organizational and public policy disputes. These include:

*** NEIGHBORS:** property lines, yard maintenance, pets, parking, noise

*** LANDLORDS/TENANTS:** security deposits, repairs, evictions, privacy

*** BUSINESS/CONSUMER:** refunds, repairs, deposits, warranties

*** DOMESTIC:** roommates, domestic partners, family members, friends

*** HOMEOWNER ASSOCIATIONS:** repairs, CCR's, board/owner issues

*** WORKPLACE:** employee/employer, employee/employee, dismissal, wages

*** MULTI-PARTY/MULTI-ISSUE:** complex and/or regional issues that involve many people/public agencies

"Discourage litigation. Persuade your neighbor to compromise whenever you can. Point out to them how the nominal winner is often a real loser — in fees, expenses and waste of time."

Abraham Lincoln

Lloyd's Certificate

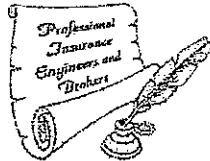
This Insurance is effected with certain Underwriters at Lloyd's, London (not incorporated).

This Certificate is issued in accordance with the limited authorization granted to the Correspondent by certain Underwriters at Lloyd's, London whose names and the proportions underwritten by them can be ascertained from the office of said Correspondent (such Underwriters being hereinafter called "Underwriters") and in consideration of the premium specified herein, Underwriters do hereby bind themselves each for his own part, and not one for another, their heirs, executors and administrators.

The Assured is requested to read this Certificate, and if not correct, return it immediately to the Correspondent for appropriate alteration.

The Correspondent issuing this Certificate is:

COMPLETE
EQUITY
MARKETS
INC.



dba Complete Equity Markets Insurance Agency, Inc.
1098 South Milwaukee Avenue
Wheeling, Illinois 60090-6398
(800) 323-6234 * (847) 541-0900

END.# 850908
PREVIOUS# 850413
AUTH.# CP060770

DECLARATIONS
ARBITRATORS AND MEDIATORS PROFESSIONAL LIABILITY INSURANCE
issued to the
NATIONAL ASSOCIATION OF SALARIED PROFESSIONALS PURCHASING GROUP
and
SPECIFIED MEMBERS OF THE
SOUTHERN CALIFORNIA MEDIATORS ASSOCIATION
EVIDENCE OF INSURANCE effected with certain
UNDERWRITERS AT LLOYD'S, LONDON
PARTICIPATION HEREON: 100%

SOUTH BAY CENTER FOR DISPUTE RESOLUTION
1015 4th Street
Hermosa Beach CA 90254

LIMITS OF LIABILITY:

Each claim: \$1,000,000.00
Aggregate: \$1,000,000.00
Deductible \$1,000.00 each claim
Retroactive Date: NONE

PREMIUM (Including endorsements): \$1,755.00
Purchasing Group Tax for CA @ 3% \$52.65
TOTAL LLOYD'S PREMIUM (Including Taxes): \$1,807.65

PERIOD OF INSURANCE:

From October 4, 2006 12:01 a.m. to October 4, 2007 12:01 a.m.

Special Conditions:

- #1 - Several Liability Notice LSW 1001
- #2 - Small Additional and Return Premiums Clause NMA 1168
- #3 - Nuclear Incident Exclusion Clause NMA 1256
- #4 - Management Errors & Omissions
- #5 - Training Services
- #6 - Additional Insured AIF 2643 (four)
- #7 - 30 Day Notice of Cancellation AIF 2119 (four)

In consideration of the additional premium paid and in reliance upon the statements in the application attached hereto, the above specified member is an Assured under the Certificate of Insurance issue to the National Association of Salaried Professionals Purchasing Group by Underwriters at Lloyd's, London for the period of insurance and limits of liability specified above. All other terms, conditions, and exclusions of the Certificate are unchanged.

This certifies that the attached Certificate is a true copy of the original document issued.

All other terms, conditions, limits and exclusions remain unchanged.

Attached to and forming part of Certificate No.: 850908

Dated: September 1, 2006
PL78*3 10013715

UNDERWRITERS AT LLOYD'S, LONDON

Complete Equity Markets, Inc.
dba Complete Equity Markets Insurance Agency, Inc.
(CASL#0D44077)

By

Lawrence T.P. Molloy

AMENDATORY ENDORSEMENT NO.: 850908

ADDITIONAL PREMIUM: Included

ASSURED: SOUTH BAY CENTER FOR DISPUTE RESOLUTION

EFFECTIVE: October 4, 2006 to October 4, 2007

AMENDATORY ENDORSEMENT

ADDITIONAL INSURED

In consideration of the Assured's payment of the premium set forth on the Declarations, it is hereby understood and agreed that under Certificate No.: 850908 the following:

City of Torrance
City of Redondo Beach
City of Manhattan Beach
City of Hermosa Beach

is/are added to coverage under Certificate No. 850908 as an additional insured(s), but only as respects the operations of the Named Assured and subject to the terms, conditions, limits, and exclusions of the policy of insurance.

All other terms, conditions, limits and exclusions remain unchanged.

Attached to and forming part of Certificate No.: 850908

Dated: September 1, 2006

AIF 2643 (12/04)

LIB 121

UNDERWRITERS AT LLOYD'S, LONDON

Complete Equity Markets, Inc.
dba Complete Equity Markets Insurance Agency, Inc.
(CASL#0D44077)

By

Lawrence T.P. Molloy

Endorsement #6

ASSURED: SOUTH BAY CENTER FOR DISPUTE RESOLUTION

EFFECTIVE: October 4, 2006 to October 4, 2007

30 DAY NOTICE OF CANCELLATION ENDORSEMENT

In consideration of the additional premium paid as shown on the Declarations, it is hereby understood and agreed that if Underwriters cancel this insurance for any reason other than non-payment of premium, Underwriters shall provide a 30-day written notice of cancellation to the following:

Ms. Mary Giordano
City of Torrance
3031 Torrance Boulevard
Torrance CA 90503

Mr. Michael Webb
City of Redondo Beach
415 Diamond Street
Redondo Beach CA 90277

Mr. Howard Fishman
City of Manhattan Beach
1400 Highland Avenue
Manhattan Beach CA 90266

Mr. Steve Burrell
City of Hermosa Beach
1315 Valley Drive
Hermosa Beach CA 90254

All other terms, conditions, limits and exclusions remain unchanged.

Attached to and forming part of Certificate No.: 850908

Dated: September 1, 2006

AIF 2119

Lib**23 revised 7/04 8/04

UNDERWRITERS AT LLOYD'S, LONDON

Complete Equity Markets, Inc.
dba Complete Equity Markets Insurance Agency, Inc.
(CASL#0D44077)

By *Lawrence T.P. Molloy*

Endorsement #7

AGREEMENT

This Agreement ("Agreement") is entered into on January 1, 2007, by and between the City of Hermosa Beach, a municipal corporation ("City"), and the South Bay Center for Dispute Resolution ("Center").

RECITALS

- A. City desires to engage professional community-based dispute resolution services for the benefit of City residents and businesses.
- B. Center represents that it possesses the qualifications, experience and expertise to provide such services.

NOW, THEREFORE, in view of the foregoing and the covenants contained herein, the parties mutually agree as follows:

1. Services: Center will provide services to City as set forth in the Program of Services attached hereto as "Exhibit A" and incorporated herein by reference. Any services proposed or requested in addition to those included herein must be agreed to in writing by the parties. All services provided by Center shall be performed to the highest quality professional standards of diligence and skill, and in compliance with all applicable laws of City, state and federal governments.

2. Compensation: City agrees to pay Center, as full compensation for the services to be performed pursuant to this Agreement, the amount set forth in the Fee Schedule attached hereto as "Exhibit B" and incorporated herein by reference. In no event shall compensation hereunder exceed \$8,000 per fiscal year absent a written amendment to this Agreement. Center shall not be entitled to any additional compensation for expenses except by prior written authorization of City.

City agrees to pay Center quarterly for services performed under this Agreement within thirty (30) days of receipt of an invoice from Center in a format approved by the City Manager.

Center shall accompany each invoice for payment with a written report containing the following information: Cases opened, name of clients, nature of dispute, referral source, disposition of dispute, information and referrals, as well as outreach activities including meetings with City staff, community groups and agencies.

3. Term: The terms of this Agreement shall commence on January 1, 2007, and extend to June 30, 2007. This Agreement may be extended by mutual agreement in writing by City and Center.
4. Status of Center as an Independent Contractor: Center is an

independent contractor in all respects in the performance of this Agreement and shall not be considered an employee of the City for any purpose. City shall not assume any liability for payment of any salaries, wages or compensation, including for injury or sickness, to any Center personnel or subcontractor(s) performing services under this Agreement, and such personnel or subcontractor(s) shall have no right to any City service, status or benefit under this Agreement.

5. Liability: Center agrees to indemnify, defend and hold harmless City, its officers, agents, employees and representatives from and against all claims, liabilities, damages, causes of action or judgments (including reasonable attorney fees and costs of suit) arising from Center's negligent actions or omissions during its performance of services under this Agreement.

The Center further agrees at its expense to procure and maintain in effect during the term of this Agreement a policy of comprehensive commercial liability insurance from a carrier approved by City with limits of liability not less than \$1,000,000 each occurrence, \$1,000,000 aggregate protective and contractual, and \$1,000,000 aggregate products, which policy shall name City and its officers, employees and agents as

additional insureds and not be subject to cancellation absent thirty days advance notice to City.

6. Subcontracts: Any subcontracts entered into by Center for services to be rendered under this Agreement shall be for Center's benefit alone and, as such, shall be its responsibility with no liability resting on City.
7. Default: In the event that Center is in default under the terms of this Agreement, it is expressly agreed that City, after providing a reasonable opportunity to cure the default, shall have no obligation or duty to continue compensating Center for any work performed after the date of the default.
8. Mediation of Disputes: The parties agree that in the event a dispute arises in the performance of this Agreement, prior to commencing litigation the parties shall agree to mediate their dispute. The parties shall mutually agree upon the selection of the mediator of any and all disputed claims.
9. Reimbursement: Each party agrees that in the event of a court determination that a party is in material default in the performance of this Agreement, the defaulting party will reimburse the non-defaulting party for all expenses (including reasonable attorney's fees) incurred

by such non-defaulting party in connection with enforcement of its rights under this Agreement.

10. Conflict of Interest: Center shall avoid activities that may result in a conflict of interest in fact or the appearance of a conflict of interest relating to its performance under this Agreement.

11. Notices: Notices shall be given pursuant to this Agreement on the party to be notified, or by written notice upon such party deposited in the custody of the United States Postal Service addressed as follows:

City: Stephen Burrell,
City Manager
City Hall
1315 Valley Drive
Hermosa Beach, Calif. 90254

Center: Lance Widman,
Executive Director
South Bay Center for Dispute Resolution
1015 4th Street
Hermosa Beach, Calif. 90254

The notices shall be deemed to have been given as of the date of personal service, or as of the date of deposit of the same in the custody of the United States Postal Service.

12. Amendments: This Agreement may be amended so long as such amendment is agreed upon in writing by City and Center.

13. Termination: Either City or Center may terminate this Agreement without cause so long as written notice of intent to terminate is given by the other party at least thirty (30) days prior to the termination date. Upon receipt of a termination notice by City, Center shall promptly discontinue all services affected (unless the notice directs otherwise), and shall promptly deliver to City all data, reports, summaries and such other information and materials as may have been accumulated by Center in the performance of this Agreement, whether completed or in progress. Center shall be entitled to reasonable compensation for the services it performed up to the date of termination.

14. Entire Agreement: This document constitutes the entire Agreement between the parties and there are no other agreements, expressed or implied, except as provided in this Agreement

IN WITNESS WHEREOF, that City has by action of its City Council authorized this Agreement to be executed for and on behalf of the City of Hermosa Beach by the City Manager and that Center has caused same to be executed by its Executive Director.

CITY OF HERMOSA BEACH

By _____ Date _____
Stephen Burrell, City Manager

APPROVED AS TO FORM:

ATTEST:

Michael Jenkins, City Attorney

Elaine Doerfling, City Clerk

SOUTH BAY CENTER FOR DISPUTE RESOLUTION

By _____ Date _____
Lance Widman, Executive Director

The South Bay Center for Dispute Resolution

Program of Services Exhibit A

The following services will be provided by the South Bay Center for Dispute Resolution to the City of Hermosa Beach:

Resolution Services: The Center is available to serve persons who may be experiencing conflict in their personal or professional lives. This includes landlords and tenants, neighbors, businesses and consumers, employers and employees, as well as family members, roommates and friends. The Center's staff will assess the problem and initially help the parties to resolve the matter through phone conciliation. If the dispute is appropriate for mediation and the parties are willing to participate, a mediation will be scheduled. At the mediation an experienced mediator will assist the parties to arrive at a mutually satisfactory resolution of their conflict. This is usually done in the form of a verbal or written settlement agreement.

If the parties involved in a dispute are referred to the Center by any member of the City's staff, City Newsletter or Website, and a case file is opened for further action by the Center's staff, there will be no charge to the parties for the Center's services. However, parties who are referred to the Center by sources other than the City will be charged an appropriate sliding scale fee when a case file is opened for further action.

Information and Referral: When inquiries are received by the Center from people who need basic information, legal assistance or whose situation, after review by the Center's staff, is not appropriate for the Center's services, the requested information will be provided and/or referrals will be made to appropriate community resources. This may include City departments, other public agencies or social service organizations.

Community Outreach: The Center will provide outreach activities within the City of Hermosa Beach. This will include networking with other social service agencies, meeting with community groups about the dispute resolution services offered by the Center, as well as offering presentations and trainings on conflict resolution for City staff, residents and community groups.

Monitoring and Evaluation: The City will monitor and evaluate the performance of the Center's services and activities and will have access to records and other documents related to the Center's performance except as they may be protected by the California Evidence Code. During such a review the confidentiality of persons utilizing the Center's services shall be respected. These evaluation reviews will focus on the effectiveness of the Center's program, the impact of its services on the community, and the extent to which the Center's services address the concerns and priorities of the City.

Contact Person: Lance Widman, Executive Director, South Bay Center for Dispute Resolution, 1015 4th Street, Hermosa Beach, 90254. (310) 376-7007

FEE SCHEDULE EXHIBIT B

QUARTERLY OPERATIONS FEE: \$800 \$3,200

CASE FILE FEE: \$150 \$4,800
(maximum 32 cases)

TOTAL: (NOT TO EXCEED) \$8,000