

Superior Court of California, County of Los AngelesJOHN A. CLARKE
EXECUTIVE OFFICER/CLERKALTERNATIVE DISPUTE RESOLUTION
JULIE L. BRONSON • ADMINISTRATOR
111 NORTH HILL STREET • ROOM 113
LOS ANGELES • CALIFORNIA • 90012

Recently, you participated in an Alternative Dispute Resolution (ADR) process administered by the Los Angeles Superior Court. In an effort to ensure the quality of services, we would appreciate if you would take a few minutes to complete the following questionnaire and return it to us in the enclosed envelope. All information will remain entirely confidential.

Thank you for your cooperation.

CASE INFORMATION	
Date of ADR Process:	<u>2/08/02</u>
Name of Neutral (Arbitrator, Mediator, Settlement Officer):	<u>Glenn M. Gottlieb</u>
Case Name:	<u>Shapiro v. LA County</u> Court Case Number: <u>BC 294921</u>
ADR Process:	<input checked="" type="checkbox"/> Mediation <input type="checkbox"/> Settlement Conference <input type="checkbox"/> Arbitration
How was ADR selection process made?	<u>Random</u>
In the case of arbitration, was a trial de novo filed?	<input type="checkbox"/> Yes <input type="checkbox"/> No <u>N/A</u>
State reason for filing a trial de novo:	
Result of trial de novo:	<input type="checkbox"/> Resolved prior to trial <input type="checkbox"/> Trial <input type="checkbox"/> Referred back to arbitration
Amount in Dispute:	<input type="checkbox"/> \$0-25,000 <input type="checkbox"/> \$25,000-\$50,000 <input type="checkbox"/> \$50,000-\$100,000 <input checked="" type="checkbox"/> \$100,000-\$250,000 <input type="checkbox"/> \$250,000-\$500,000 <input type="checkbox"/> \$500,000-\$750,000 <input type="checkbox"/> \$500,000-\$750,000 <input type="checkbox"/> Over \$1,000,000
Length of ADR Process:	<u>3.25</u> hours.
Was there more than 1 session?	<input type="checkbox"/> Yes, after the first 3 hours <input checked="" type="checkbox"/> No
Were fees charged?	<input type="checkbox"/> Yes, at the initial session <input type="checkbox"/> Yes, after the first 3 hours <input checked="" type="checkbox"/> No
You represented:	<input checked="" type="checkbox"/> Plaintiff <input type="checkbox"/> Defendant <input type="checkbox"/> Cross-Defendant <input type="checkbox"/> Other (specify): _____
Case Type:	<input type="checkbox"/> Landlord/Tenant <input checked="" type="checkbox"/> Business/Contract <input type="checkbox"/> PI/PD Auto <input type="checkbox"/> PI/PD Products <input type="checkbox"/> PI/PD Premise <input type="checkbox"/> Real Estate <input type="checkbox"/> Consumer/Merchant <input type="checkbox"/> Employment <input type="checkbox"/> Malpractice <input type="checkbox"/> Family/Domestic <input type="checkbox"/> Other (specify): _____
Result of ADR process:	<input type="checkbox"/> Resolved <input checked="" type="checkbox"/> Partially Resolved <input type="checkbox"/> Unresolved <input type="checkbox"/> Award <input type="checkbox"/> Clarified Issues <input type="checkbox"/> Resolved prior to process <input type="checkbox"/> Resolved after process <input type="checkbox"/> Moved case significantly toward settlement
ADR ASSESSMENT FACTORS	
Have you had any previous experience with Court ADR services?	<input checked="" type="checkbox"/> Extensive <input type="checkbox"/> Some <input type="checkbox"/> None
Did you want to participate in the ADR process?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Which of the following factors contributed to selecting an ADR process?	<input checked="" type="checkbox"/> Court-ordered. <input type="checkbox"/> It would be more private than a trial. <input type="checkbox"/> It would result in a faster resolution than trial. <input type="checkbox"/> It would save clients money in terms of my fee. <input type="checkbox"/> It would result in a fairer resolution than trial. <input type="checkbox"/> The process allows for more flexibility in the range of possible solutions for disputes. <input type="checkbox"/> Other (specify): _____
Did your client attend the ADR process?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> By phone

(Over please)

CASE ADMINISTRATION					
Please check box best reflecting your opinion (5 = strongly agree and 1 = 'strongly disagree').	AGREE		DISAGREE		
	5	4	3	2	1
The information received in advance of the ADR session was helpful.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The ADR Court staff were knowledgeable about the services.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The ADR Court staff were courteous.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The ADR Court staff were efficient.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The stage at which this case was referred to ADR was appropriate.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The problems of the case were sufficiently explored during the session.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The ADR process revealed case facts that helped move parties toward resolution.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The outcome, either positive or negative for your client was arrived at fairly.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
In your opinion, your client(s) felt they had been dealt with fairly in the ADR process.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The ADR process was successful in narrowing the issues.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
There was sufficient time allowed for the conference to be effective.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The process provided an important settlement opportunity.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The agreement/settlement was complied with by all parties.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Although no settlement was reached, the ADR process clarified and narrowed issues.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The following factors contributed to the case not settling:					
Parties' relationship very hostile	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Complex legal factors	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Complex factual issues	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other side uncooperative: <input type="checkbox"/> Client <input type="checkbox"/> Attorney <input type="checkbox"/> Both	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Skills and expertise of neutral	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Credibility issues	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
A different ADR process would have been better suited for this case.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

ASSESSMENT OF NEUTRAL					
Neutral: Mediator, Arbitrator or Settlement Officer	AGREE		DISAGREE		
	5	4	3	2	1
The neutral made useful suggestions that moved the parties toward settlement.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The neutral acted in a fair, impartial manner.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The neutral was courteous.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The neutral was knowledgeable about the case.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The neutral was knowledgeable about the ADR process.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The neutral possessed the skills and competency needed to handle the case.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The neutral maintained confidentiality.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The neutral explained the ADR process clearly so I knew what to expect.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The neutral treated all parties equally.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The neutral gave his/her opinion about whether or not the case should settle.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The neutral allowed me or my attorney to fully explain the case.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall I was satisfied with the way the neutral handled the case.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

In my opinion, if this case had not been referred to an ADR process, the result would have been:

lower total cost greater total cost about the same total cost

shortened court process lengthened court process

Would you be willing to use our services again? Yes No

Would you be willing to recommend our services to others? Yes No

May we share your comments with the neutral? Yes No

Additional Comments: Mr. Gallie's was the reason
-- the only reason -- my client
entered into this partial settlement

..... OPTIONAL
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