



SENT TO COUNCIL:

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Memorandum  
by Council Liaison's Office

**TO:** HONORABLE MAYOR AND  
CITY COUNCIL

**FROM:** Katy Allen

**SUBJECT:** DISPUTE RESOLUTION  
(CR No. 11-25-03-10.1)

**DATE:** 03-02-04

Approved

*Katy Allen*

Date

*3/3/04*

### INFORMATION

At its November 25, 2003 meeting, Council directed staff to provide a status report regarding customer service feedback and partnering training.

An all day training seminar on Partnering and Dispute Resolution techniques was held on February 20, 2004. The training seminar was sponsored by the Association of General Contractors and facilitated by Global Leadership Alliance. Attendance included twenty-five construction management staff from Public Works, seventeen staff from San Jose Redevelopment Agency (SJRA), and five contractor staff. Topics and interactive exercises included the following:

- Benefits of Partnering
- City and Agency Policy for Partnering and Dispute Resolution
- When to Partner
- Techniques for Formal and Informal Partnering
- Stakeholder Involvement
- The Dispute Resolution Ladder
- Alternative Dispute Resolution Methods
- Award Winning Projects

The session was rated as "excellent" or "very good" by 96 percent of the participants. Additional feedback on SJRA and Public Works customer service will be solicited at the annual AGC / Public Works forum in April 2004.

*Katy Allen*

KATY ALLEN  
Director, Public Works Department