

agreement made easier

# CPRC

Conflict Prevention and Resolution Center

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Whether gathering public input, leading complex meetings or mediating disputes, facilitators provided by CPRC work to handle the process so Environmental Protection Agency staff can focus on technical issues and keep projects moving forward.



### Stop disputes before they start

One of the best ways to avoid conflict is to find common ground right from the beginning. CPRC can help EPA managers and staff gather public input to enhance credibility, build support and keep projects on track. CPRC also provides expert planning and facilitation to help with contentious or complex meetings.



### Stay out of court

Litigation is costly and time-consuming, with uncertain results. CPRC has used its field-tested alternative dispute resolution methodology to bring more than 100 seemingly intractable disputes to satisfying resolutions. Through CPRC, EPA managers and staff can access environmental dispute resolution professionals nationwide.



### Get help fast

CPRC can quickly find expert environmental mediators and facilitators for meetings, negotiations, gathering public input or other project needs. CPRC services are available to all EPA staff, and most services are initiated within two weeks of a request. You can also use our online Facilitator Finder tool 24 hours a day to estimate the costs.

▶ Phone: 202.564.2922

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## *Negotiating Success*

Recovering mercury switches from older scrap automobiles is easy to do and the benefits of reduced mercury emissions are clear. So why was it so difficult to create a recovery program?

Like many EPA projects, the issue involved multiple parties – in this case, federal, private and nonprofit organizations. Contentious relationships between stakeholders added a layer of complexity. And there was the always-sticky issue of who was going to pay for it.

That's why EPA staff turned to the Conflict Prevention and Resolution Center. CPRC provided mediators and facilitators who helped gather stakeholder input and develop industry consensus on key issues, and then helped the parties involved negotiate a voluntary program.

The result? Since the National Vehicle Mercury Switch Recovery Program was implemented in 2006, more than 2 million switches have been removed from junk cars and nearly 5,000 pounds of mercury have been recovered.



### Stakeholder assessment bolsters rulemaking process

**The challenge:** Bacterial contamination was found in airplane drinking water during random EPA tests, but EPA is not one of the primary federal agencies regulating airline operations. Moreover, a wide range of stakeholders wanted input into any new rule.

**The solution:** CPRC provided facilitators who conducted a stakeholder assessment, and then designed and conducted a collaborative process for information exchange and input on the new regulations. The inclusive information sharing was key in developing the technical, procedural and economic analyses to support the rule, and in designing a practical solution for a complex public health problem. The final Aircraft Drinking Water rule was signed in October, 2009.

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### Consensus building overcomes impasse in negotiations

**The challenge:** Years of negotiations to forge a management plan for Lake Coeur d'Alene in Idaho had failed, deepening distrust between the parties.

**The solution:** CPRC funded a mediator who consulted and engaged stakeholders, and designed a process involving direct, mediated communication and a step-by-step approach to building agreement. As a result, the Idaho Department of Environmental Quality and the Coeur d'Alene Tribe reached agreement on a final Lake Management Plan, and their improved working relationship is supporting the implementation process.

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### Mediation leads to payment for Superfund cleanup

**The challenge:** EPA wanted the multiple parties who were potentially responsible for polluting Chattanooga Creek in Tennessee to jointly finance cleanup of the Superfund Site, but the parties couldn't agree.

**The solution:** CPRC brought the potentially responsible parties together to mediate an allocation amongst themselves on how much each should pay. The talks gave all parties a platform to voice their concerns. As a result, the parties agreed to pay \$13.7 million for cleaning up the creek, as well as \$9.3 million for a portion of past cleanup funded by EPA.



## Communication, training foster citizen participation

**The challenge:** The West Oakland community in California faced health risks from environmental problems. But organizing a community response was hampered by a history of mistrust of EPA.

**The solution:** CPRC provided a facilitator who fostered open communication and built trust between community members and EPA representatives. The facilitator also provided tools and training to help community members engage with regulatory agencies, empowering greater participation. As a result, the West Oakland Collaborative has developed a structure and process for identifying and measuring neighborhood-level environmental indicators and formed a productive working relationship with EPA.



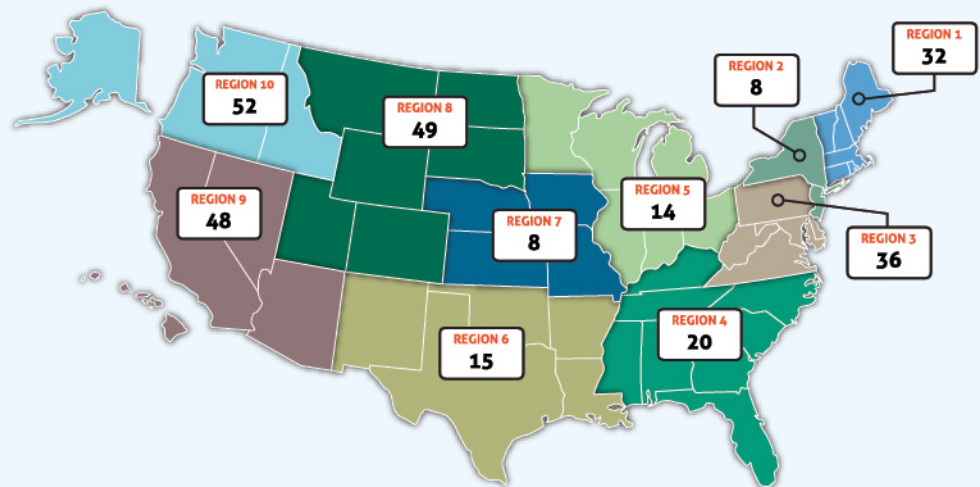
## Mediator generates unexpected settlement in toxics case

**The challenge:** A former cruise ship built with components containing Polychlorinated Biphenyls (PCBs) was exported in violation of the Toxics Substances Control Act. The ship was towed beyond U.S. territorial waters before an inspection to verify violations could be done, creating significant trust and legal difficulties for settlement efforts.

**The solution:** CPRC funded and provided a mediator who designed an efficient method for information sharing and facilitated negotiations between the parties. As a result, an unexpected settlement was reached in which the ship's owners agreed to pay a substantial penalty and establish procedures to avoid future violations.

## *CPRC in Action*

CPRC can easily access environmental facilitators & mediators in every EPA Region.



Region 2 also includes Puerto Rico and Virgin Islands.  
Region 9 also includes American Samoa and Guam.