

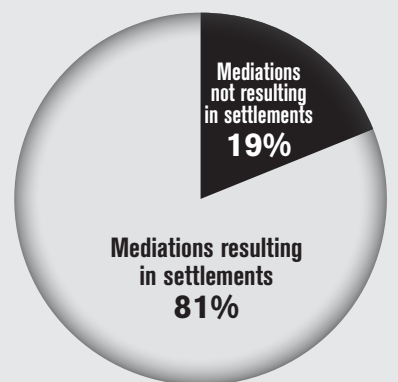
# Area's Largest Alternative Dispute Resolution Firms

Ranked by Mass. mediations handled in 2008

Rank	Prior rank	Company	2008 Mass. mediations conducted	Medians concluded: Successful mediations:	Panelists in Mass.	Percentage of work that is ADR related	Types of disputes and subject specialties	CEO Title
1	1	American Arbitration Association 1 Center Plaza, Boston 02108 (617) 451-6600 www.adr.org	2,390	NA NA	300	100%	All types	William Slate President, CEO
2	2	JAMS 1 Beacon St., Boston 02108 (617) 228-0200 www.jamsadr.com	1,200	1,200 NA	16	100%	Includes business and commercial, class actions, complex personal injury, construction, employment, environment	Chris Poole President, CEO
3	5	Mediation Works Inc. 4 Faneuil Hall, Boston 02109 (617) 973-9739 www.mwi.org	686	668 426	74	NA	Workplace and employment, commercial and business, bankruptcy, franchise, real estate, construction, divorce & family	Charles Doran Executive director
4	9	Dispute Resolution Services Inc. <sup>1</sup> 115 State St., Springfield 01103 (413) 787-6480 www.drsmmediation.com	487	331 274	58	NA	Community, court mediation, real estate mediation, face-to-face consumer mediation	Leo Florian Executive director
5	6	Mass. Dispute Resolution Services 60 State St., Boston 02109 (800) 536-5520 www.mdrs.com	371	358 332	35	100%	General liability, personal injury, automobile claims, products liability, business, contract, employment, discrimination	Brian Jerome President
6	13	Framingham Court Mediation Services Inc. 600 Concord St., Framingham 01702 (508) 872-9495 www.framinghammediation.org	334	334 233	30	100%	Family, divorce, small claims, minor criminal, summary process, neighborhood, elder care, civil cases	Susan Ostberg Executive director
7	15	Mediation Group Inc. 3 Harvard Ave., Brookline 02446 (617) 277-9232 www.themediationgroup.org	300	290 275	14	100%	Torts, health care, employment, environmental, commercial, construction, real estate, insurance, contracts	David Matz, Brad & Jane Honoroff, Principals
8	16	REBA Dispute Resolution Inc. 50 Congress St., Boston 02109 (617) 854-7555 www.reba.net	255	215 195	24	100%	All general business-related and real estate-related disputes	Mel Greenberg President
9	11	Burbank Mediation Services 440 South St., Pittsfield 01201 (413) 445-5141	250	250 230	1	100%	Mediation and arbitration	David Burbank Owner
10	7	Community Dispute Settlement Center Inc. 60 Gore St., Cambridge 02141 (617) 876-5376 www.communitydispute.org	248	248 149	60	90%	Court-connected civil, minor criminal, family, housing, workplace, neighborhood, GLBT	Gail Packer Executive director
11	8	Mediation Services of North Central Mass. 100 Elm St., Fitchburg 01420 (978) 466-9595 www.mediationncm.org	247	247 186	30	95%	Courts, schools, businesses, community and individuals	Elaine Sheerin Executive director
12	10	National Arbitration and Mediation Inc. 3 Pearl St., Stoughton 02072 (781) 297-5222 www.namadr.com	176	174 139	65	100%	Commercial, construction, employment, life health and disability, matrimonial, personal injury, real estate	Roy Israel President, CEO
13	17	Centre for Mediation & Dispute Resolution 37 Walnut St., Wellesley Hills 02481 (781) 239-1600 www.cmdronline.com	130	130 125	4	98%	Divorce mediation, family mediation, business mediation, relationship mediation	Dr. Lynne Halem Director
14	18	Fitzgerald Dispute Resolution LLC <sup>1</sup> 1 Constitution Center, Boston 02129 (617) 694-2271 www.fitzgeraldresolution.com	102	102 94	1	NA	All civil cases, including business, contract, corporate, partnership, real estate, product liability, pharmaceutical, personal injury	Warren Fitzgerald Managing member
15	19	Healy, Fiske, Richmond & Matthew 189 Cambridge St., Cambridge 02141 (617) 354-7133	100	100 90	3	NA	Family disputes	John Fiske Partner
16	20	Interpeople Inc. Mediation 311 Great Road, Littleton 01460 (800) 336-0956 www.interpeople-inc.com	68	56 48	3	95%	Interpersonal conflict in the workplace, interdepartmental disputes, bullying and more	Shuneet Thomson Mediator
17	23	Bette J. Roth Esq., Mediator/Arbitrator Box One, Newton 02461 (617) 795-2425 www.rothadr.com	50	50 47	1	100%	Employment, securities, real estate, construction, general commercial, professional liability	Bette Roth Mediator/Arbitrator
18	21	Sugarman, Rogers, Barshak & Cohen PC 10 Merrimac St., Boston 02114 (617) 227-3030 www.srbc.com	40	35 35	6	40%	Business, employment, personal injury, construction, product liability, medical malpractice, professional malpractice	Jeffrey Stern Chairman, ADR practice group
19	22	John G. Wofford Esq. 13 Cottage St., Cambridge 02139 (617) 661-3200	40	38 35	1	100%	Commercial, construction, development, employment, environment, family business, organization, public policy, real estate	John Wofford Sole proprietor
20	24	Tennant Lubell LLC 288 Walnut St., Newton 02460 (617) 969-9610 www.tlawgroup.com	25	23 21	2	68%	Disputes: individuals, businesses and nonprofits; subject matter: nonprofits, intellectual property, domestic relations	Doris Tennant & Ellen Lubell Members

## MEDIATIONS RESULTING IN SETTLEMENTS

We asked the area's largest ADR firms what percentage of the firm's actual mediations resulted in settlements. According to the poll, 81 percent of all actual mediations resulted in settlements in 2008.



Source: BBJ research

## Trends: ADR firms with the most panelists

Rank	Firm	Mass. panelists
1	American Arbitration Assoc.	300
3	Mediation Works Inc.	72
3	National Arbitration and Mediation	65
4	Community Dispute Settlement	60
5	Dispute Resolution Services Inc	58
6	Framingham Court Mediation	30
7	Med. Services of N. Central Mass.	30
8	Mass. Dispute Resolution Services	25
9	REBA Dispute Resolution Inc.	24
10	JAMS	16

Source: BBJ survey.

1. Company could not provide updated figures by press time. All information taken from company's 2008 survey.

Compiled by Patrick Lawlor and Sean McFadden

## Next Week's Lists:

### Fastest-Growing Public Cos.

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