

City of Phoenix

# OFFICE OF ACCOUNTABILITY AND TRANSPARENCY

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Quarterly Report  
Apr. 1 – Jun. 30, 2024



# TABLE OF CONTENTS

Letter From The Director.....	2
OAT Background .....	4
Monitoring .....	5
Figure 1: OAT 2024 Quarter 2 Contacts By Type .....	5
Figure 2: OAT Monitoring Cases By Incident Year And Quarter.....	6
Figure 3: OAT Monitoring Cases By Incident Year And Type.....	7
Table 1: OAT Active Monitoring Cases.....	8
Figure 4: Map of OAT Monitoring Cases By Precinct .....	12
Mediation .....	13
About Mediation.....	14
Community Engagement .....	15
Training And Hiring .....	17
Training.....	17
Hiring .....	18
Organization Chart.....	18

## LETTER FROM THE DIRECTOR

The momentum of the first quarter of 2024 continued through the second in all aspects of OAT's work. All our key areas—monitoring, mediation, and community engagement—expanded their reach serving Phoenix's residents.

OAT's monitor team finalized and published four monitoring reports this quarter, three investigations of officer involved shootings and one related to a K9 deployment resulting in serious physical injury. In two reviews, OAT found the Department investigation was sufficiently thorough and complete and two were found not sufficiently thorough and complete. Each of the four reports contained recommendations to improve future investigations.

OAT's Mediation Director completed an additional Department mediation during the second quarter, again with all participants leaving the mediation feeling positive about the process and the outcomes. The Mediation Director continued to work with Department leadership to expand OAT mediation to instances involving individual officers and the OAT team remains hopeful that individual officer mediations will begin by the end of 2024.

The Community Engagement team is now fully staffed. Newly hired staff will work to ensure that City Council's mandate for OAT to "administer a youth outreach program," and to "support services to impacted community members," can begin and continue in earnest. Even though this team became fully staffed late in the quarter, they have already discussed and developed a plan to determine the community's needs, build connections to schools, community organizations, and youth programs, and establish next steps for the program.

In May, the City Council voted to establish a Civilian Review Board as an additional accountability and transparency mechanism for the Phoenix Police Department. OAT will take lead on administering the Board and has begun the process to develop the training program and administrative policies and procedures for the Board's operation.

Near the end of this quarter, the Department of Justice (DOJ) released its findings report related to the nearly three-year pattern and practice investigation of the Department. The DOJ report marks an inflection point in the conversation around constitutional, bias-free policing in Phoenix.

The DOJ's review resulted in a remedial measure recommendation for the Department to provide "any external oversight body, including OAT, with the broadest and most prompt access to agency data, systems, documents, and personnel permitted by law."<sup>1</sup> OAT echoes this sentiment and remains committed to engaging with the Department to ensure that both OAT and the Department can meet their respective obligations under the City Code and State law.

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<sup>1</sup> United States Department of Justice Civil Rights Division. (2024). *Investigation of the City of Phoenix and the Phoenix Police Department* (p. 123). <https://www.justice.gov/opa/pr/justice-department-finds-civil-rights-violations-phoenix-police-department-and-city-phoenix>

In addition to the information sharing remedial recommendation, four of the remaining accountability recommendations from the DOJ echo the recommendations OAT has made in its monitoring reports:

- **Identify, Address, and Document All Allegations Raised in Misconduct Complaints:** Ensure all allegations of misconduct are accepted, comprehensively reviewed, and resolved with appropriate documentation explaining decision-making.
- **Ensure Consistent Process for Investigating Misconduct:** Eliminate Administrative Inquiry investigations and require standardized processes for investigating misconduct complaints. Ensure PSB reviews all findings, material evidence, and outcomes for completed investigations assigned for unit-level or criminal investigation for tracking, monitoring, and qualitative assessment.
- **Improve Misconduct Investigations:** Ensure all allegations of misconduct are fully investigated, and that the complainants are kept up to date on the complaint status. Train PhxPD investigators and supervisors on investigative practices and the particular challenges of police misconduct investigations. Prohibit conflicts of interest.
- **Fully Staff PSB:** Ensure that PSB is fully staffed with enough qualified, well- trained investigators to complete all investigations in a timely and consistent manner. Ensure that investigations are thorough, interviews are conducted appropriately, all relevant evidence is accepted and appropriately weighed, and sound determinations of witness credibility are made where there is conflicting evidence.<sup>2</sup>

The entire OAT team is committed to its mandates under the City Code and the spirit of the ordinance that established OAT in 2021. Consistent with this commitment, OAT will continue to expand monitoring, mediation, and community engagement for the Phoenix community.

Sincerely,

*Shannon Johanni*

Interim Director, Office of Accountability and Transparency

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<sup>2</sup> *Id.*

## OAT BACKGROUND

The City of Phoenix created the Office of Accountability and Transparency (OAT) in 2021 to perform independent civilian oversight of the Phoenix Police Department. OAT monitors Department administrative investigations of critical incidents involving sworn personnel and provides community members a way to freely communicate complaints, commendations, and concerns about officers and the Department without fear of retaliation.

Phoenix City Code (P.C.C.) § 20-1(C) requires OAT to:

- Take community complaints or commendations.
- Establish procedures for receiving anonymous complaints.
- Conduct outreach within the community.
- Support services to community members impacted by the Department.
- Monitor Department investigations.
- Make recommendations to the Police Chief regarding administrative action, including possible discipline for the Department.
- Make recommendations regarding policy issues.
- Assist with mediation to resolve disputes.
- Address other issues of concern to the community.

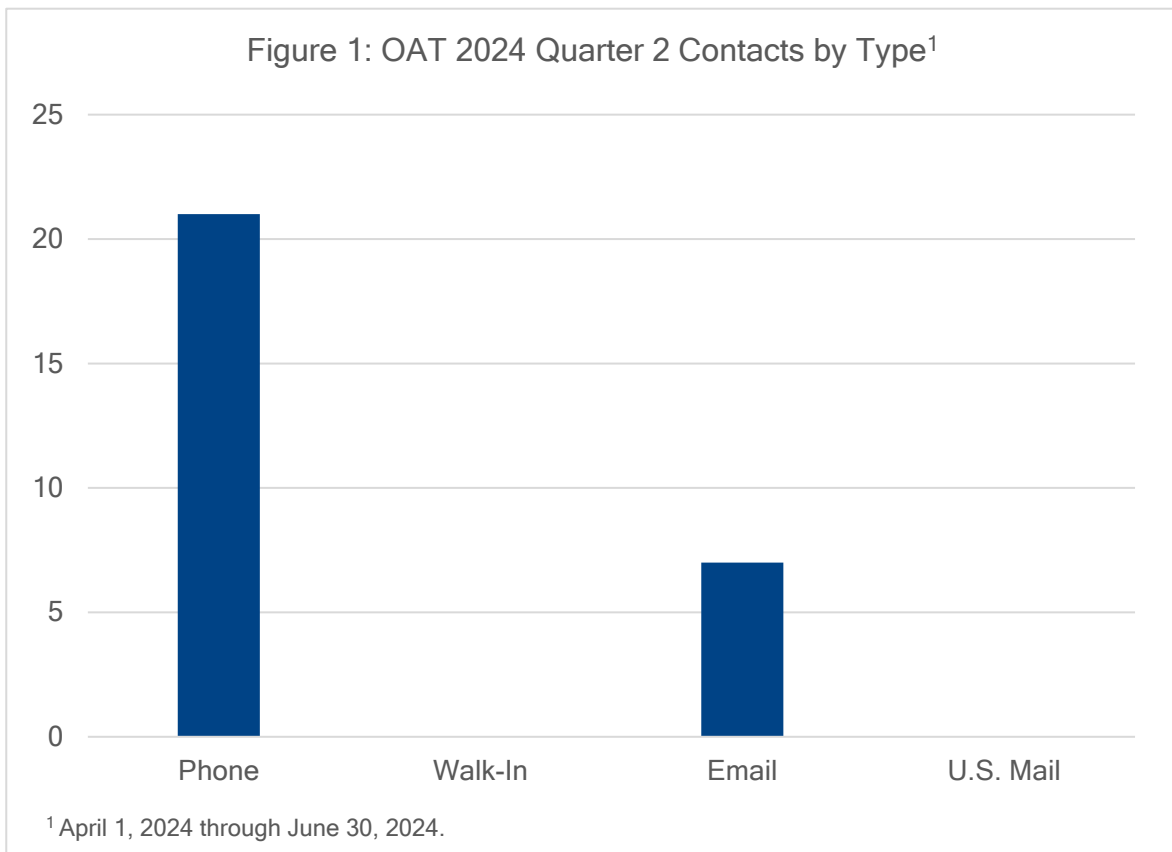
See P.C.C. §§ 20-4 through 20-13 for additional information about OAT's responsibilities and operations. This report satisfies OAT's obligation under P.C.C. § 20-8(C) to publish a quarterly status report that includes, "among other things, patterns relating to complaints and recommendations regarding the sufficiency of investigations and determinations as to whether Department rules and policies have been violated." [P.C.C. Chapter 20 can be found here.](#)

OAT and the Department entered into a [Memorandum of Understanding \(MOU\)](#) on April 3, 2023. The MOU further clarifies how and when information sharing occurs between OAT and the Department; what information/evidence the Department shall make available to OAT in individual cases; and regular updates on the Professional Standards Bureau's (PSB) total active caseload. [The full MOU can be found here.](#)

## MONITORING

OAT receives notice of potential monitoring incidents—under both mandatory and discretionary authority—through complaints directly to OAT, media reports, and Department notification processes for certain classes of incidents (e.g., officer involved shootings). During the second quarter of 2024, OAT added 13 cases to its monitoring caseload, bringing the total actively monitored cases to 68.

In addition, the MOU requires the Department to provide OAT with a bi-weekly list of active PSB investigations; OAT received the first of these lists in January 2024. OAT and the Department are working through processes to identify which of these active cases fall within OAT’s mandatory and discretionary authority. As we continue to work through the information sharing processes with the Department, we anticipate both an increase in monitored incidents and the addition of new categories of incidents that fall under OAT’s jurisdiction. Between April 1 and June 30, 2024, OAT received 28 unique contacts via hotline (21) and email (7). See Figure 1 below.



After releasing its first two monitoring reports in February, OAT released four more reports on April 25, 2024. Three of the reports reviewed Department investigations of officer involved shootings and the other involved an allegation of excessive force. All of OAT’s reports can be found [here](#).

Figure 2 below and Figure 3 (see next page) detail OAT’s monitoring cases by incident year, quarter, and type (e.g., officer involved shooting and in-custody death, among other categories). See pages 8-11 for the full list of monitoring incidents including location, type, and date (Table 1). “Report pending,” indicates that OAT received the final PSB report and the report is slated for release within 30 days. “Draft review,” indicates that the initial draft has been completed and is pending final review by the OAT Director. See Figure 4 for a map by precinct of where each monitored incident occurred (p. 12).

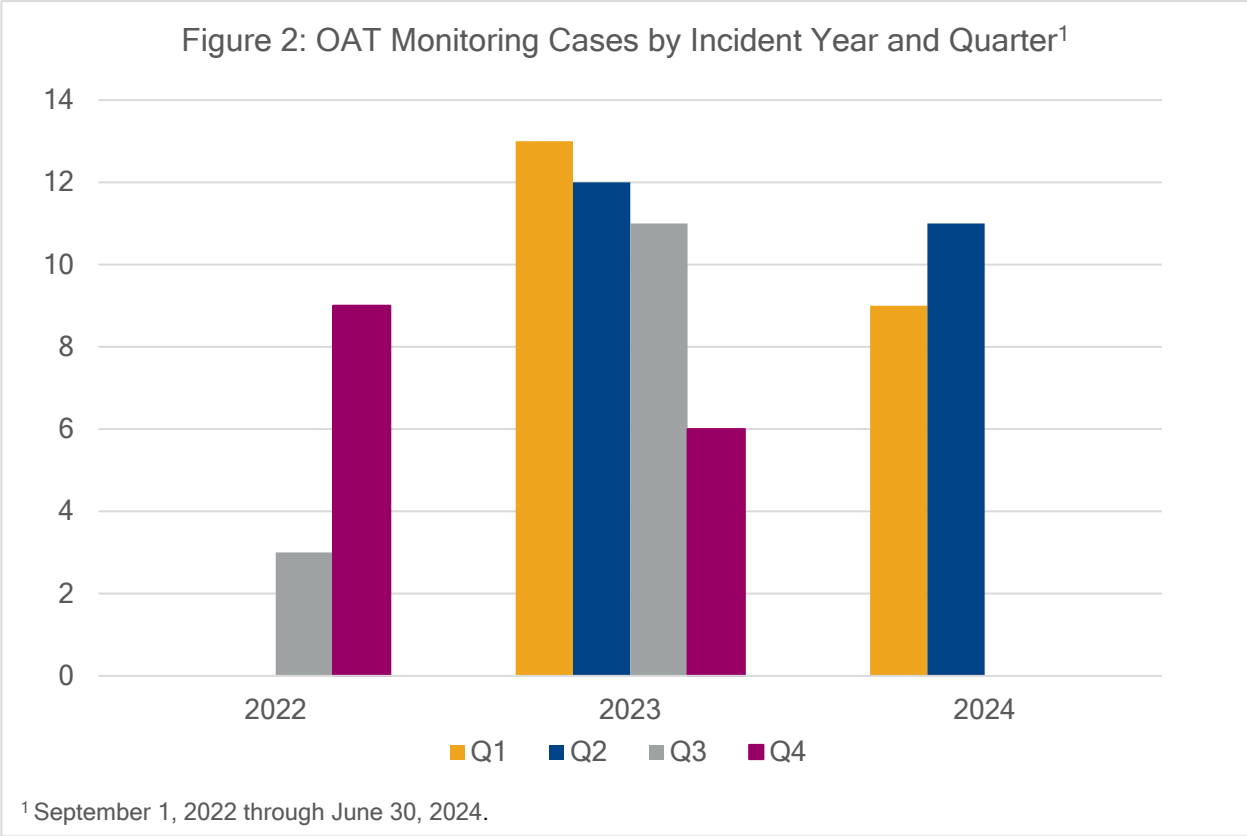
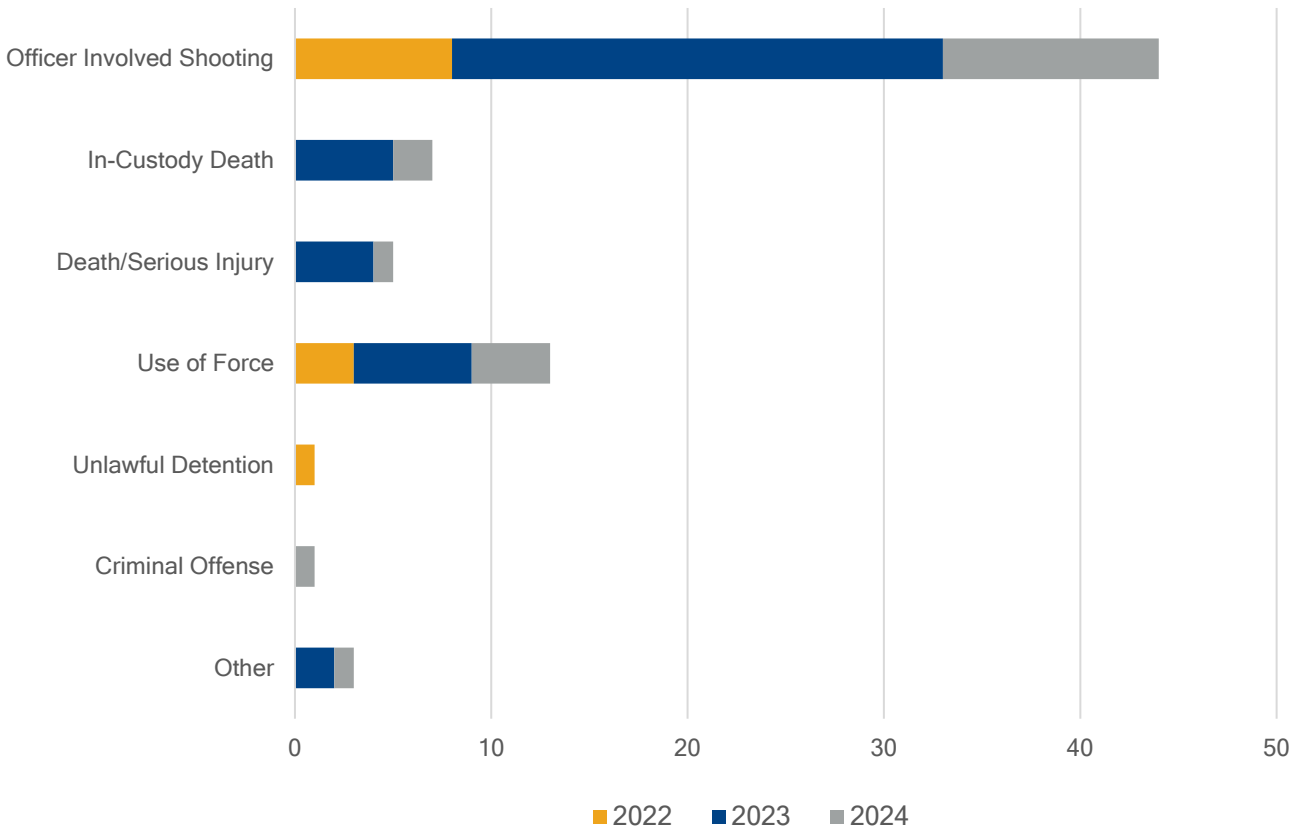


Figure 3: OAT Monitoring Cases by Incident Year and Type<sup>1</sup>



<sup>1</sup> September 1, 2022 through June 30, 2024.



**Table 1: OAT Active Monitoring Cases<sup>1</sup>**  
*(Incidents with fatalities highlighted in blue.)*

No.	Incident Date	Type	Location <sup>2</sup> (Council District)	Civilian Fatality	Status
1	09/10/2022	OIS <sup>3</sup>	12200 N. 39 <sup>th</sup> Ave. (CD1)	Yes	Draft Review
2	09/22/2022	OIS	2400 W. Greenway Rd. (CD3)	No	Draft Review
3	09/24/2022	OIS	6600 N. 19 <sup>th</sup> Ave. (CD5)	Yes	Draft Review
4	10/27/2022	Use of Force <sup>4</sup>	5900 W. Buckeye Rd. (CD7)	No	Report Pending
5	11/02/2022	OIS	3700 W. McDowell Rd. (CD4)	Yes	Draft Review
6	11/06/2022	OIS	4200 N. 21 <sup>st</sup> Ave. (CD4)	No	Draft Review
11	12/11/2022	Use of Force <sup>4</sup>	8900 W. Highland Ave. (CD5)	No	Report Pending
12	12/21/2022	OIS	4100 W. Lydia Ln. (CD7)	No	Draft Review
13	01/03/2023	OIS	4400 S. 36 <sup>th</sup> Dr. (CD7)	Yes	Draft Review
14	01/07/2023	OIS	4600 S. Lakeshore Dr. (Tempe)	Yes	Draft Review
15	01/19/2023	Use of Force <sup>4</sup>	3000 W. Bell Rd. (CD1)	No	Report Pending
16	02/02/2023	Other <sup>4</sup>	2300 W. McLellan Blvd. (CD5)	Yes <sup>5</sup>	Report Pending
17	02/11/2023	In-Custody Death	1400 N. 44 <sup>th</sup> St. (CD8)	Yes	Draft Review
18	02/22/2023	OIS	6800 N. 23 <sup>rd</sup> Ave. (CD5)	Yes	Draft Review
19	02/22/2023	OIS	100 S. 29 <sup>th</sup> Ave. (CD7)	Yes	Draft Review
20	02/25/2023	OIS	17600 N. 9 <sup>th</sup> St. (CD3)	Yes	Draft Review
22	03/05/2023	OIS	4200 W. Encanto Blvd. (CD4)	Yes	Draft Review
23	03/06/2023	OIS	4100 W. Alta Vista Rd. (CD7)	Yes	Draft Review
24	03/08/2023	OIS	1600 N. 27 <sup>th</sup> Ave. (CD4)	No	Draft Review

*Table continues on next page.*

No.	Date	Type	Location <sup>2</sup> (Council District)	Civilian Fatality	Status
25	03/14/2023	OIS	6700 W. Camelback Rd. (Glendale)	No	Open
26	04/01/2023	OIS	1400 E. Bell Rd. (CD3)	Yes	Draft Review
27	04/09/2023	Use of Force <sup>4</sup>	8200 S. 48 <sup>th</sup> Ln. (CD8)	No	Report Pending
28	04/10/2023	In-Custody Death	6500 W. Cocopah St. (CD7)	Yes	Open
29	04/20/2023	OIS	11800 N. 28 <sup>th</sup> Dr. (CD1)	No	Draft Review
30	04/24/2023	OIS	3200 W. Bell Rd. (CD1)	No	Draft Review
31	05/11/2023	OIS	9100 W. Lower Buckeye Rd. (CD7)	No	Draft Review
32	05/14/2023	OIS	3900 W. Paradise Dr. (CD1)	No	Draft Review
33	05/22/2023	OIS	16800 N. 19 <sup>th</sup> Ave. (CD3)	No	Draft Review
34	05/23/2023	Other <sup>4</sup>	Online	No	Draft Review
35	06/07/2023	Death/Serious Injury <sup>6</sup>	1400 S. 11 <sup>th</sup> Ave. (CD8)	No	Open
36	06/19/2023	OIS	2100 W. Thomas Rd. (CD4)	Yes	Draft Review
37	06/28/2023	OIS	1200 S. 20 <sup>th</sup> Ave. (CD7)	Yes	Open
38	07/01/2023	OIS	3000 E. Washington St. (CD8)	Yes	Draft Review
39	07/03/2023	Death/Serious Injury <sup>6</sup>	2700 W. Campbell Ave. (CD4)	No	Open
40	07/15/2023	In-Custody Death	4700 E. McDowell Rd. (CD8)	Yes	Draft Review
41	07/17/2023	OIS	1700 E. Harrison St. (CD8)	Yes	Open
42	07/20/2023	In-Custody Death	1900 W. Union Hills Dr. (CD1)	Yes	Draft Review
43	08/01/2023	OIS	3300 W. Campo Bello Dr. (CD1)	No	Open
44	08/10/2023	OIS	3500 N SR 51 Freeway (CD8)	No	Draft Review
45	08/27/2023	Use of Force <sup>4</sup>	5600 S. 11 <sup>th</sup> Pl. (CD8)	No	Draft Review

Table continues on next page.



No.	Date	Type	Location <sup>2</sup> (Council District)	Civilian Fatality	Status
47	09/09/2023	OIS	8700 W. Peppertree Ln. (Glendale)	Yes	Open
48	09/24/2023	Death/Serious Injury <sup>6</sup>	5100 W. Buckeye Rd. (CD7)	Yes <sup>7</sup>	Draft Review
49	10/11/2023	Use of Force <sup>4</sup>	1200 N. 2 <sup>nd</sup> St. (CD7)	No	Open
50	11/10/2023	Use of Force <sup>4</sup>	1600 N. 91 <sup>st</sup> Ave. (CD5)	No	Open
51	11/20/2023	OIS	2500 W. Earll Dr. (CD4)	No	Open
52	11/29/2023	In-Custody Death	620 W. Washington St. (CD7)	Yes	Open
53	12/16/2023	OIS	5000 E. McDowell Rd. (CD6)	Yes	Open
54	12/21/2023	Death/Serious Injury <sup>6</sup>	3500 W. Thunderbird Rd. (CD1)	Yes	Open
55	01/02/2024	Use of Force <sup>4</sup>	7600 W. Miami St. (CD7)	No	Open
56	01/05/2024	OIS	8700 W. Bell Rd. (Peoria)	Yes	Open
57	01/11/2024	OIS	3300 E. Taylor St. (CD8)	Yes	Open
58	01/12/2024	OIS	1400 E. Brill St. (CD8)	No	Open
59	01/27/2024	OIS	2200 W. Indian School Rd. (CD4)	Yes	Open
60	02/13/2024	OIS	1900 W. Berridge Ln. (CD5)	No	Open
61	02/19/2024	OIS	6000 W. McDowell Rd. (CD7)	Yes	Open
62	02/27/2024	Use of Force <sup>4</sup>	1000 S. 11 <sup>th</sup> Ave. (CD8)	No	Open
63	03/22/2024	Other <sup>4</sup>	1400 N. Dysart Rd. (Avondale)	No	Open
64	04/02/2024	OIS (canine)	1300 E Mountain View Rd. (CD3)	No	Open
65	04/05/2024	Criminal Offense <sup>8</sup>	Online	No	Open
66	04/15/2024	Use of Force <sup>4</sup>	3100 E. Indian School Rd. (CD6)	No	Open
67	04/20/2024	Death/Serious Injury <sup>6</sup>	2800 W. Peoria Ave. (CD1)	No	Open

*Table continues on next page.*

No.	Date	Type	Location <sup>2</sup> (Council District)	Civilian Fatality	Status
68	05/07/2024	OIS	3500 W. Roosevelt St. (CD4)	Yes	Open
69	05/07/2024	Use of Force <sup>4</sup>	3200 W. Vineyard Rd. (CD8)	No	Open
70	05/16/2024	OIS	2500 W. Cactus Rd. (CD3)	Yes	Open
71	05/28/2024	OIS	1000 E. Southern Ave. (CD8)	Yes	Open
72	06/02/2024	OIS	1300 E. Palm Ln. (CD4)	Yes	Open
73	06/20/2024	In-Custody Death	1100 E. McDowell Rd. (CD8)	Yes	Open
74	06/26/2024	In-Custody Death	1900 E. Camelback Rd. (CD6)	Yes	Open

<sup>1</sup> Quarter 2 reporting period (April 1 - June 30) indicated with red border. Cases where a report has been published are not included in this table. All published OAT reports can be found [here](#).

<sup>2</sup> Approximate location. Addresses are updated as new information becomes available and may differ from those included in prior OAT reports.

<sup>3</sup> Officer Involved Shooting (OIS).

<sup>4</sup> Falls under OAT discretionary jurisdiction per P.C.C. § 20-7.

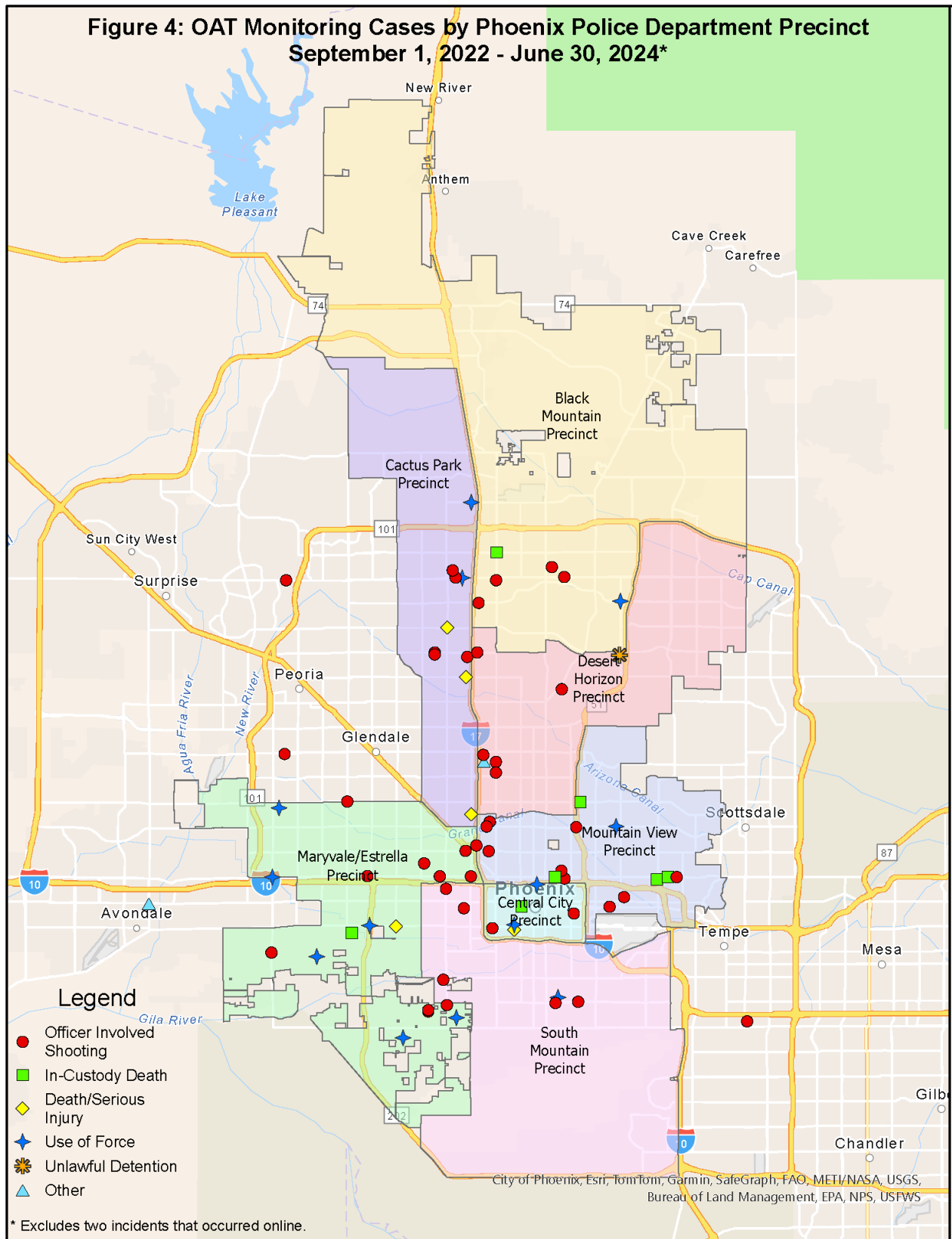
<sup>5</sup> Maricopa County Medical Examiner’s Office determined manner of death was accidental due to multiple drug toxicity.

<sup>6</sup> P.C.C. § 20-6(B)(3) requires OAT to monitor Department investigations of any duty-related incident during which, or as a result of which, anyone dies or suffers serious bodily injury as defined in A.R.S. §13-105(39).

<sup>7</sup> Maricopa County Medical Examiner’s Office determined manner of death was suicide.

<sup>8</sup> Vandell, P. (2024, May 3). Phoenix officer indicted on multiple counts involving child pornography. The Arizona Republic. <https://www.azcentral.com/story/news/local/phoenix/2024/05/02/phoenix-officer-indicted-on-multiple-counts-involving-child-pornography/73548942007/>. P.C.C. § 20-6(B)(4) requires OAT to monitor Department investigations of any incident, whether or not duty related, in which Department uniformed personnel are under investigation for, or charged with, any crime set forth in Chapters 11-14 of A.R.S. Title 13 (homicide, assault, kidnapping, and unlawful sexual behavior), or any misdemeanor or local law violation in which use of force or threatened use of force is an element of the offense.

**Figure 4: OAT Monitoring Cases by Phoenix Police Department Precinct  
September 1, 2022 - June 30, 2024\***



## MEDIATION

On May 6, 2024, OAT conducted its second mediation involving a complaint against the Department. A Department Assistant Chief, a precinct Commander, and the complainant participated in the mediation. OAT's Mediation Director was also present to facilitate the conversation. At the end of the mediation process, all parties agreed that the complaint was resolved.

At the end of all mediations, OAT asks participants to complete an anonymous evaluation of the process. Thus far, two civilians and five Department designees have participated in the two mediations facilitated by OAT. In those first two mediation sessions, 100% of the participants indicated that they were satisfied with their mediation experience. Comments from the Department participants included:

- "We both came to an understanding by getting both perspectives."
- "Open conversation on both sides provided better understanding of each other's perspective."
- "Face to face conversations are always good when it comes to addressing community concerns."
- "It was a pleasant experience with the mediator."

Members of the Department's executive leadership team who participated in the mediations expressed enthusiasm and support for OAT's role in mediating complaints.

Additionally, OAT continued its discussions with the Department regarding the mediation program, and shared information and research on mediation in civilian oversight. Once mediation has been socialized with the Department's unions and appropriate cases have been identified, OAT will facilitate two types of mediation for the community: department mediation and individual mediation. Department mediations will be a possibility for complaints where no individual officer is identified, larger community concerns about police response or involvement, or issues related to broader police policy and practice. See the next page for more details about the OAT Mediation process.

The Phoenix Office of Accountability and Transparency (OAT) aims to ensure there is a fair, thorough, and objective program for addressing civilian complaints against the Phoenix Police Department (PPD). While OAT monitors PPD internal investigations, such investigations are not the only method by which complaints may be resolved. In many cases, mediation may provide a more satisfactory outcome for the parties. Mediation has been shown to help build police-community relations, reduce costs, improve case completion times and provide community members an opportunity to meet directly with a member of the PPD about the nature of their complaint.

### *Mediations are Confidential*

All discussions during a mediation session are confidential, in accordance with ARS § 12-2238. All parties must agree to this confidentiality before beginning a mediation session. As a result, the participation of other people in the mediation session is very rarely allowed. Unless preapproved to participate in the mediation, anyone who accompanies a complainant or PPD to the mediation session will be asked to wait in the OAT lobby.

### *Mediation is a Voluntary Process*

Participation in mediation is voluntary. Either party may decline the offer to mediate or withdraw from mediation at any point.

### *Mediation Participants*

Both the complainant and the PPD officer must participate in good faith in the mediation process. Neither the complainant nor the PPD officer is required to reach an agreement during mediation. Failure of the complainant to participate in good faith will lead to dismissal of the complaint. Failure of a PPD officer to participate in good faith will likely result in the matter being referred back to investigation, unless otherwise specified in the PPD officer's labor-management agreement.

### *OAT Mediators*

OAT mediations are conducted by well-trained and experienced mediators. The mediator serves as an impartial third party who facilitates a conversation between the parties in a non-threatening environment. Mediators fulfill this role by listening to each party's experiences of circumstances that lead to the complaint. Mediators use active listening to clarify what happened, identify key issues and keep the discussion productive.

### *Mediation Outcomes*

In many cases, once the parties have had a chance to explain their perspectives and hear from the other party, this increased understanding is sufficient to resolve the complaint. Although both parties are expected to participate in good faith in the mediation, any agreements, written or verbal, are voluntary. Failure to reach an agreement has no impact on any later consideration of the complaint. If the parties do not reach agreement, OAT will determine if the complaint warrants referral for investigation.

### *Accessibility*

Upon request, OAT will provide reasonable accommodation or translation services.

### *Mediation Location*

Mediation sessions may be conducted in any of the following locations:

- In-person, at a neutral location within Phoenix, including the OAT office

## WHAT IS OAT MEDIATION?

*Mediation is an efficient and effective alternative dispute resolution process. OAT mediations arise from incidents or interactions reported to OAT involving PPD and members of the community. An OAT mediator serves as an impartial facilitator who guides the parties through a conversation about the circumstances that led to the complaint, with the aim of reaching a mutual understanding. A mediation is typically scheduled for two hours.*

## COMMUNITY ENGAGEMENT

OAT staff attended the following events and/or gave informational presentations to the following groups between April 1 and June 30, 2024:

- DTPHXInc Wellness Fair
- Phoenix City Council District - Energize 8 Community Meeting
- Homeward Bound
- Maricopa County Department of Public Health
- City of Phoenix Office of Public Health
- Advance Community
- City of Phoenix 602 Day
- Movimiento Family Fun Run and Resource Fair
- Amancer Coalition
- She Matters Equity Forum
- Valley of the Sun Juneteenth Celebration
- NFBPA Juneteenth Celebration
- Connections Conference 2024
- Arizona Department of Economic Security Office of Community Engagement
- PHX Teen Central Care Fair
- Community Peace Event
- City of Phoenix Human Services Department







## TRAINING AND HIRING

### Training

In the second quarter of 2024, the OAT Monitors completed the in-person Force Science course that the Monitor Supervisors completed in 2023. This training is one of the external use of force trainings that Department officers attend. In addition, the entire monitoring team attended Integrating Communications, Assessment, and Tactics (ICAT), and Pre-Attack Indicators trainings held by the Department. These courses give insight to the monitors when they are reviewing investigations and hones their understanding of the law, policy, and training, that officers are expected to follow.

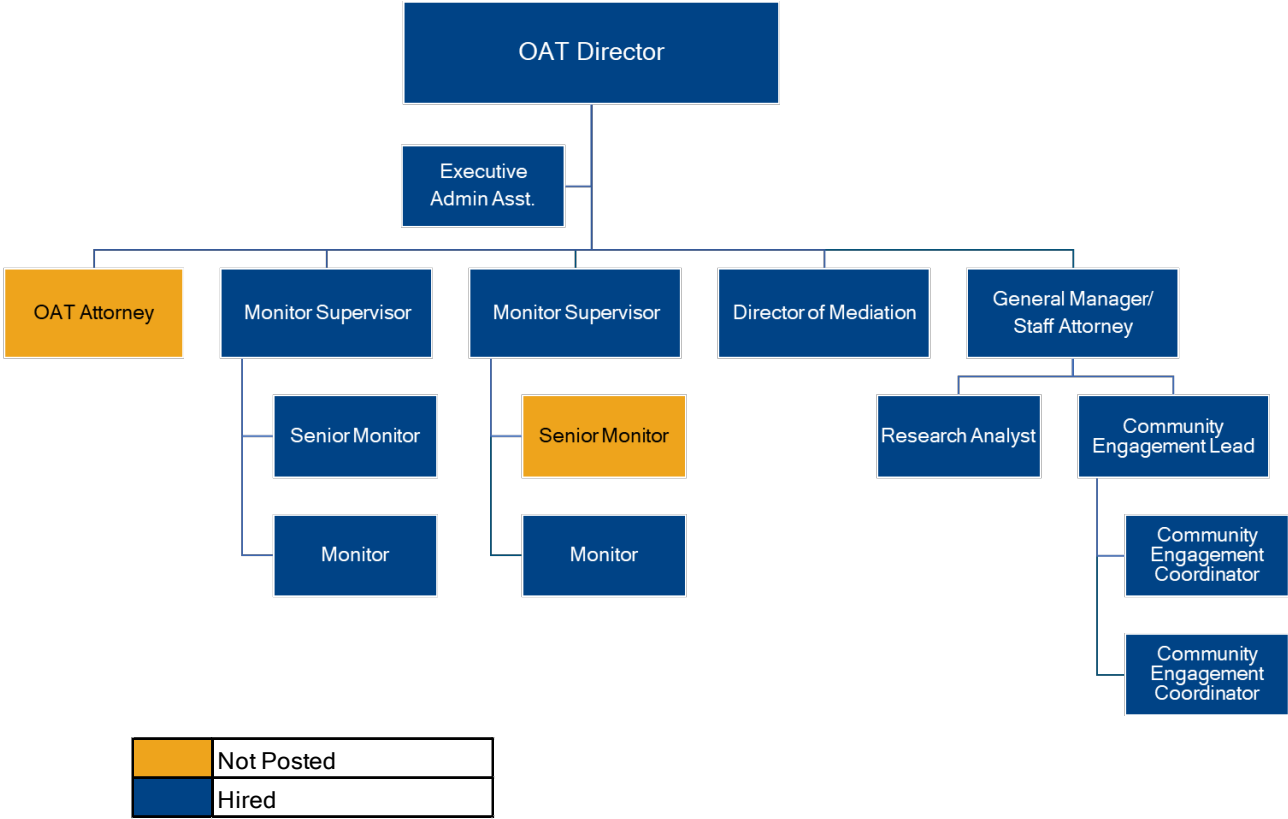
The entire monitoring team and Interim Director also completed the Active Bystander in Law Enforcement training offered by the Department. This course also helped the OAT team understand the Department's expectations for officers to intervene when an incident escalates and to speak up if they witness misconduct or have concerns about other officers' conduct.

In addition to Force Science, ABLE, ICAT, and Pre-Attack Indicators, as well as regular internal and City trainings on various matters related to agency practice, OAT staff attended the following trainings between April 1 and June 30, 2024:

- Advancing Police Practices Through Reform: Insight from the Experiences of the Los Angeles and Seattle Police Departments (National Policing Institute)
- Investigating Police Surveillance Techniques (National Association for Civilian Oversight of Law Enforcement, NACOLE)
- Using Data and Collaboration to Drive Innovative Change (NACOLE)
- Constitutional Police-Community Encounters (NACOLE)
- Legal Remedies for Police Misconduct (NACOLE)
- Strategies for a Successful Mediation Program (NACOLE)
- Case Studies on Civilian Oversight: Indianapolis Citizens' Police Complaint Office and Philadelphia Police Advisory Commission (NACOLE)
- Can Parole Be Rehabilitated? (The Sentencing Project)
- America's Growing Movement to Divert Youth Out of the Justice System (The Sentencing Project)
- Let's Talk Teal - Inside Look at Services for Sexual Assault Survivors (Family Advocacy Center)

# Hiring

OAT concluded the second quarter of 2024 with 13 positions filled (one OAT team member was serving in two roles at the end of the quarter). OAT worked with relevant City departments to review job descriptions and organizational needs, and initiated recruitments for three open positions. Open positions and recruitments are noted in the organizational chart below.






 [www.phoenix.gov/accountability](http://www.phoenix.gov/accountability)

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