

City of Phoenix

OFFICE OF ACCOUNTABILITY AND TRANSPARENCY

Quarterly Report

January 1 - March 31, 2025



Table of Contents

OAT Background	3
Review Reports	4
Figure 1: OAT Q1 Contacts by Type	4
Figure 2: OAT Review Cases by Incident Year and Quarter	5
Figure 3: OAT Review Cases by Incident Year and Type	6
Figure 4: Map of OAT Review Cases by Department Precinct	7
Civilian Review Board	8
Mediation	9
Community Engagement	9
Training And Hiring	12
Training	12
Hiring	12
Figure 5: OAT Organizational Chart	13
Appendix A: OAT Review Cases as of March 31, 2025 ¹	14
Appendix B: OAT Mediation Information	19

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 (Department). OAT reviews 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.
- Review Department investigations.
- Make recommendations to the Police Chief regarding policy rules and training issues.
- Conduct mediation to resolve disputes.
- Administer a youth outreach program.
- Address other issues of concern to the community.

See P.C.C. [§§ 20-4 through 20-26](#) for additional information about OAT's responsibilities and operations. Chapter 20 was revised in May 2024 and codified in September 2024.

During the first quarter of 2025, OAT and the Department revised their Memorandum of Understanding (MOU). Changes included the establishment of 72-hour disclosure timeframes, updates to document and information sharing practices, and the addition of sections regarding the Civilian Review Board and mediation. [The full MOU can be found here.](#)

P.C.C. § 20-8 requires OAT to publish annual and quarterly reports that include, among other things, the work of OAT during the prior calendar year; trends regarding complaints and investigations; recommendations for changes to policies, rules, and training; and policy rules or training revisions implemented by the Department. This report covers OAT's first quarter updates (January 1 through March 31).

Review Reports

Cases that OAT reviews come from complaints filed by the public, media reports, and Department notifications for certain types of incidents (e.g., officer involved shootings). During the first quarter of 2025, OAT added 18 cases to its review caseload, bringing its active review caseload to 131.

OAT released two review reports in the first quarter of 2025. Both reports reviewed Department investigations of officer involved shootings, one of which resulted in a civilian fatality. After review, OAT concluded that one of the two investigations was thorough and complete. Both reports included recommendations to improve future administrative investigations. All review reports can be found on the OAT [website](#).

Between January 1 and March 31, 21 community members contacted OAT via phone (15), email (2), and walk-in (4). See Figure 1 below.

Figure 1: OAT Q1 Contacts by Type, September 1, 2022, to March 31, 2025

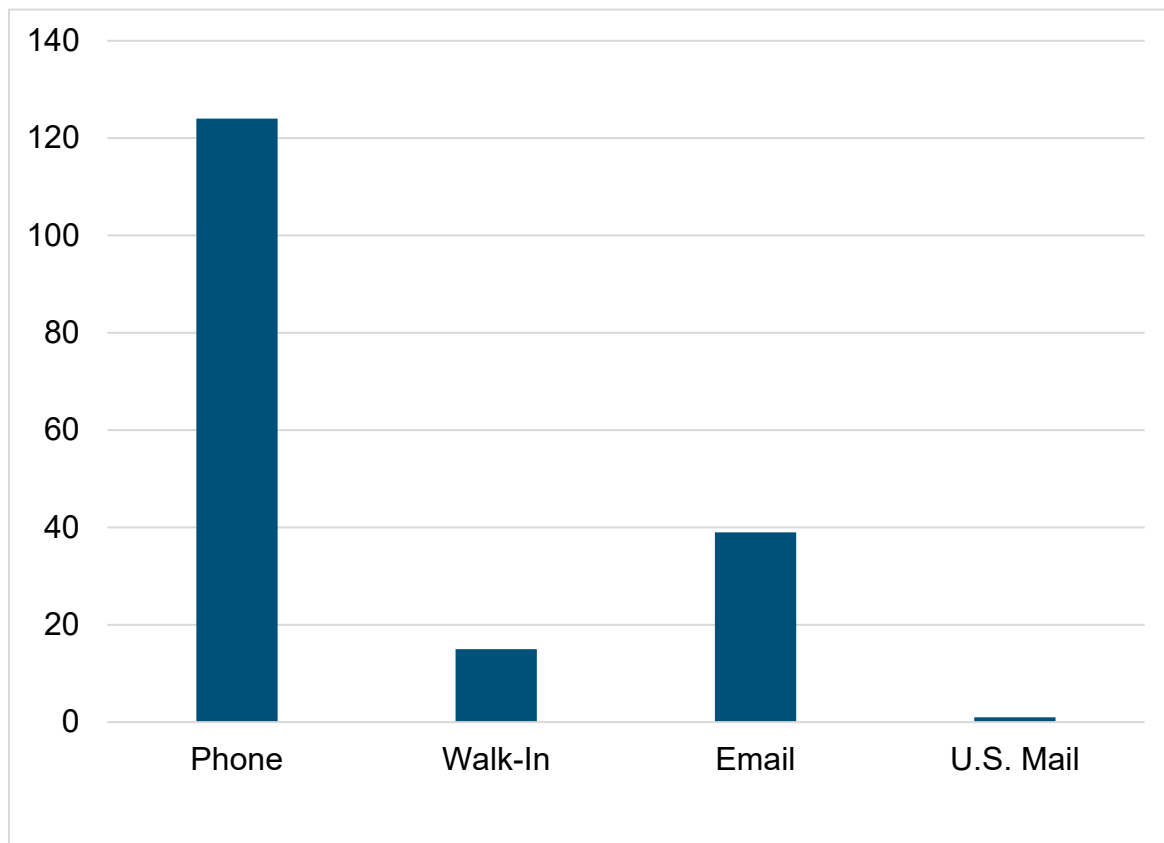


Figure 2 below and Figure 3 on the next page below detail OAT's review cases by incident year, quarter, and type (e.g., officer involved shooting and in-custody death, among other categories). The table at the end of this report details all OAT active review cases, including incident date, type, and location (see p. 14). "Report pending" indicates that OAT has received the Department's final administrative investigation report and that OAT's review report is scheduled for release within 30 days. See Figure 4 for a map of all OAT review incidents (see p. 7).

Figure 2: OAT Review Cases by Incident Year and Quarter, September 1, 2022, to March 31, 2025

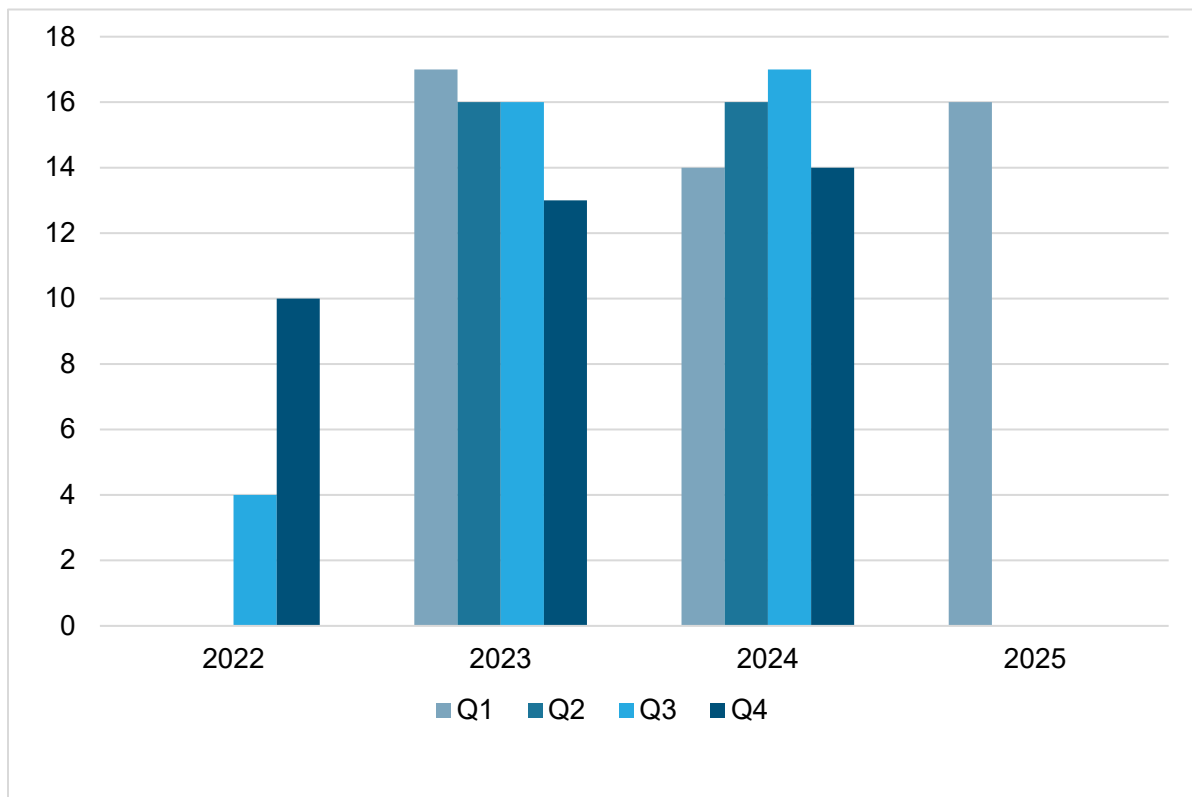


Figure 3: OAT Review Cases by Incident Year and Type, September 1, 2022, to March 31, 2025

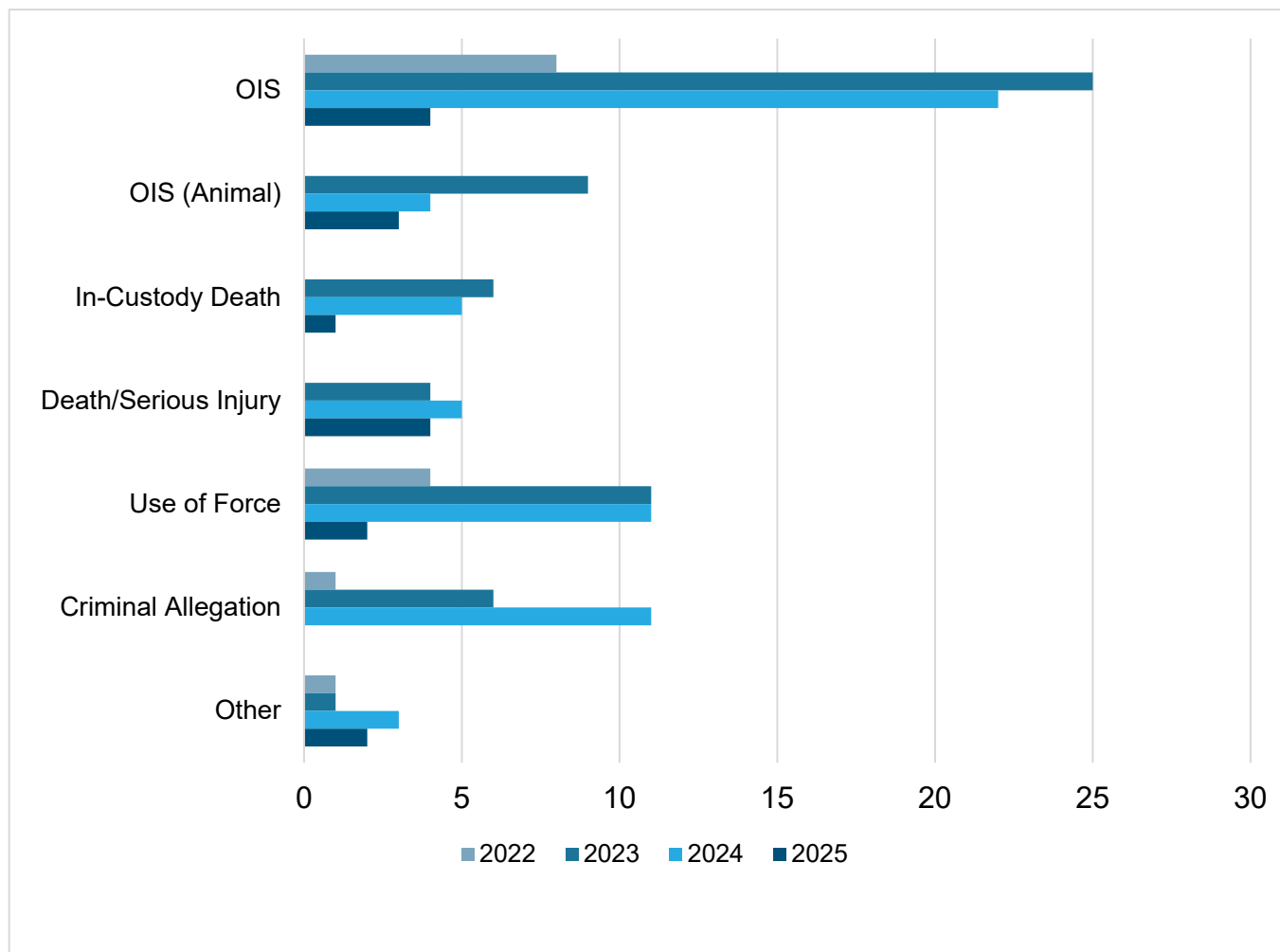
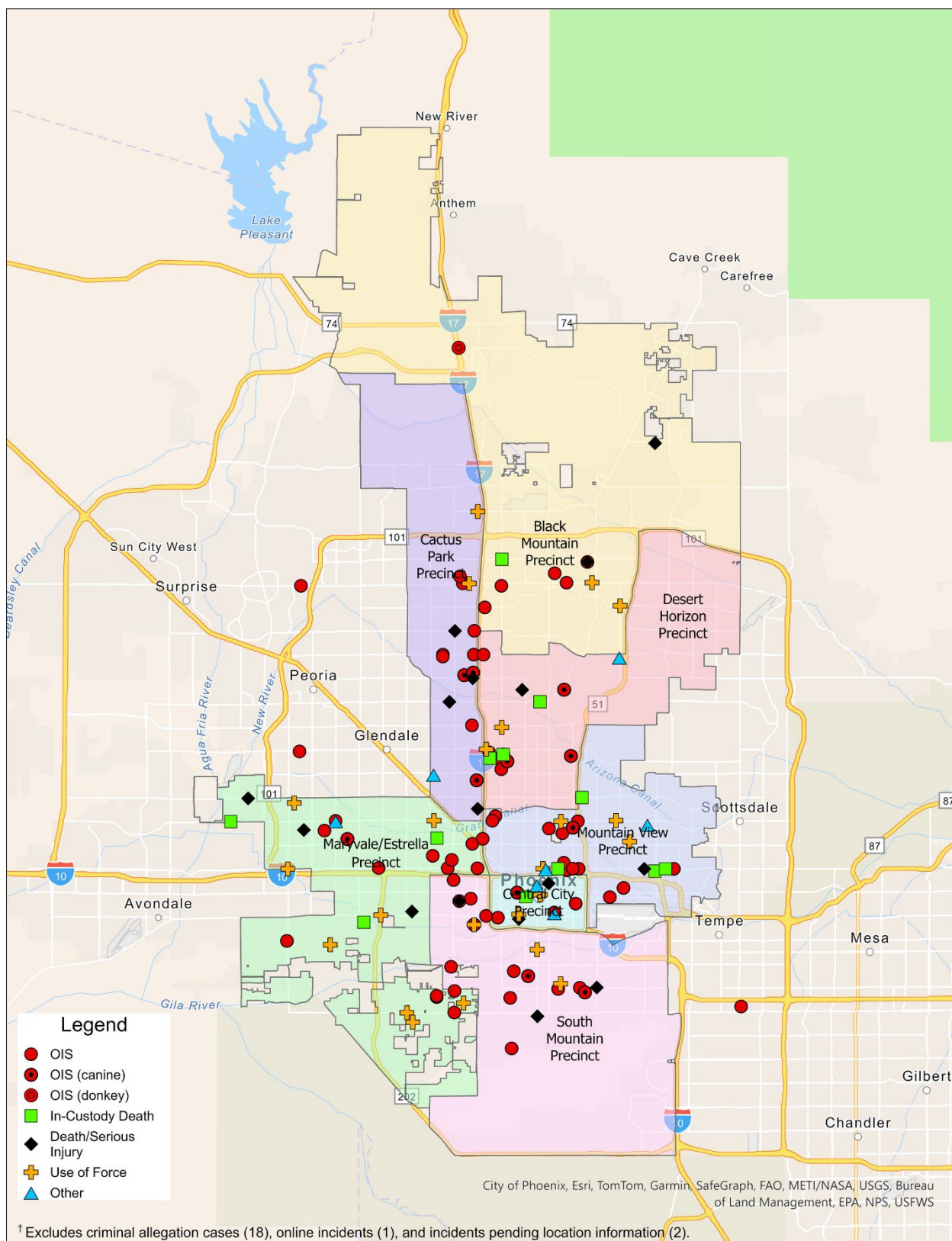


Figure 4: Map of OAT Review Cases by Department Precinct†



Civilian Review Board

The Civilian Review Board was established by the Mayor and City Council in May 2024. Following an application process, the nine members were appointed by the Mayor with a majority vote by Council in October 2024. The Board is charged with reviewing OAT review reports and recommendations to the Department along with Department responses to the OAT review reports.

After reviewing an OAT report and the Department's response, the Board votes to adopt or decline OAT's completeness and thoroughness conclusions and accept, decline, or revise OAT's recommendations for future Department administrative investigations. The Board can also request additional information before making a final decision. The Board will begin reviewing OAT reports and Department responses in the summer of 2025.

The Board held three meetings between January 1 and March 31, during which members received training on:

- OAT processes and procedures
- P.C.C. Chapter 20
- A.R.S. § 38-1117
- Professional Standards Bureau and Force Evaluation Review Unit processes and procedures
- Peace Officer Bill of Rights
- Constitutional criminal law



First Civilian Review Board meeting on November 22, 2024. Pictured left to right: Deputy City Manager Ginger Spencer, Armando Ruiz (member), City Manager Jeff Barton, John Graham (Chair), Valentina Hernandez (member), PJ Jasso (member), Penny Allee Taylor (member), OAT Director Shannon Johanni, Mayor Kate Gallego, Councilman Kevin Robinson, Tyrone Benson (member), Braden Lopez-Biggs (member), Michael Robert (Vice Chair), and Terry Araman (member).

Training will continue into the second quarter of 2025.

Mediation

In the first quarter of 2025, OAT's Mediation Director continued educating members of the public and Department about mediation and its benefits, while also eliciting input to foster participation and success. OAT continued working with Department leadership on draft protocols outlining the types of community complaints that will be eligible for individual officers to take advantage of OAT mediation and how those will be tracked and communicated between OAT and the Department. OAT's Mediation Director led the first meeting of a newly created national network of similar community-police mediation programs.

OAT will eventually facilitate two types of mediation: department mediation and individual officer mediation. Department mediations are available for complaints where no individual officer is identified or incidents involving community concerns about police response, involvement, or broader police policy and practice. OAT continued working with Department leadership on the requirements and protocols for individual officer mediations for specific complaints against individual officers. OAT is also working through the procurement process to generate a pool of professional mediators who will facilitate mediation sessions between officers and civilians. See Appendix B for more details about the OAT Mediation process (p. 19).

Community Engagement

The OAT Community Engagement team tabled 23 events between January 1 and March 30, 2025, including:

- Phoenix City Council District 7 Literary Fest
- Rita's Place HIV/AIDS Awareness Fair
- Grand Canyon University Law Enforcement Fair
- Martin Luther King Jr. Day of Service
- City of Phoenix Black History Month Celebration
- One-n-Ten Housing Event

OAT staff also gave 9 informational presentations and conducted 18 meet-and-greets and made more than 56 new community engagement contacts via phone, email, and in-person meetings. As a result of this work, OAT recorded more than 3,100 community member encounters in the first quarter of 2025.

This quarter, the OAT Community Engagement Team began developing a youth outreach program to educate, equip, and empower youth regarding law enforcement interactions,

civic responsibility, and community advocacy to promote equitable policing practices for youth. The pilot program will launch later this year.





Training And Hiring

Training

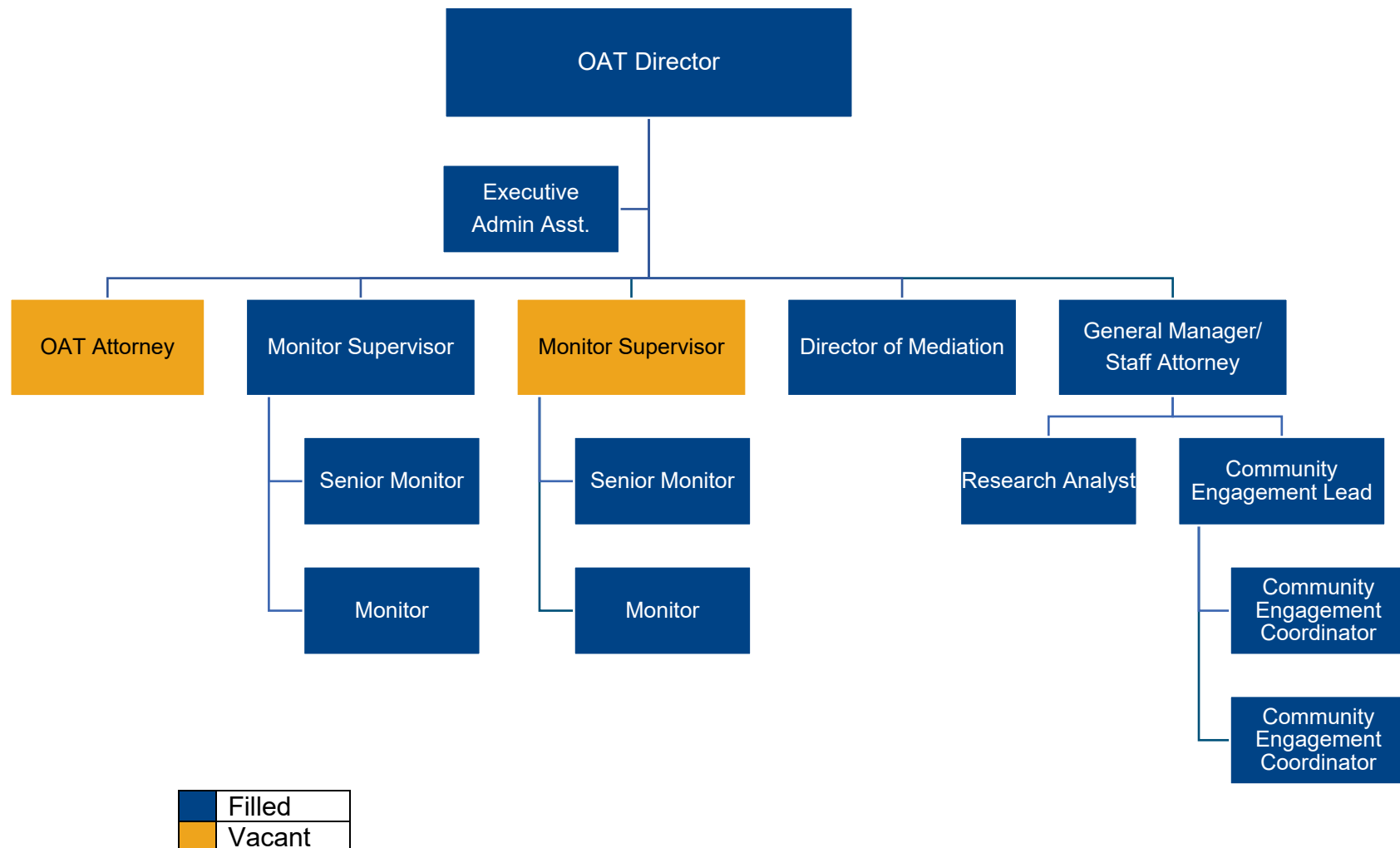
In addition to regular internal and City trainings on various matters related to agency practice, OAT staff attended the following trainings between January 1 and March 31, 2025:

- Digital Video Evidence: Identifying Technical Challenges and Limitations (National Association for Civilian Oversight of Law Enforcement, NACOLE)
- Addressing Key Issues in Law Enforcement-Youth Interactions (NACOLE)
- Negotiation: Tools and Techniques for Teaching Individuals Conflict Resolution (National Association for Community Mediation)
- Forgiveness in Mediation: Unlocking the Possibilities (Association for Conflict Resolution)
- Coaching as a Dispute Resolution Process (Association for Conflict Resolution)
- Breaking Down Bullying: Empowering Tools to Address “Bully” Behaviors (Association for Conflict Resolution)

Hiring

In March 2025, OAT onboarded three new staff to the monitoring team: two senior monitors and one monitor. OAT ended the first quarter of 2025 with 13 of its 15 positions filled (one OAT team member was serving in two roles at the end of the quarter). Open positions are noted in the organizational chart on the next page.

Figure 5: OAT Organizational Chart



Appendix A: OAT Review Cases as of March 31, 2025¹

Cases added during the Quarter 1 reporting period (January 1 – March 31) are highlighted in yellow.

No.	Incident Date	Type	Location (Council District) ²	Civilian Fatality	Status
1	09/22/2022	OIS ³	2400 W. Greenway Rd. (CD3)	No	In Progress
2	09/24/2022	OIS	6600 N. 19 th Ave. (CD5)	Yes	Draft Review
3	10/07/2022	Use of Force ⁶	2400 W. Glendale Ave. (CD5)	No	In Progress
4	11/02/2022	OIS	3700 W. McDowell Rd. (CD4)	Yes	Draft Review
5	11/06/2022	OIS	4200 N. 21 st Ave. (CD4)	No	Draft Review
6	12/21/2022	OIS	4100 W. Lydia Ln. (CD7)	No	Draft Review
7	01/03/2023	OIS	4400 S. 36 th Dr. (CD7)	Yes	In Progress
8	01/07/2023	OIS	4600 S. Lakeshore Dr. (Tempe)	Yes	Draft Review
9	01/08/2023	OIS (canine)	7100 W. Earll Dr. (CD5)	No	Draft Review
10	01/15/2023	Criminal Allegation ⁶	--	No	In Progress
11	01/31/2023	Use of Force ⁶	16000 North 56 th Street (CD2)	No	In Progress
12	02/22/2023	OIS	6800 N. 23 rd Ave. (CD5)	Yes ⁴	Draft Review
13	02/22/2023	OIS	100 S. 29 th Ave. (CD7)	Yes	Draft Review
14	02/22/2023	OIS (canine)	1500 E. Ocotillo Rd. (CD6)	No	Draft Review
15	02/25/2023	OIS	17600 N. 9 th St. (CD3)	Yes	Draft Review
16	03/05/2023	OIS	4200 W. Encanto Blvd. (CD4)	Yes	Draft Review
17	03/08/2023	OIS	1600 N. 27 th Ave. (CD4)	No	Draft Review
18	03/14/2023	OIS	6700 W. Mariposa St. (CD5)	No	Draft Review
19	04/13/2023	Criminal Allegation ⁵	--	No	Awaiting Evidence
20	04/20/2023	OIS	2800 W. Cactus Rd. (CD1)	No	Report Pending
21	05/01/2023	Criminal Allegation ⁶	--	No	Awaiting Evidence
22	05/03/2023	OIS (canine)	1200 W. Woodland Ave. (CD8)	No	Draft Review
23	05/14/2023	OIS	3900 W. Paradise Dr. (CD1)	No	Draft Review
24	05/23/2023	Other ⁶	Online	No	Draft Review
25	05/27/2023	OIS (canine)	3200 W. Sahuaro Dr. (CD1)	No	In Progress
26	06/07/2023	Death/Serious Injury ⁷	1400 S. 11 th Ave. (CD8)	No	Draft Review
27	06/19/2023	OIS	2100 N. 35 th Dr. (CD4)	Yes ⁴	Draft Review
28	06/26/2023	OIS (canine)	2000 E. Burgess Ln. (CD7)	No	Draft Review
29	06/28/2023	OIS	1200 S. 20 th Ave. (CD7)	Yes	Draft Review
30	07/01/2023	OIS	3000 E. Washington St. (CD8)	Yes	Draft Review

No.	Date	Type	Location (Council District) ²	Civilian Fatality	Status
31	07/03/2023	Death/Serious Injury ⁷	2700 W. Campbell Ave. (CD4)	No	Draft Review
32	07/13/2023	Use of Force ⁶	3400 S. Central Ave. (CD7)	No	In Progress
33	07/15/2025	OIS (canine)	600 W. Atlanta Ave. (CD7)	No	In Progress
34	07/17/2023	OIS	1700 E. Harrison St. (CD8)	Yes	In Progress
35	07/20/2023	In-Custody Death	18600 N. 19 th Ave. (CD1)	Yes	Draft Review
36	07/31/2023	Other ⁶	--	No	Awaiting Evidence
37	08/01/2023	OIS	3300 W. Campo Bello Dr. (CD1)	No	Report Pending
38	08/10/2023	OIS	3500 N SR 51 Freeway (CD8)	No	Draft Review
39	08/27/2023	Use of Force ⁶	5600 S. 11 th Pl. (CD8)	No	Draft Review
40	09/01/2023	OIS (canine)	1600 E. Weldon Ave. (CD4)	No	Report Pending
41	09/09/2023	OIS	8700 W. Peppertree Ln. (Glendale)	Yes	In Progress
42	09/23/2023	OIS (canine)	600 W. Mobile Ln. (CD7)	No	In Progress
43	10/09/2023	Criminal Allegation ⁵	--	No	In Progress
44	10/10/2023	OIS (canine)	10600 N. 27 th Ave. (CD5)	No	In Progress
45	10/11/2023	Use of Force ⁴	120 N. 2 nd St. (CD7)	No	Draft Review
46	10/12/2023	Criminal Allegation ⁵	--	No	Report Pending
47	11/02/2023	Criminal Allegation ⁵	--	No	Awaiting Evidence
48	11/09/2023	Use of Force ⁶	9000 N. 19 th Ave. (CD3)	No	Draft Review
49	11/10/2023	Use of Force ⁶	1600 N. 91 st Ave. (CD5)	No	Draft Review
50	11/20/2023	OIS	2500 W. Earll Dr. (CD4)	No	Draft Review
51	11/29/2023	In-Custody Death	620 W. Washington St. (CD7)	Yes	Draft Review
52	12/16/2023	Criminal Allegation ⁶	--	No	Awaiting Evidence
53	12/21/2023	Death/Serious Injury ⁷	3500 W. Thunderbird Rd. (CD1)	Yes	In Progress
54	12/25/2023	Use of Force ⁶	2700 S. 28 th Ave. (CD7)	No	In Progress
55	01/02/2024	Use of Force ⁶	7600 W. Miami St. (CD7)	No	Draft Review
56	01/05/2024	OIS	8700 W. Bell Rd. (Peoria)	Yes	Draft Review
57	01/11/2024	OIS	3300 E. Taylor St. (CD8)	Yes	In Progress
58	01/12/2024	OIS	1400 E. Brill St. (CD8)	No	In Progress
59	01/23/2024	Death/Serious Injury ⁷	4300 E. Rowel Rd. (CD2)	No	Awaiting Evidence
60	01/27/2024	OIS	2200 W. Indian School Rd. (CD4)	Yes	In Progress
61	02/08/2024	OIS (canine)	1000 W. Hadley St. (CD8)	No	In Progress
62	02/13/2024	OIS	1900 W. Berridge Ln. (CD5)	No	In Progress
63	02/13/2024	OIS (canine)	1000 E. Hadley St. (CD8)	No	In Progress

No.	Date	Type	Location (Council District) ²	Civilian Fatality	Status
64	02/19/2024	OIS	6000 W. McDowell Rd. (CD7)	Yes	In Progress
65	02/27/2024	Use of Force ⁶	1000 S. 11 th Ave. (CD8)	No	Draft Review
66	02/28/2024	Other ⁸	200 S. 24 th St. (CD8)	No	In Progress
67	03/22/2024	Other ⁸	4200 W. Palo Verde Dr. (CD5)	No	Draft Review
68	03/25/2024	Criminal Allegation ⁵	--	No	Awaiting Evidence
69	04/02/2024	OIS (canine)	1300 E Mountain View Rd. (CD3)	No	Awaiting Evidence
70	04/05/2024	Criminal Allegation ⁵	--	No	Draft Review
71	04/15/2024	Use of Force ⁶	3100 E. Indian School Rd. (CD6)	No	In Progress
72	04/20/2024	Death/Serious Injury ⁷	2800 W. Peoria Ave. (CD1)	No	Awaiting Evidence
73	04/24/2024	Criminal Allegation ⁵	--	No	Awaiting Evidence
74	05/06/2024	Criminal Allegation ⁵	--	No	Awaiting Evidence
75	05/07/2024	OIS	3400 W. Roosevelt St. (CD4)	Yes	Awaiting Evidence
76	05/07/2024	Use of Force ⁶	3200 W. Vineyard Rd. (CD8)	No	Draft Review
77	05/09/2024	OIS ⁹	1800 E. McDowell Rd. (CD8)	No	Awaiting Evidence
78	05/16/2024	OIS	2500 W. Cactus Rd. (CD3)	Yes	Awaiting Evidence
79	05/19/2024	Criminal Allegation ⁶	--	No	Draft Review
80	05/28/2024	OIS	1000 E. Southern Ave. (CD8)	Yes	Awaiting Evidence
81	06/02/2024	OIS	1300 E. Palm Ln. (CD4)	Yes	In Progress
82	06/18/2024	Criminal Allegation ⁵	--	No	Awaiting Evidence
83	06/20/2024	In-Custody Death	1100 E. McDowell Rd. (CD8)	Yes	Awaiting Evidence
84	06/23/2024	OIS (canine)	1800 W. Ocotillo Rd. (CD4)	No	In Progress
85	06/26/2024	In-Custody Death	1900 E. Camelback Rd. (CD6)	Yes	In Progress
86	07/05/2024	Use of Force ⁶	300 E. McDowell Rd. (CD4)	No	In Progress
87	07/06/2024	Death/Serious Injury ⁷	700 E. McKinley St. (CD8)	No	In Progress
88	07/08/2024	Death/Serious Injury ⁷	8000 S. Central Ave. (CD8)	No	Awaiting Evidence
89	07/09/2024	Criminal Allegation ⁵	--	No	Awaiting Evidence
90	07/09/2024	Criminal Allegation ⁵	--	No	Awaiting Evidence
91	07/26/2024	Use of Force ⁶	2200 E. Bell Rd. (CD3)	No	Draft Review
92	07/26/2024	In-Custody Death	200 E. Dunlap Rd. (CD3)	Yes	Awaiting Evidence
93	08/04/2024	Death/Serious Injury ⁷	10300 W. Camelback Rd. (CD5)	No	Awaiting Evidence
94	08/08/2024	Use of Force ⁶	4200 W. Indian School Rd. (CD5)	No	Awaiting Evidence
95	08/09/2024	In-Custody Death	5600 W. Monterosa St. (CD5)	Yes	Awaiting Evidence
96	08/10/2024	OIS	2400 W. Buckeye Rd. (CD7)	Yes	Awaiting Evidence

No.	Date	Type	Location (Council District) ²	Civilian Fatality	Status
97	08/19/2024	Use of Force ⁶	1200 E. Indian School Rd. (CD4)	No	Awaiting Evidence
98	08/20/2024	Criminal Allegation ⁵	--	No	Awaiting Evidence
99	08/21/2024	Criminal Allegation ⁵	--	No	Awaiting Evidence
100	08/24/2024	In-Custody Death	4100 N. 109 th Dr. (CD5)	Yes	Awaiting Evidence
101	09/03/2024	OIS	1600 E. McDowell Rd. (CD4)	No	Awaiting Evidence
102	10/09/2024	Death/Serious Injury ⁷	3300 W. Madison St. (CD7)	No	Awaiting Evidence
103	10/11/2024	Criminal Allegation ⁵	--	No	Awaiting Evidence
104	10/13/2024	OIS	9900 W. Thunderbird Rd. (Sun City)	Yes	Awaiting Evidence
105	10/15/2024	Other ⁶	7500 W. Indian School Rd. (CD5)	No	Awaiting Evidence
106	10/20/2024	OIS	3600 W. Glendale Ave. (CD5)	Yes	Awaiting Evidence
107	11/04/2024	OIS	1500 W. Wier Ave. (CD7)	Yes	Awaiting Evidence
108	11/05/2024	OIS	3700 N. 7 th St. (CD4)	Yes	Awaiting Evidence
109	11/07/2024	OIS ¹⁰	10000 S. 15 th Ave. (CD8)	No	Awaiting Evidence
110	11/09/2024	OIS	3400 N. 12 th Pl. (CD4)	No	Awaiting Evidence
111	11/28/2024	OIS	7900 W. Mitchell Dr. (CD5)	Yes	Awaiting Evidence
112	11/30/2024	Death/Serious Injury ⁷	3500 W. Dunlap Ave. (CD1)	No	Awaiting Evidence
113	12/02/2024	OIS	2100 E. Bluefield Ave. (CD3)	No	Awaiting Evidence
114	12/08/2024	Death/Serious Injury ⁷	400 W. Southern Ave. (CD7)	No	Awaiting Evidence
115	12/18/2024	OIS	2800 W. Thunderbird Rd. (CD1)	Yes	Awaiting Evidence
116	01/10/2025	In-Custody Death	3100 N. 40 th Ln. (CD4)	Yes	Awaiting Evidence
117	01/15/2025	OIS (donkey)	3500 W. Dove Valley Rd. (CD2)	Yes	Draft Review
118	01/17/2025	OIS	3500 W. Baseline Rd. (CD8)	Yes	Awaiting Evidence
119	01/27/2025	Use of Force ⁶	5100 W. Baseline Rd. (CD8)	No	Awaiting Evidence
120	01/29/2025	OIS (canine)	1700 W. Maryland Ave. (CD4)	No	Awaiting Evidence
121	02/10/2025	Use of Force ⁶	3500 E. Pinchot Ave. (CD6)	No	Awaiting Evidence
122	02/12/2025	OIS	2400 S. Higley Rd. (Gilbert)	Yes	Awaiting Evidence
123	02/12/2025	OIS	8000 N. 29 th Ave. (CD5)	No	Awaiting Evidence
124	02/13/2025	Death/Serious Injury ⁷	4000 E. McDowell Rd. (CD8)	No	Awaiting Evidence
125	02/19/2025	OIS	1600 W. St. Anne Ave. (CD7)	Yes	Awaiting Evidence
126	02/27/2025	Other ⁶	4100 E. Fairmount Ave. (CD6)	No	Awaiting Evidence
127	03/08/2025	Death/Serious Injury ⁷	8600 W. Columbus Ave. (CD5)	No	Awaiting Evidence
128	03/13/2025	OIS (canine)	2700 W. San Miguel Ave. (CD5)	No	Awaiting Evidence
129	03/16/2025	Other ⁶	700 N. Central Ave. (CD7)	No	Awaiting Evidence

No.	Date	Type	Location (Council District) ²	Civilian Fatality	Status
130	03/18/2025	Death/Serious Injury ⁷	2400 E. Southern Ave. (CD8)	No	Awaiting Evidence
131	03/26/2025	Death/Serious Injury ⁷	9800 N. 9 th Ave. (CD3)	No	Awaiting Evidence

¹ Completed cases are not included in the table. All published OAT reports can be found [here](#).

² Approximate location. Addresses are updated as new information becomes available and may differ from prior OAT reports. Location is not provided for criminal allegation cases.

³ Officer Involved Shooting.

⁴ Maricopa County Medical Examiner's Office determined manner of death was suicide.

⁵ P.C.C. § 20-6(C) requires OAT to review 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 A.R.S. Title 13 Chapters 11-14 (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.

⁶ Falls under OAT discretionary jurisdiction per P.C.C. § 20-7.

⁷ P.C.C. § 20-6(B)(3) requires OAT to review 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).

⁸ P.C.C. § 20-6(D) requires OAT to review Department investigations when requested to do so by the City Manager.

⁹ Unlawful weapons discharge.

¹⁰ Accidental weapons discharge.

Appendix B: OAT Mediation Information

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 reviews 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.

Mediation is 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.



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