

City of Phoenix

# OFFICE OF ACCOUNTABILITY AND TRANSPARENCY

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Quarterly Report  
April 1 – June 30, 2025



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## 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 with 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. This report includes OAT's second quarter updates (April 1 through June 30) in fulfillment of OAT's obligation under P.C.C. § 20-8(C) to publish a quarterly status report.

Information sharing between OAT and the Department is governed by a Memorandum of Understanding (MOU), first established in 2023 and revised during the first quarter of 2025. [The full MOU can be found here.](#)

## 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 second quarter of 2025, OAT added 15 cases to its review caseload, bringing its active review caseload to 141.

OAT released four review reports in the second quarter of 2025. The reports reviewed the Department's administrative investigations of two non-fatal officer involved shootings as well as a third officer involved shooting of an animal. The fourth report reviewed the administrative investigation of an officer following his arrest for criminal damage and misdemeanor assault. OAT concluded that all four investigations were thorough and complete. Two of the reports included recommendations to improve future administrative investigations. All review reports can be found on the OAT [website](#).

Between April 1 and June 30, 21 community members contacted OAT via phone (11), email (5), walk-in (4), and U.S. mail (1). Figure 1 below shows all OAT contacts since September 1, 2022.

**Figure 1: OAT Contacts by Type, September 1, 2022, to June 30, 2025**

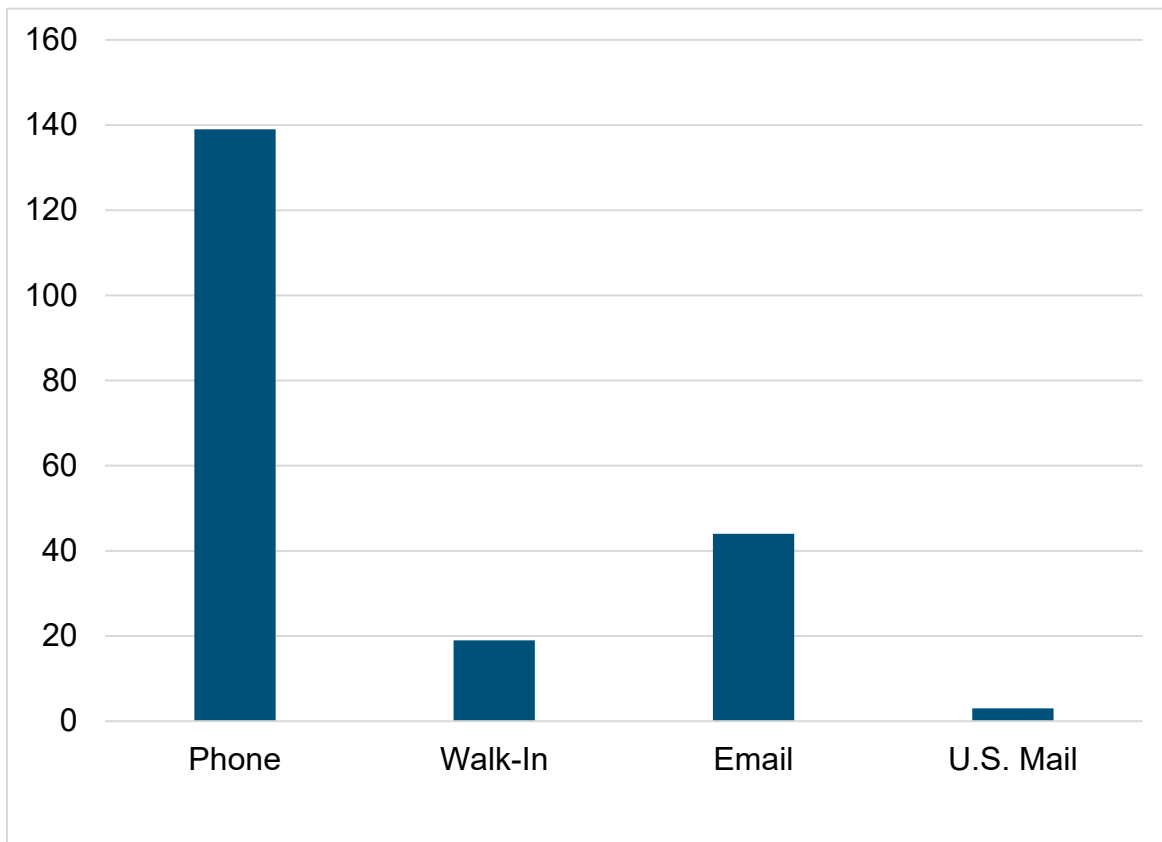
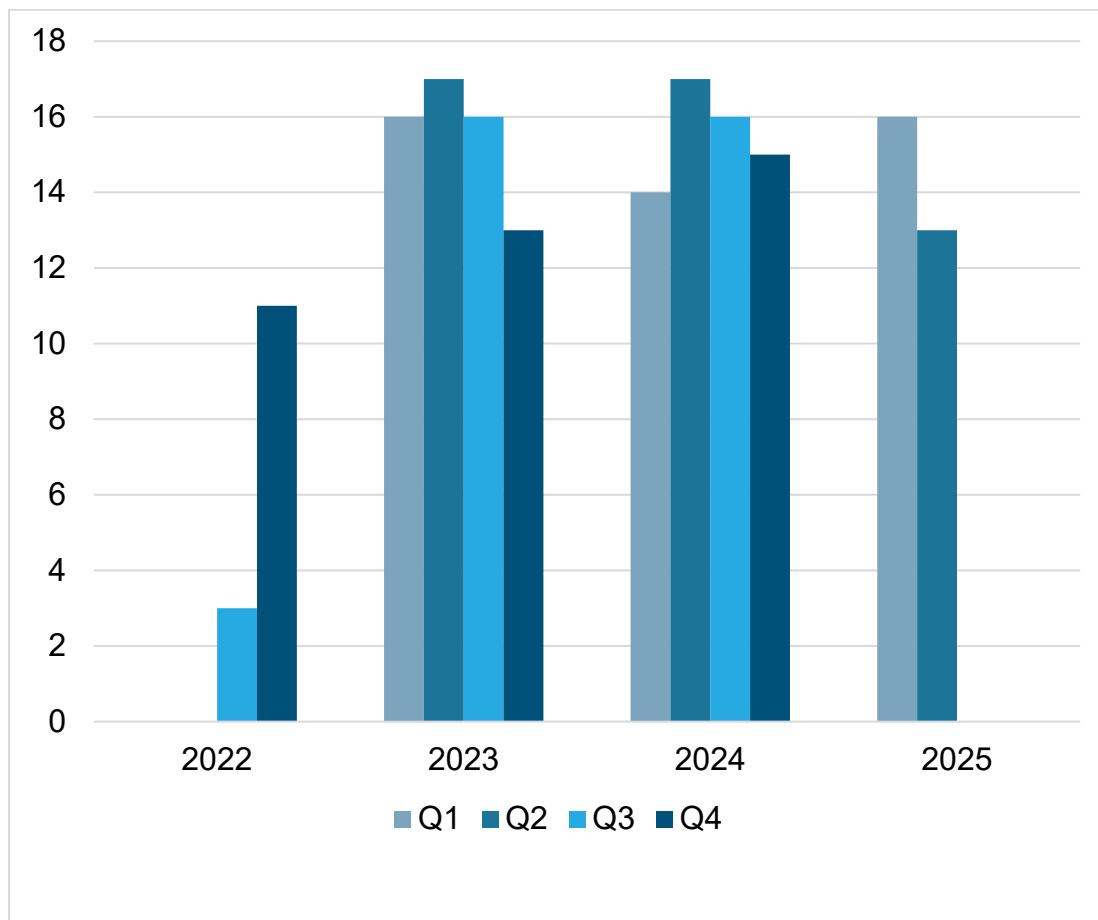


Figure 2 below and Figure 3 on the next page detail OAT's review cases by incident year, quarter, and type (e.g., officer involved shooting and in-custody death, among other categories). See the table in Appendix A for a list of all OAT active review cases, including incident date, type, and location (see p. 13). "Report pending" indicates that OAT's review report was scheduled for release within 30 days of the end of the quarter. 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 June 30, 2025**



**Figure 3: OAT Review Cases by Incident Year and Type, September 1, 2022, to June 30, 2025**

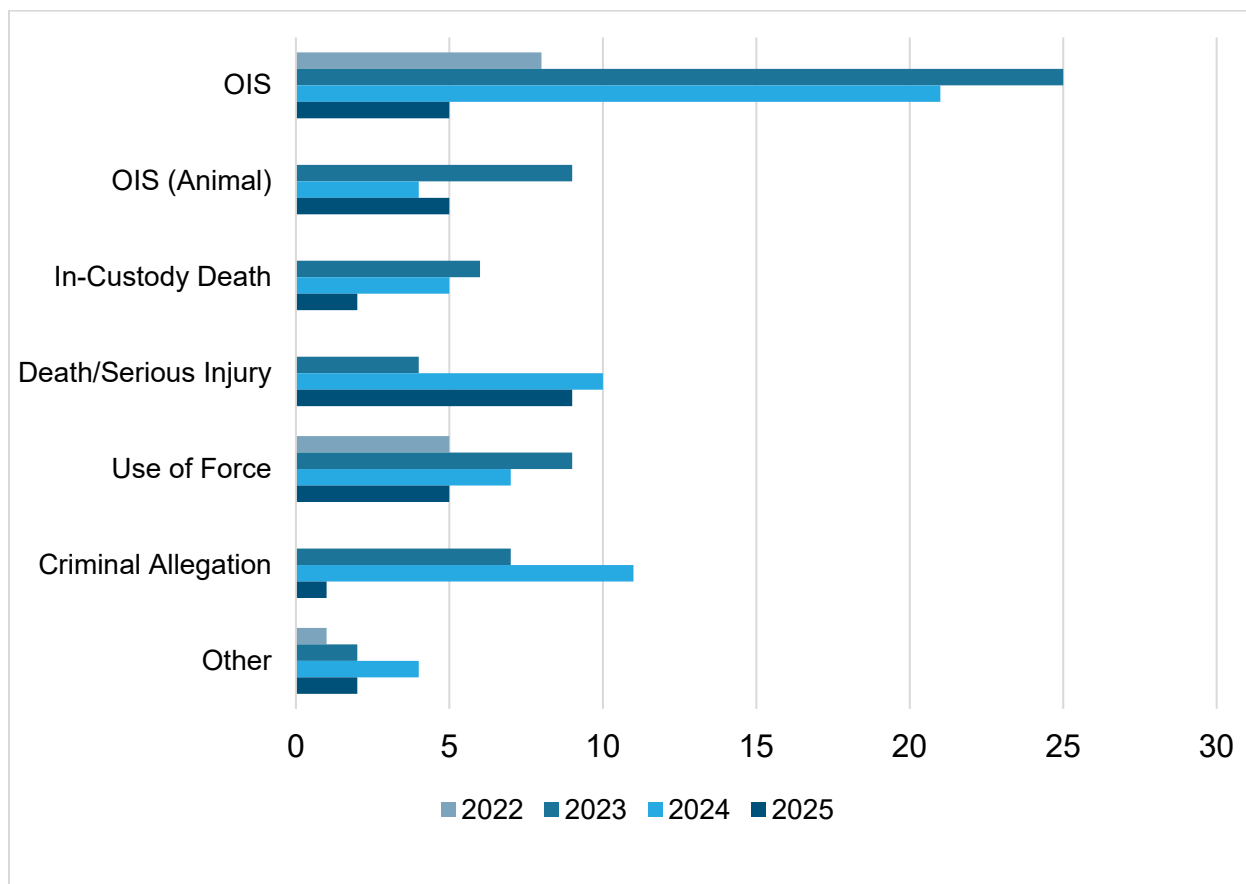
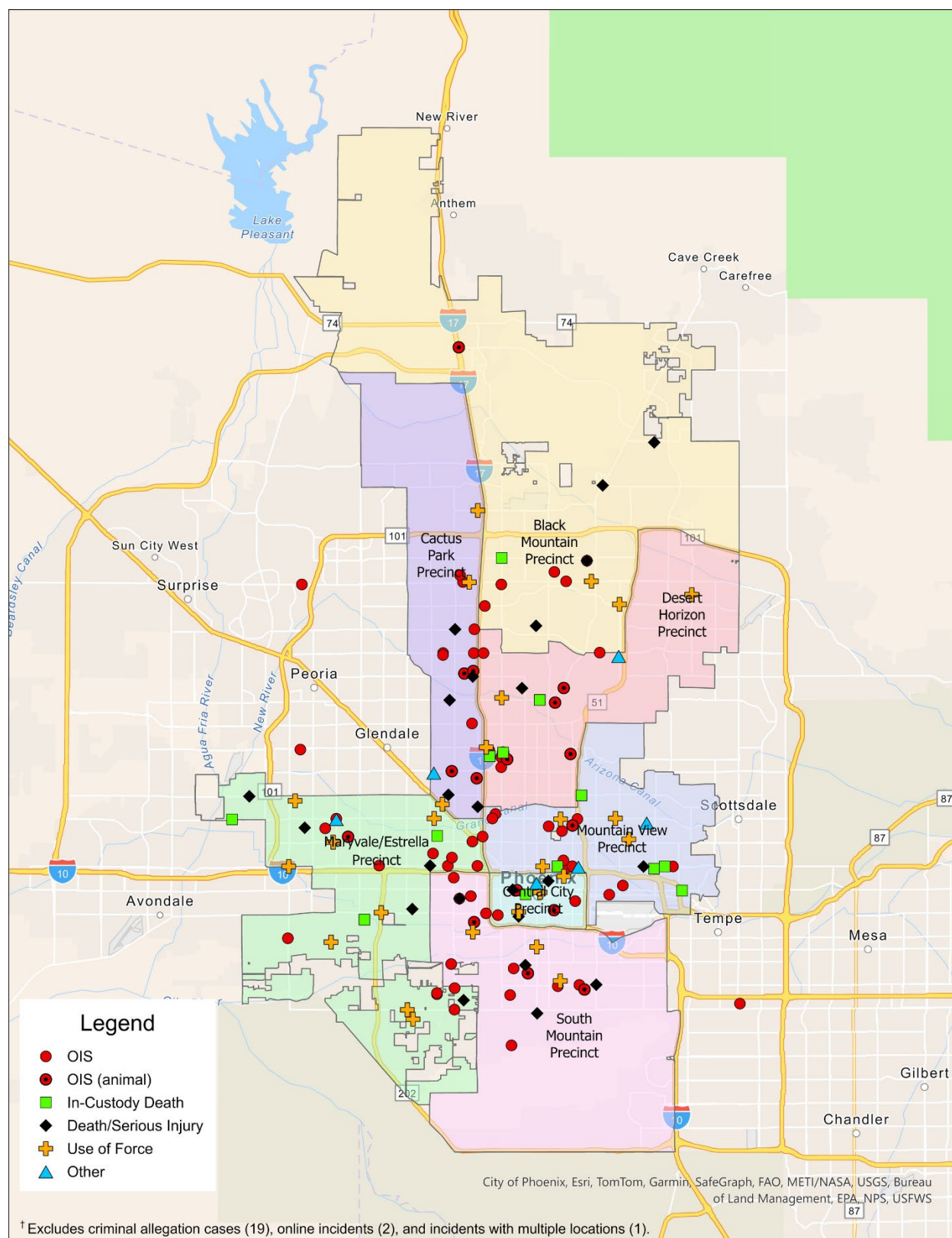


Figure 4: Map of OAT Review Cases by Department Precinct†



## 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 as well as Department responses to OAT review reports.

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

The Board held two meetings between April 1 and June 30, during which members received training on the Department's use of force policy ([Operations Order 1.5](#)) and completed practice reviews of previously published OAT review reports. The Board will begin conducting reviews of new OAT reports and Department responses in the fall of 2025.

## Mediation

In the second quarter of 2025, OAT completed its fifth Department-level mediation. Department-level mediations involve complaints in which no individual officer is identified or those pertaining to broader community concerns about police response, involvement, or policy and practice. In Department-level mediations, the Department selects a representative to attend on its behalf; more than one representative may attend if the complainant agrees that the presence of additional members of the Department may be helpful in addressing their concerns. As with all OAT mediations to date, OAT's Director of Mediation facilitated the conversation between the complainant and Department representatives.

In addition to Department-level mediations, OAT will also eventually conduct mediations involving complaints against individual officers. In the second quarter of 2025, OAT continued working with Department leadership on the requirements and protocols that will govern individual officer mediations. Staff also continued working through the procurement process to establish a pool of professional mediators who will facilitate mediation sessions between officers and community members. See Appendix B for more details about the OAT Mediation process (p. 18).



## Community Engagement

The OAT Community Engagement team tabled 18 events between April 1 and June 30, 2025, including:

- Salvation Army Kroc Center Housing and Reentry Resource Fair
- The Family Reunion – a Juneteenth Celebration at Eastlake Park
- City of Phoenix 602 Day
- Estrella Middle School Resource Fair
- Law Day for Women at Fresh Start Women's Foundation
- NAACP/BSU Youth and College Unity Conference at Phoenix College

OAT staff also gave 25 presentations, conducted 21 meet-and-greets, and made more than 146 new community engagement contacts via phone, email, and in-person meetings. As a result of this work, OAT recorded nearly 2,800 community member encounters in the second quarter of 2025.

The OAT Community Engagement Team also continued developing its youth outreach program. The program will aim 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

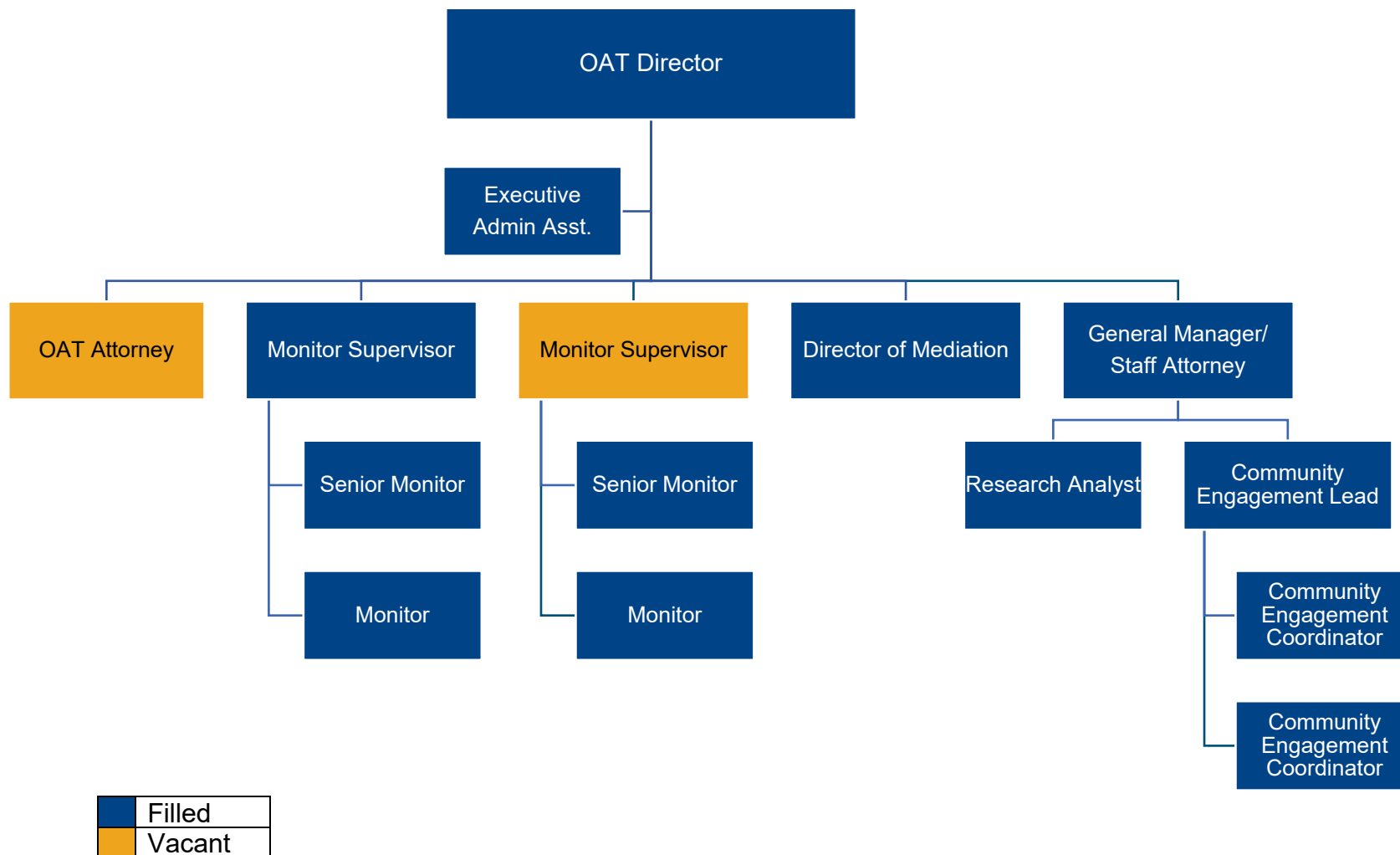
In addition to regular internal training on various matters related to agency practice, OAT staff attended the following between April 1 and June 30, 2025:

- Understanding Civilian Oversight's Fast-Changing Legal Landscape (National Association for Civilian Oversight of Law Enforcement, NACOLE)
- The New World of Artificial Intelligence: Opportunities for Civilian Oversight Practitioners? (NACOLE)
- Law Enforcement Autism Training (City of Phoenix)
- Phoenix Police Department Use of Force Policy Update (City of Phoenix)
- Outsmarting Implicit Bias Certificate Training (Harvard Business School)
- Association for Conflict Resolution (ACR) Annual Conference (ACR Greater New York Chapter)
- Understanding Workplace Diversity Issues and the Role of Dispute Resolution (ACR)
- Trauma: Healing Ourselves, Healing Our Communities (National Association for Community Mediation)
- Professionalizing Law Enforcement – Community Engagement Training (PLECET) Annual Conference

### Hiring

OAT ended the second 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: Office of Accountability and Transparency Review Cases as of June 30, 2025<sup>1</sup>

Cases added during the Quarter 2 reporting period (April 1 – June 30) are highlighted in yellow.

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

Cases added during the Quarter 2 reporting period (April 1 – June 30) are highlighted in yellow.

No.	Date	Type	Location (Council District) <sup>2</sup>	Civilian Fatality	Status
30	07/03/2023	Death/Serious Injury <sup>7</sup>	2700 W. Campbell Avenue (CD4)	No	In Progress
31	07/13/2023	Use of Force <sup>6</sup>	3400 S. Central Avenue (CD7)	No	Assigned
32	07/15/2023	OIS (animal)	600 W. Atlanta Avenue (CD7)	No	Assigned
33	07/17/2023	OIS	1700 E. Harrison Street (CD8)	Yes	Assigned
34	07/20/2023	In-Custody Death	18600 N. 19th Avenue (CD1)	Yes	Assigned
35	07/31/2023	Other <sup>6</sup>	Online	No	Assigned
36	08/10/2023	OIS	3500 N. SR 51 Freeway (CD4)	No	Assigned
37	08/27/2023	Use of Force <sup>6</sup>	5600 S. 11th Place (CD8)	No	Assigned
38	09/09/2023	OIS	8700 W. Peppertree Lane (Glendale)	Yes	Assigned
39	09/23/2023	OIS (animal)	600 W. Mobile Lane (CD7)	No	Assigned
40	10/09/2023	Criminal Allegation <sup>5</sup>	--	No	Assigned
41	10/10/2023	OIS (animal)	10600 N. 27th Avenue (CD5)	No	Assigned
42	10/11/2023	Use of Force <sup>4</sup>	120 N. 2nd Street (CD7)	No	In Progress
43	11/01/2023	Criminal Allegation <sup>5</sup>	--	No	Assigned
44	11/09/2023	Use of Force <sup>6</sup>	9200 N. 19th Avenue (CD3)	No	In Progress
45	11/10/2023	Use of Force <sup>6</sup>	1600 N. 91st Avenue (CD5)	No	Assigned
46	11/20/2023	OIS	2500 W. Earll Drive (CD4)	No	Assigned
47	11/29/2023	In-Custody Death	620 W. Washington Street (CD7)	Yes	Assigned
48	12/16/2023	Criminal Allegation <sup>6</sup>	--	No	Assigned
49	12/21/2023	Death/Serious Injury <sup>7</sup>	3500 W. Thunderbird Road (CD1)	Yes	Assigned
50	12/25/2023	Use of Force <sup>6</sup>	2600 S. 28th Drive (CD7)	No	Assigned
51	01/02/2024	Use of Force <sup>6</sup>	7600 W. Miami Street (CD7)	No	Assigned
52	01/05/2024	OIS	8700 W. Bell Road (Peoria)	Yes	Assigned
53	01/11/2024	OIS	3300 E. Taylor Street (CD8)	Yes	Assigned
54	01/12/2024	OIS	1400 E. Brill Street (CD8)	No	In Progress
55	01/23/2024	Death/Serious Injury <sup>7</sup>	4300 E. Rowel Road (CD2)	No	Assigned
56	01/27/2024	OIS	2200 W. Indian School Road (CD4)	Yes	Assigned
57	02/08/2024	OIS (animal)	1000 W. Hadley Street (CD8)	No	Assigned
58	02/13/2024	OIS	1900 W. Berridge Lane (CD5)	No	Assigned
59	02/13/2024	OIS (animal)	1000 E. Hadley Street (CD8)	No	Assigned
60	02/19/2024	OIS	6000 W. McDowell Road (CD7)	Yes	Assigned
61	02/27/2024	Use of Force <sup>6</sup>	1000 S. 11th Avenue (CD8)	No	In Progress

Cases added during the Quarter 2 reporting period (April 1 – June 30) are highlighted in yellow.

No.	Date	Type	Location (Council District) <sup>2</sup>	Civilian Fatality	Status
62	02/29/2024	Other <sup>8</sup>	Multiple	No	Assigned
63	03/22/2024	Other <sup>8</sup>	4200 W. Palo Verde Drive (CD5)	No	In Progress
64	03/25/2024	Criminal Allegation <sup>5</sup>	--	No	Assigned
65	04/02/2024	OIS (animal)	1300 E Mountain View Road (CD3)	No	Assigned
66	04/05/2024	Criminal Allegation <sup>5</sup>	--	No	Assigned
67	04/15/2024	Use of Force <sup>6</sup>	3100 E. Indian School Road (CD6)	No	In Progress
68	04/20/2024	Death/Serious Injury <sup>7</sup>	2800 W. Peoria Avenue (CD1)	No	Awaiting Evidence
69	04/24/2024	Criminal Allegation <sup>5</sup>	--	No	Assigned
70	05/06/2024	Criminal Allegation <sup>5</sup>	--	No	Assigned
71	05/07/2024	OIS	3500 W. Roosevelt Street (CD4)	Yes	Assigned
72	05/07/2024	Death/Serious Injury <sup>7</sup>	3200 W. Vineyard Road (CD8)	No	In Progress
73	05/09/2024	Other <sup>6</sup>	1800 E. McDowell Road (CD4)	No	Assigned
74	05/16/2024	OIS	2500 W. Cactus Road (CD3)	Yes	Assigned
75	05/19/2024	Criminal Allegation <sup>6</sup>	--	No	Assigned
76	05/28/2024	OIS	1000 E. Southern Avenue (CD8)	Yes	Assigned
77	06/02/2024	OIS	1300 E. Palm Lane (CD4)	Yes	Assigned
78	06/18/2024	Criminal Allegation <sup>5</sup>	--	No	Assigned
79	06/20/2024	In-Custody Death	1100 E. McDowell Road (CD8)	Yes	In Progress
80	06/23/2024	OIS (animal)	1800 W. Ocotillo Road (CD4)	No	Assigned
81	06/26/2024	In-Custody Death	1900 E. Camelback Road (CD6)	Yes	Assigned
82	07/05/2024	Use of Force <sup>6</sup>	300 E. McDowell Road (CD4)	No	In Progress
83	07/06/2024	Death/Serious Injury <sup>7</sup>	700 E. McKinley Street (CD8)	No	Assigned
84	07/08/2024	Death/Serious Injury <sup>7</sup>	8000 S. Central Avenue (CD8)	No	In Progress
85	07/09/2024	Criminal Allegation <sup>5</sup>	--	No	Assigned
86	07/09/2024	Criminal Allegation <sup>5</sup>	--	No	Assigned
87	07/26/2024	Use of Force <sup>6</sup>	2200 E. Bell Road (CD3)	No	In Progress
88	07/26/2024	In-Custody Death	200 E. Dunlap Avenue (CD3)	Yes	Assigned
89	08/04/2024	Death/Serious Injury <sup>7</sup>	10300 W. Camelback Road (CD5)	No	Assigned
90	08/08/2024	Use of Force <sup>6</sup>	4200 W. Indian School Road (CD5)	No	Assigned
91	08/09/2024	In-Custody Death	5600 W. Monterosa Street (CD5)	Yes	Awaiting Evidence
92	08/10/2024	OIS	2400 W. Buckeye Road (CD7)	Yes	In Progress
93	08/19/2024	Use of Force <sup>6</sup>	1200 E. Indian School Road (CD4)	No	Assigned

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No.	Date	Type	Location (Council District) <sup>2</sup>	Civilian Fatality	Status
94	08/20/2024	Criminal Allegation <sup>5</sup>	--	No	Assigned
95	08/21/2024	Criminal Allegation <sup>5</sup>	--	No	Assigned
96	08/24/2024	In-Custody Death	4100 N. 109th Drive (CD5)	Yes	Assigned
97	09/03/2024	OIS	1600 E. McDowell Road (CD4)	No	Assigned
98	10/09/2024	Death/Serious Injury <sup>7</sup>	3300 W. Madison Street (CD7)	No	In Progress
99	10/11/2024	Criminal Allegation <sup>5</sup>	--	No	Assigned
100	10/13/2024	OIS	9900 W. Thunderbird Road (Sun City)	Yes	Assigned
101	10/15/2024	Other <sup>6</sup>	7500 W. Indian School Road (CD5)	No	Assigned
102	10/20/2024	OIS	3600 W. Glendale Avenue (CD5)	Yes	Assigned
103	10/22/2024	Death/Serious Injury <sup>7</sup>	1500 W. Van Buren Street (CD7)	No	Assigned
104	11/04/2024	OIS	1500 W. Wier Avenue (CD7)	Yes	Assigned
105	11/05/2024	OIS	3700 N. 7th Street (CD4)	Yes	Assigned
106	11/07/2024	OIS <sup>9</sup>	10000 S. 15th Avenue (CD8)	No	Assigned
107	11/09/2024	OIS	3400 N. 12th Place (CD4)	No	Assigned
108	11/28/2024	OIS	7900 W. Mitchell Drive (CD5)	Yes	Awaiting Evidence
109	11/30/2024	Death/Serious Injury <sup>7</sup>	3500 W. Dunlap Avenue (CD1)	No	Awaiting Evidence
110	12/02/2024	OIS	2100 E. Bluefield Avenue (CD3)	No	Assigned
111	12/08/2024	Death/Serious Injury <sup>7</sup>	400 W. Southern Avenue (CD7)	No	Assigned
112	12/18/2024	OIS	2800 W. Thunderbird Road (CD1)	Yes	Assigned
113	01/10/2025	In-Custody Death	3100 N. 40th Lane (CD4)	Yes	Assigned
114	01/15/2025	OIS (animal)	3500 W. Dove Valley Road (CD2)	Yes	In Progress
115	01/17/2025	OIS	3500 W. Baseline Road (CD8)	Yes	Awaiting Evidence
116	01/27/2025	Use of Force <sup>6</sup>	5100 W. Baseline Road (CD8)	No	Assigned
117	01/29/2025	OIS (animal)	1700 W. Maryland Avenue (CD4)	No	Assigned
118	02/10/2025	Use of Force <sup>6</sup>	3500 E. Pinchot Avenue (CD6)	No	Assigned
119	02/12/2025	OIS	2400 S. Higley Road (Gilbert)	Yes	Assigned
120	02/12/2025	OIS	8000 N. 29th Avenue (CD5)	No	Awaiting Evidence
121	02/13/2025	Death/Serious Injury <sup>7</sup>	4000 E. McDowell Road (CD8)	No	Assigned
122	02/19/2025	OIS	6600 S. 16th Avenue (CD7)	Yes	Awaiting Evidence
123	02/27/2025	Other <sup>6</sup>	4100 E. Fairmount Avenue (CD6)	No	Assigned
124	03/08/2025	Death/Serious Injury <sup>7</sup>	8600 W. Columbus Avenue (CD5)	No	Assigned
125	03/13/2025	OIS (animal)	2700 W. San Miguel Avenue (CD5)	No	Assigned



Cases added during the Quarter 2 reporting period (April 1 – June 30) are highlighted in yellow.

No.	Date	Type	Location (Council District) <sup>2</sup>	Civilian Fatality	Status
126	03/16/2025	Other <sup>6</sup>	700 N. Central Avenue (CD7)	No	Assigned
127	03/18/2025	Death/Serious Injury <sup>7</sup>	2400 E. Southern Avenue (CD8)	No	Awaiting Evidence
128	03/26/2025	Death/Serious Injury <sup>7</sup>	9800 N. 9th Avenue (CD3)	No	Assigned
129	04/09/2025	Death/Serious Injury <sup>7</sup>	4600 N. 39th Avenue (CD5)	No	Awaiting Evidence
130	04/14/2025	In-Custody Death	5300 E. Van Buren Street (CD6)	Yes	Assigned
131	04/14/2025	OIS (animal)	8900 N. 10th Street (CD3)	No	Assigned
132	05/06/2025	Criminal Allegation <sup>5</sup>	--	No	Assigned
133	05/07/2025	Death/Serious Injury <sup>7</sup>	4500 S. 7th Avenue (CD7)	No	Assigned
134	05/25/2025	OIS	2500 E. Cactus Road (CD3)	No	Assigned
135	06/04/2025	OIS (animal)	3600 W. Bethany Home Road (CD5)	No	Assigned
136	06/06/2025	Death/Serious Injury <sup>7</sup>	3700 W. Camelback Road (CD5)	No	Assigned
137	06/07/2025	Death/Serious Injury <sup>7</sup>	4300 W. McDowell Road (CD4)	No	Awaiting Evidence
138	06/12/2025	Use of Force <sup>6</sup>	1300 E. Diamond Street (CD8)	No	Assigned
139	06/13/2025	Use of Force <sup>6</sup>	7600 W. Thomas Road (CD5)	No	Assigned
140	06/18/2025	Death/Serious Injury <sup>7</sup>	23400 N. Cave Creek Road (CD2)	Yes	Assigned
141	06/19/2025	Death/Serious Injury <sup>7</sup>	14000 N. Canterbury Drive (CD3)	Yes	Assigned

<sup>1</sup> Excludes completed cases. 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 prior OAT reports. Location is not provided for criminal allegation cases.

<sup>3</sup> Officer Involved Shooting.

<sup>4</sup> Maricopa County Medical Examiner's Office determined manner of death was suicide.

<sup>5</sup> 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.

<sup>6</sup> Falls under OAT discretionary jurisdiction per P.C.C. § 20-7.

<sup>7</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>8</sup> P.C.C. § 20-6(D) requires OAT to review Department investigations when requested to do so by the City Manager.

<sup>9</sup> 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 (Department). While OAT reviews Department 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 Department 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 the Department 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 officer must participate in good faith in the mediation process. Neither the complainant nor the 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 an officer to participate in good faith will likely result in the matter being referred back to investigation, unless otherwise specified in the 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 the Phoenix Police Department 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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