



# DPA

**San Francisco Department of Police Accountability**

**SAN FRANCISCO POLICE COMMISSION  
PRESENTATION**

**MEDIATION DIVISION**

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# OVERVIEW

- Mediation Defined
- Internal Process
- Benefits to Complainants
- Benefits to Officers
- Goals and Outcomes
- Measuring Success

# MEDIATION – “A Crucial Conversation”

- Alternative to the investigation process
- A voluntary **self-determinative** process - both complainant and officer must agree to mediate
- Provides a forum where each party can present their perspective of the interaction
- Goal is to achieve a mutual understanding of interaction

# NEW PROCEDURE

- Mediator Training
- Improved communication: forms, language,
- Efficiencies in scheduling officers and complainants
- Monitoring the mediation process for: quality of mediators, data collection, officer cooperation
- Outreach
  - Meeting with Chief and Command Staff
  - All Hands Meeting and Roll Call at Stations
  - Community Events

# CASE REFERRAL PROCESS

## Investigative Unit Refers Cases to Mediation

- During intake process, initial screening for mediation
  - eligible/suitable
- Decision to refer to mediation: senior investigator in consultation with DPA attorney.

# MOST COMMON CATEGORY OF COMPLAINTS MEDIATED

- Discourtesy
- Neglect of Duty
- Unwarranted Action
- Conduct Reflecting Discredit

# Mediation Process

- We bring complainant and officer(s) together with trained and experienced mediators
- Mediators facilitate a conversation that is confidential and respectful
- **PURPOSE**: Designed to reach a satisfactory outcome and mutual understanding for both complainants and officers

# GOALS AND BENEFITS OF MEDIATION FOR PARTICIPANTS

- To be fully heard and understood
- To hear the officer's perspective
- To improve the complainant's and the community's confidence in police services
- To provide a measure of restorative and procedural justice
- Self-Empowerment

# GOALS AND BENEFITS OF MEDIATION FOR OFFICERS

- To hear the complainant's perspective
- To understand the impact an officer's actions can have on the public
- To provide a better understanding of police policies and procedures to the public
- To strengthen the relationship between SFPD and the community
- To enhance public and officer safety
- To ensure the community's confidence in police services and the legitimacy of policing

# MEASURING SUCCESS

## Quantitative and Qualitative

- Accountability
- Participant Satisfaction
- Process
  - Restorative Justice
  - Procedural Justice
- Outcome
- Cost

# OPTIMIZING HIGH LEVEL GOALS

- “Create Public Value” and lasting systemic change
- Use science in the service of improved mediations
- Attitudinal and behavioral change consistent with collaborative reforms in policing to transform future interactions between officers and community from contested to collaborative
- Remain **FUTURE ORIENTED** and **DEMAND DRIVEN**