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