

City of Phoenix

OFFICE OF ACCOUNTABILITY AND TRANSPARENCY

Annual Report

Jan. 1 - Dec. 31, 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.

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 viewed [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

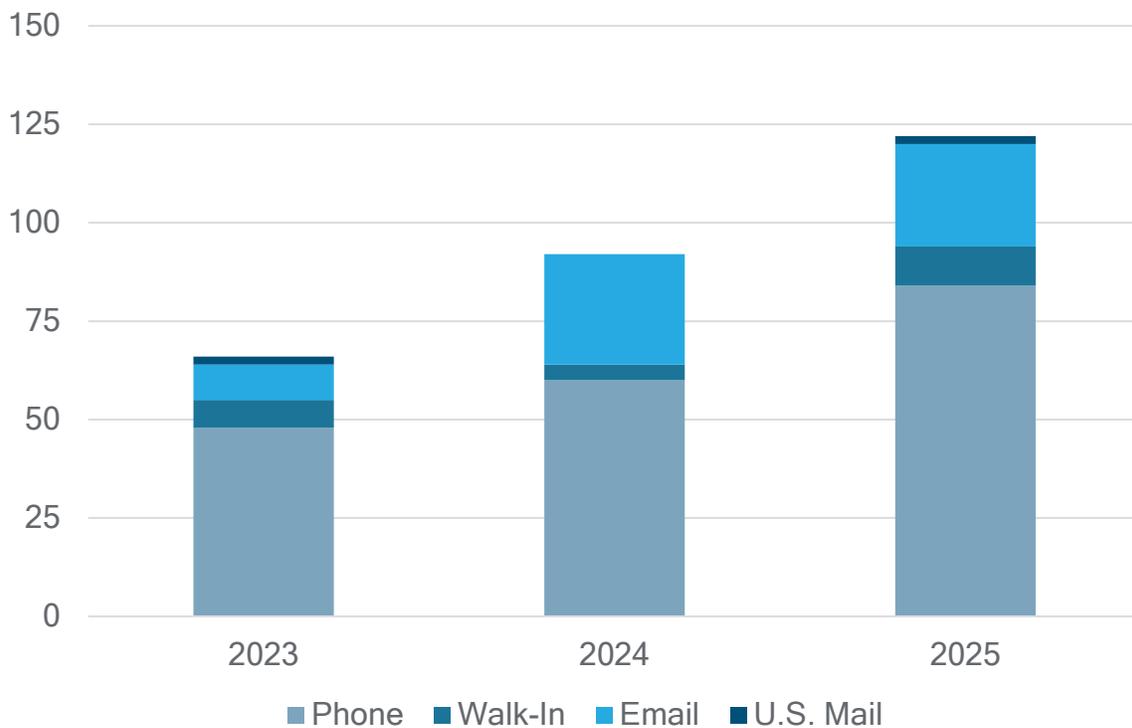
the Department. This report covers OAT's accomplishments in 2025, as well as fourth quarter updates (October 1 through December 31).

REVIEW CASES

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).

In 2025, OAT fielded 97 complaints from community members and 26 general inquiries, for a total of 123 contacts. Nearly half of these contacts (55) were received during the fourth quarter. Figure 1 below illustrates trends in OAT contacts since 2023.

Figure 1: OAT Contacts by Year and Type



During the final quarter of 2025, OAT added 12 cases to its review caseload, bringing the total active caseload to 154 (see Appendix A, p. 11). Figure 2 on the next page shows all OAT review cases by incident year and type (officer involved shooting, in-custody death, other death/serious injury during a duty-related incident, and use of force). See Figure 3 for a map of all OAT review incidents (see p. 6).

In 2025, OAT released 17 reports reviewing Department administrative investigations, including 14 officer involved shootings, two use of force incidents, and one criminal allegation case. OAT found that 14 of the 17 investigations that it reviewed were thorough and complete, and included recommendations to improve future administrative investigations in 12 of the reports. The Department agreed with all 12 recommendations. OAT review reports and Department responses can be found [here](#).

Figure 2: OAT Review Cases by Incident Year and Type

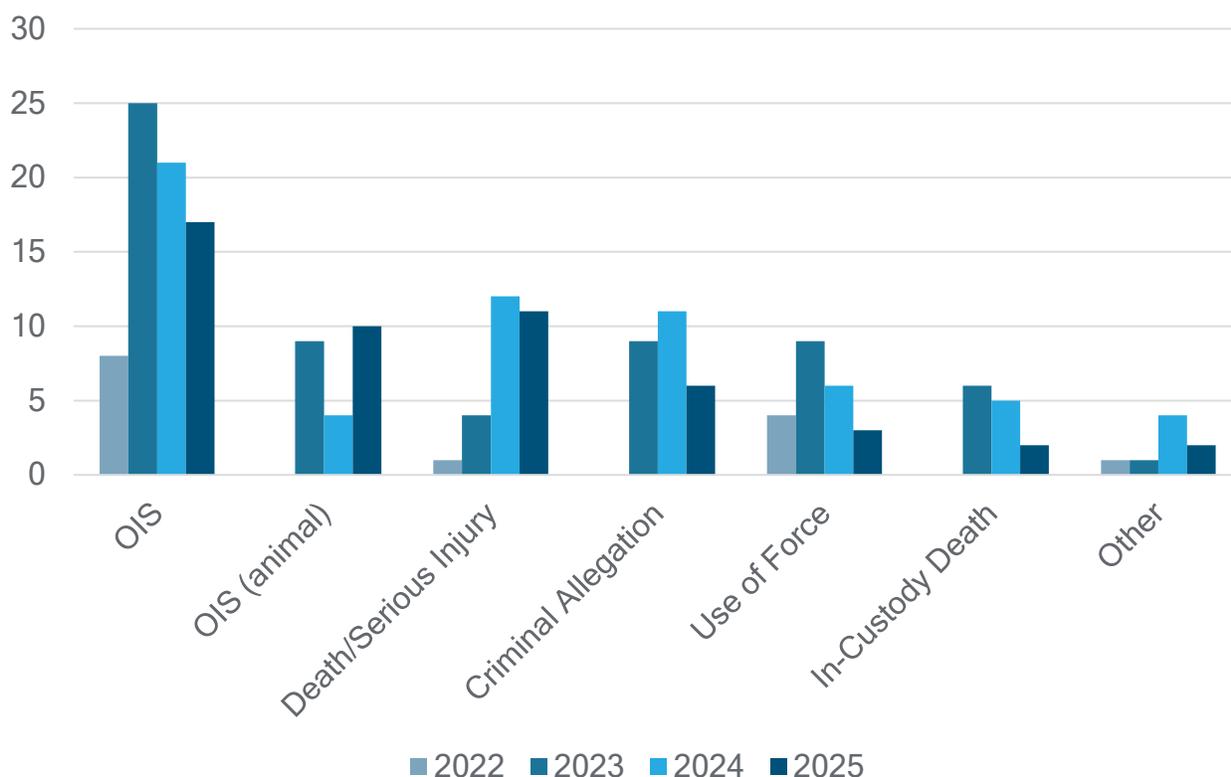
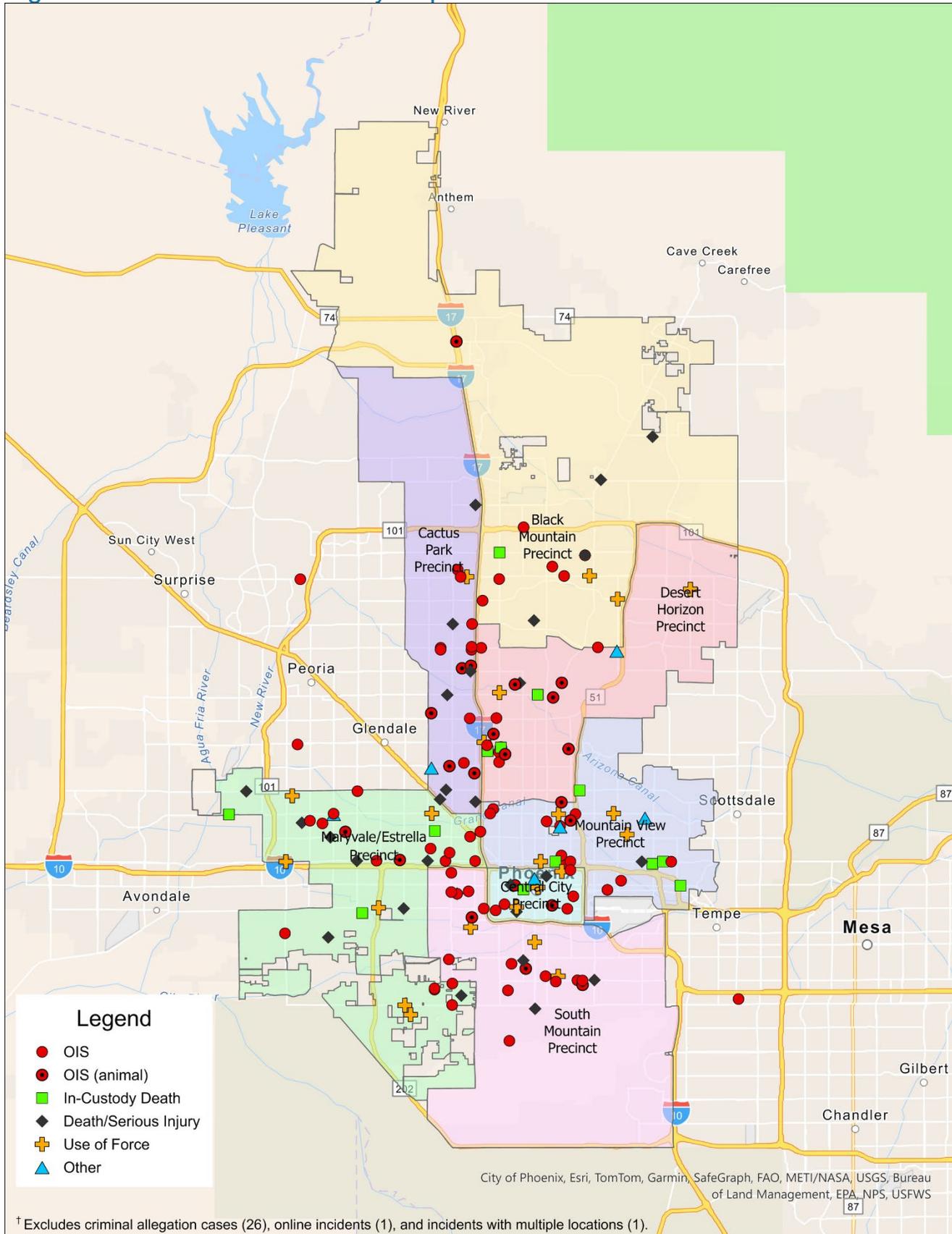


Figure 3: OAT Review Cases by Department Precinct†



CIVILIAN REVIEW BOARD

Established in 2024, the Civilian Review Board is tasked with reviewing OAT reports and recommendations to the Department, and then voting on whether to adopt, decline, or table the report pending further information. The Board is comprised of nine members appointed by the Phoenix City Council and meets monthly.

Board meetings in the first half of 2025 were devoted to training on OAT procedures, Department administrative investigations, and relevant legal principles to ensure Board members had the background knowledge required to thoroughly review OAT's reports and recommendations. The Board began reviewing OAT reports and Department responses in September 2025.

During the last quarter of 2025, the Board reviewed six OAT reports and the Department's responses to those reports. The Board voted to adopt OAT's conclusions and recommendations in all six reports.

MEDIATION

In 2025, OAT conducted three Department-level mediations, for a total of eight completed mediations since the program began in 2024. Department-level mediations address complaints that do not identify a specific officer or that reflect broader community concerns about police response, involvement, or policy and practice. All mediations have been facilitated by OAT's Director of Mediation, ensuring consistency with established protocols and best practices.

Feedback from participants has been overwhelmingly positive, with unanimous satisfaction reported across all mediations conducted to date. This strong endorsement underscores the value of mediation as a constructive tool for addressing concerns and fostering understanding between the community and law enforcement.

OAT will begin implementing processes for officer-specific mediations once the Department finalizes its operations orders to formally include mediation as an option for resolving complaints involving individual officers.

See Appendix B (p. 17) for more details about the OAT Mediation process.

COMMUNITY ENGAGEMENT

In addition to the events and presentations detailed in previous 2025 quarterly reports, OAT conducted outreach at 19 events between October 1 and December 31, 2025, including:

- Burton Barr Library Teen-Tober
- Chicanos Por La Causa Cucuy Night
- Sunnyslope Community Center Teens-Giving
- Councilmember Betty Guardado's District Five Toy Giveaway

The OAT Community Engagement team also gave nine informational presentations, hosted three meet-and-greets for community organizations and groups, and made more than 63 new community engagement contacts during the fourth quarter of 2025.

In all of 2025, OAT made over 400 new community engagement contacts and engaged with, tabled at, or presented to more than 200 community groups and organizations. OAT also recorded nearly 11,500 engagements with the community, about 3,500 of which occurred between October and December.

In 2025, the OAT Community Engagement team also conducted a pilot of its youth outreach program, Reform Rising, at a Phoenix-area high school. The program aims to educate, equip, and empower youth regarding law enforcement interactions, civic responsibility, and community advocacy to promote equitable policing practices for youth. The 11-week pilot program concluded in November 2025 with a graduation ceremony featuring Vice Mayor Kesha Hodge Washington.

TRAINING

In November 2025, six OAT team members attended the National Association of Civilian Oversight of Law Enforcement's (NACOLE) annual conference in Minneapolis. OAT's Director presented at the conference, discussing state preemption of local civilian oversight of law enforcement. OAT's Mediation Director also presented as part of a panel covering community-police mediation programs.

Sessions at the NACOLE conference included:

- Use of Force Principles: Twenty-Three Core Elements to Ensuring an Effective Policy
- Leveraging Institutions and Organizations to Lead Reform in the Absence of Federal Oversight
- The Broken Promise of Police Body-Worn Cameras and the Current State of Public Access
- Critical Incidents, Crowds, and Constitutional Rights: Conducting After-Action Reviews in a Changing Landscape
- AI in Law Enforcement and Civilian Oversight: Risks, Challenges, and Accountability
- Officer-Created Jeopardy and How it Results in Deadly Force Incidents

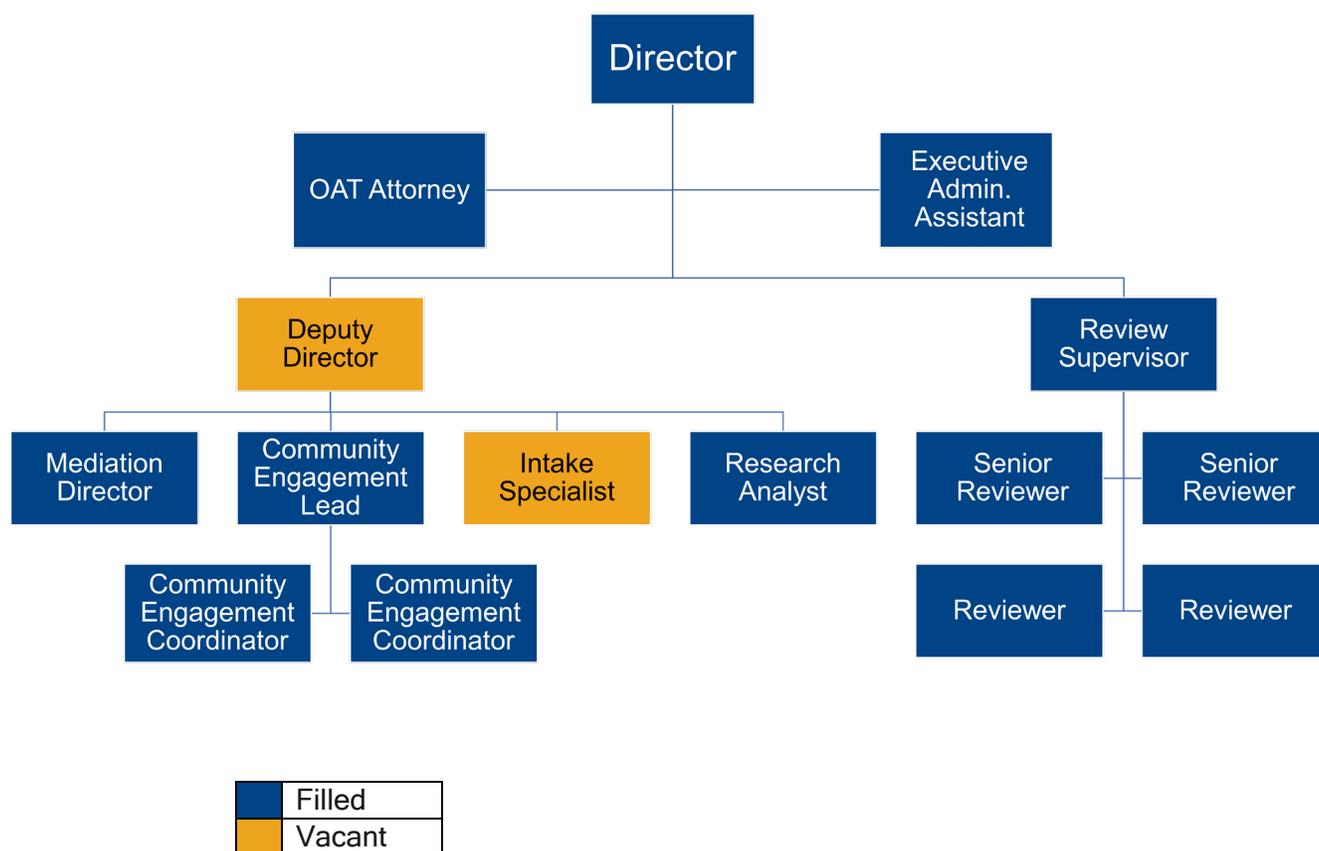
In addition to OAT regular internal and City trainings on various matters related to agency practice, OAT staff attended the following trainings:

- Harvard Kennedy School 2025 Speaker Series: Criminal Law as a Tool of Authoritarian Control
- Using Deliberative Dialogues to Engage Community and Shape Policy (National Association for Community Mediation)
- Association for Conflict Resolution Annual Conference

HIRING

OAT ended 2025 with two unfilled positions: OAT Deputy Director and Intake Specialist. See the OAT organization chart below.

Figure 4: OAT Organization Chart



APPENDIX A: OAT ACTIVE REVIEW CASES AS OF DECEMBER 31, 2025¹

Cases added during the Quarter 4 reporting period (October 1 – December 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 Road (CD3)	No	In Progress
2	09/24/2022	OIS	6600 N. 19th Avenue (CD5)	Yes	In Progress
3	11/02/2022	OIS	3700 W. McDowell Road (CD4)	Yes	Awaiting Evidence
4	01/15/2023	Criminal Allegation ⁴	--	No	Report Pending
5	02/25/2023	OIS	17600 N. 9th Street (CD3)	Yes	Report Pending
6	03/05/2023	OIS	4200 W. Encanto Boulevard (CD4)	Yes	Draft Review
7	03/08/2023	OIS	1600 N. 27th Avenue (CD4)	No	Report Pending
8	04/06/2023	Criminal Allegation ⁵	--	No	In Progress
9	05/01/2023	Criminal Allegation ⁴	--	No	Draft Review
10	05/03/2023	OIS (animal)	1200 W. Woodland Avenue (CD7)	No	Assigned
11	05/14/2023	OIS	3900 W. Paradise Drive (CD1)	No	Awaiting Evidence
12	05/23/2023	Other ⁴	Online	No	Draft Review
13	05/27/2023	OIS (animal)	3200 W. Sahuaro Drive (CD1)	No	Draft Review
14	06/07/2023	Death/Serious Injury ⁶	1400 S. 11th Avenue (CD8)	No	In Progress
15	06/19/2023	OIS	2100 N. 35th Drive (CD4)	Yes ⁷	In Progress
16	06/26/2023	OIS (animal)	2000 E. Burgess Lane (CD7)	No	Report Pending
17	06/28/2023	OIS	1200 S. 20th Avenue (CD7)	Yes	In Progress
18	07/01/2023	OIS	3000 E. Washington Street (CD8)	Yes	Assigned
19	07/03/2023	Death/Serious Injury ⁶	2700 W. Campbell Avenue (CD4)	No	In Progress
20	07/13/2023	Use of Force ⁴	3400 S. Central Avenue (CD7)	No	Awaiting Evidence
21	07/15/2023	OIS (animal)	600 W. Atlanta Avenue (CD7)	No	Awaiting Evidence
22	07/17/2023	OIS	1700 E. Harrison Street (CD8)	Yes	Awaiting Evidence
23	07/20/2023	In-Custody Death	18600 N. 19th Avenue (CD1)	Yes	Awaiting Evidence
24	07/31/2023	Criminal Allegation ⁴	Online	No	Assigned
25	08/10/2023	OIS	3500 N. SR 51 Freeway (CD4)	No	Awaiting Evidence
26	08/27/2023	Use of Force ⁴	5600 S. 11th Place (CD8)	No	Awaiting Evidence
27	09/09/2023	OIS	8700 W. Peppertree Lane (Glendale)	Yes	Awaiting Evidence
28	09/23/2023	OIS (animal)	600 W. Mobile Lane (CD7)	No	Assigned
29	10/09/2023	Criminal Allegation ⁵	--	No	Assigned
30	10/10/2023	OIS (animal)	10600 N. 27th Avenue (CD5)	No	Assigned

Cases added during the Quarter 4 reporting period (October 1 – December 31) are highlighted in yellow.

No.	Date	Type	Location (Council District) ²	Civilian Fatality	Status
31	10/11/2023	Use of Force ⁴	100 N. 2nd Street (CD7)	No	In Progress
32	11/01/2023	Criminal Allegation ⁵	--	No	Awaiting Evidence
33	11/09/2023	Use of Force ⁴	9200 N. 19th Avenue (CD3)	No	In Progress
34	11/10/2023	Use of Force ⁴	1600 N. 91st Avenue (CD5)	No	Assigned
35	11/20/2023	OIS	2500 W. EarlI Drive (CD4)	No	Assigned
36	11/29/2023	In-Custody Death	600 W. Washington Street (CD7)	Yes	Assigned
37	12/08/2023	Criminal Allegation ⁴	--	No	Assigned
38	12/16/2023	Criminal Allegation ⁴	--	No	Assigned
39	12/21/2023	Death/Serious Injury ⁶	3500 W. Thunderbird Road (CD1)	Yes	Assigned
40	12/25/2023	Use of Force ⁴	2600 S. 28th Drive (CD7)	No	Assigned
41	01/02/2024	Death/Serious Injury ⁶	7600 W. Miami Street (CD7)	No	Assigned
42	01/05/2024	OIS	8600 W. Bell Road (Peoria)	Yes	Assigned
43	01/11/2024	OIS	3300 E. Taylor Street (CD8)	Yes	Assigned
44	01/12/2024	OIS	1400 E. Brill Street (CD8)	No	In Progress
45	01/23/2024	Death/Serious Injury ⁶	4300 E. Rowel Road (CD2)	No	Assigned
46	01/27/2024	OIS	2200 W. Indian School Road (CD4)	Yes	Assigned
47	02/08/2024	OIS (animal)	1000 W. Hadley Street (CD8)	No	Assigned
48	02/13/2024	OIS	1900 W. Berridge Lane (CD5)	No	Assigned
49	02/13/2024	OIS (animal)	1000 E. Hadley Street (CD8)	No	Assigned
50	02/19/2024	OIS	6000 W. McDowell Road (CD7)	Yes	Assigned
51	02/27/2024	Use of Force ⁴	1000 S. 11th Avenue (CD8)	No	In Progress
52	02/28/2024	Other ⁸	Multiple	No	In Progress
53	03/22/2024	Other ⁸	4200 W. Palo Verde Drive (CD5)	No	In Progress
54	03/25/2024	Criminal Allegation ⁵	--	No	Assigned
55	04/02/2024	OIS (animal)	1300 E Mountain View Road (CD3)	No	Assigned
56	04/05/2024	Criminal Allegation ⁵	Online	No	Assigned
57	04/15/2024	Use of Force ⁴	3100 E. Indian School Road (CD6)	No	In Progress
58	04/20/2024	Death/Serious Injury ⁶	2800 W. Peoria Avenue (CD1)	No	Awaiting Evidence
59	04/24/2024	Criminal Allegation ⁵	--	No	Assigned
60	05/06/2024	Criminal Allegation ⁵	--	No	Assigned
61	05/07/2024	OIS	3500 W. Roosevelt Street (CD4)	Yes	Assigned
62	05/07/2024	Death/Serious Injury ⁶	3200 W. Vineyard Road (CD8)	No	In Progress

Cases added during the Quarter 4 reporting period (October 1 – December 31) are highlighted in yellow.

No.	Date	Type	Location (Council District) ²	Civilian Fatality	Status
63	05/16/2024	OIS	2500 W. Cactus Road (CD3)	Yes	Assigned
64	05/19/2024	Criminal Allegation ⁴	Online	No	Assigned
65	05/28/2024	OIS	1000 E. Southern Avenue (CD8)	Yes	Assigned
66	06/02/2024	OIS	1300 E. Palm Lane (CD4)	Yes	Assigned
67	06/18/2024	Criminal Allegation ⁵	--	No	Assigned
68	06/20/2024	In-Custody Death	1100 E. McDowell Road (CD8)	Yes	In Progress
69	06/23/2024	OIS (animal)	1800 W. Ocotillo Road (CD4)	No	Assigned
70	06/26/2024	In-Custody Death	1900 E. Camelback Road (CD6)	Yes	Assigned
71	07/05/2024	Use of Force ⁴	300 E. McDowell Road (CD4)	No	In Progress
72	07/06/2024	Death/Serious Injury ⁶	700 E. McKinley Street (CD8)	No	Assigned
73	07/08/2024	Death/Serious Injury ⁶	8000 S. Central Avenue (CD8)	No	In Progress
74	07/09/2024	Criminal Allegation ⁵	--	No	Assigned
75	07/09/2024	Criminal Allegation ⁵	--	No	Assigned
76	07/26/2024	Use of Force ⁴	2200 E. Bell Road (CD3)	No	In Progress
77	07/26/2024	In-Custody Death	200 E. Dunlap Avenue (CD3)	Yes	Assigned
78	08/04/2024	Death/Serious Injury ⁶	10300 W. Camelback Road (CD5)	No	Assigned
79	08/08/2024	Use of Force ⁴	4200 W. Indian School Road (CD5)	No	Assigned
80	08/09/2024	In-Custody Death	5600 W. Monterosa Street (CD5)	Yes	Awaiting Evidence
81	08/10/2024	OIS	2400 W. Buckeye Road (CD7)	Yes	In Progress
82	08/19/2024	Use of Force ⁴	1200 E. Indian School Road (CD4)	No	Assigned
83	08/20/2024	Criminal Allegation ⁵	--	No	Assigned
84	08/21/2024	Criminal Allegation ⁵	--	No	Assigned
85	08/24/2024	In-Custody Death	4100 N. 109th Drive (CD5)	Yes	Assigned
86	09/03/2024	OIS	1600 E. McDowell Road (CD4)	No	Assigned
87	10/09/2024	Death/Serious Injury ⁶	3300 W. Madison Street (CD7)	No	In Progress
88	10/11/2024	Criminal Allegation ⁵	--	No	Assigned
89	10/13/2024	OIS	9900 W. Thunderbird Boulevard (Sun City)	Yes ⁷	Assigned
90	10/15/2024	Other ⁴	7500 W. Indian School Road (CD5)	No	Draft Review
91	10/20/2024	OIS	3600 W. Glendale Avenue (CD5)	Yes	Assigned
92	10/22/2024	Death/Serious Injury ⁶	1500 W. Van Buren Street (CD7)	No	Assigned
93	11/04/2024	OIS	1500 W. Wier Avenue (CD7)	Yes	Assigned
94	11/05/2024	OIS	3700 N. 7th Street (CD4)	Yes	Assigned

Cases added during the Quarter 4 reporting period (October 1 – December 31) are highlighted in yellow.

No.	Date	Type	Location (Council District) ²	Civilian Fatality	Status
95	11/07/2024	OIS ⁹	10000 S. 15th Avenue (CD8)	No	Assigned
96	11/09/2024	OIS	3400 N. 12th Place (CD4)	No	Assigned
97	11/09/2024	Other ⁴	3400 N. 12th Place (CD4)	No	Assigned
98	11/28/2024	OIS	7900 W. Mitchell Drive (CD5)	Yes	Awaiting Evidence
99	11/30/2024	Death/Serious Injury ⁶	3500 W. Dunlap Avenue (CD1)	No	Awaiting Evidence
100	12/02/2024	OIS	2100 E. Bluefield Avenue (CD3)	No	Assigned
101	12/08/2024	Death/Serious Injury ⁶	400 W. Southern Avenue (CD7)	No	Assigned
102	12/18/2024	OIS	2800 W. Thunderbird Road (CD1)	Yes	Assigned
103	12/26/2024	Death/Serious Injury ⁶	6700 W. McDowell Road (CD7)	No	Assigned
104	01/10/2025	In-Custody Death	3100 N. 40th Lane (CD4)	Yes	Assigned
105	01/15/2025	OIS (animal)	3500 W. Dove Valley Road (CD2)	No	In Progress
106	01/17/2025	OIS	3500 W. Baseline Road (CD8)	Yes	Awaiting Evidence
107	01/27/2025	Use of Force ⁴	5100 W. Baseline Road (CD8)	No	Assigned
108	01/29/2025	OIS (animal)	1700 W. Maryland Avenue (CD4)	No	Assigned
109	02/10/2025	Use of Force ⁴	3500 E. Pinchot Avenue (CD6)	No	Assigned
110	02/12/2025	OIS	2400 S. Higley Road (Gilbert)	Yes	Assigned
111	02/12/2025	OIS	8000 N. 29th Avenue (CD5)	No	Awaiting Evidence
112	02/13/2025	Death/Serious Injury ⁶	4000 E. McDowell Road (CD8)	No	Assigned
113	02/19/2025	OIS	6600 S. 16th Avenue (CD7)	Yes	Awaiting Evidence
114	02/27/2025	Other ⁴	4100 E. Fairmount Avenue (CD6)	No	Assigned
115	03/08/2025	Death/Serious Injury ⁶	8600 W. Columbus Avenue (CD5)	No	Assigned
116	03/13/2025	OIS (animal)	2700 W. San Miguel Avenue (CD5)	No	Assigned
117	03/14/2025	Criminal Allegation ⁵	--	No	Assigned
118	03/16/2025	Other ⁴	700 N. Central Avenue (CD7)	No	Assigned
119	03/18/2025	Death/Serious Injury ⁶	2400 E. Southern Avenue (CD8)	No	Awaiting Evidence
120	03/26/2025	Death/Serious Injury ⁶	9800 N. 9th Avenue (CD3)	No	Assigned
121	04/09/2025	Death/Serious Injury ⁶	4600 N. 39th Avenue (CD5)	No	Awaiting Evidence
122	04/13/2025	Criminal Allegation ⁵	--	No	Assigned
123	04/14/2025	In-Custody Death	5300 E. Van Buren Street (CD6)	Yes	Assigned
124	04/14/2025	OIS (animal)	8900 N. 10th Street (CD3)	No	Assigned
125	05/06/2025	Criminal Allegation ⁵	--	No	Assigned
126	05/07/2025	Death/Serious Injury ⁶	4500 S. 7th Avenue (CD7)	No	Assigned

Cases added during the Quarter 4 reporting period (October 1 – December 31) are highlighted in yellow.

No.	Date	Type	Location (Council District) ²	Civilian Fatality	Status
127	05/15/2025	OIS (animal)	2100 W. Northview Avenue (CD5)	No	Assigned
128	05/20/2025	OIS (animal)	1300 E. Campbell Avenue (CD4)	No	Assigned
129	05/25/2025	OIS	2500 E. Cactus Road (CD3)	No	Assigned
130	06/04/2025	OIS (animal)	3600 W. Bethany Home Road (CD5)	No	Assigned
131	06/06/2025	Death/Serious Injury ⁶	3700 W. Camelback Road (CD5)	No	Assigned
132	06/07/2025	Death/Serious Injury ⁶	4300 W. McDowell Road (CD4)	No	Awaiting Evidence
133	06/12/2025	Use of Force ⁴	1300 E. Diamond Street (CD8)	No	Assigned
134	06/13/2025	Death/Serious Injury ⁶	7600 W. Thomas Road (CD5)	No	Assigned
135	06/18/2025	Death/Serious Injury ⁶	14200 N. Canterbury Drive (CD3)	Yes	Assigned
136	06/19/2025	Death/Serious Injury ⁶	23400 N. Cave Creek Road (CD2)	Yes	Assigned
137	06/27/2025	Criminal Allegation ⁵	--	No	Assigned
138	08/15/2025	Criminal Allegation ⁵	--	No	Assigned
139	08/19/2025	OIS	2000 W. Northern Avenue (CD5)	Yes	Assigned
140	08/20/2025	OIS (animal)	1200 W. Purdue Avenue (CD3)	No	Assigned
141	08/31/2025	OIS	2000 E. Southern Avenue (CD7)	Yes	Assigned
142	09/02/2025	OIS	900 S. 17th Avenue (CD8)	No	Assigned
143	09/04/2025	OIS (animal)	5200 W. Almeria Road (CD7)	No	Assigned
144	09/06/2025	OIS (animal)	4200 W. Griswold Road (CD1)	No	Assigned
145	09/08/2025	OIS	200 S. 35th Avenue (CD7)	Yes	Assigned
146	09/24/2025	OIS	6100 N. 31st Avenue (CD5)	No	Assigned
147	09/28/2025	OIS	3200 W. Bell Road (CD1)	Yes	Assigned
148	10/02/2025	OIS	5600 S. 6th Street (CD7)	No	Assigned
149	10/02/2025	OIS	1500 E. Buckeye Road (CD8)	No	Assigned
150	10/10/2025	OIS	1600 E. Portland Street (CD8)	No	Assigned
151	10/11/2025	OIS	3800 N. 83rd Avenue (CD5)	Yes	Assigned
152	10/29/2025	Criminal Allegation ⁵	--	No	Assigned
153	12/07/2025	OIS	20200 N. 6th Drive (CD1)	Yes	Assigned
154	12/27/2025	OIS	12400 N. 28th Drive (CD1)	No	Assigned

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

- 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 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).
- ⁷ Maricopa County Medical Examiner's Office determined manner of death was suicide.
- ⁸ P.C.C. § 20-6(D) requires OAT to review Department investigations when requested to do so by the City Manager.
- ⁹ Accidental weapons discharge.

APPENDIX B: OAT MEDIATION OVERVIEW

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.



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