

DPA Mediations

Overview



Who We Are

The Mediation Division is an essential component of the Department of Police Accountability's (DPA) work, facilitating direct communication between officers and the public to resolve misunderstandings and conflicts.

The mediation team's central goal is to help improve the relationship between San Francisco Police Department and the community by fostering a conversation where the parties are free to present their perspectives on a given interaction that has resulted in a complaint.

Alexandra Schultheis
Director of Mediation



Mediators

Our mediators are trained and experienced in helping people resolve their differences in a constructive manner.

Everything discussed in the course of a mediation is confidential. Because mediation is voluntary, there is a greater chance that the parties genuinely want to resolve the problem in a mutually agreeable fashion.

DPA's mediators are unpaid volunteers that have completed 40-hr mediator training certification.

The role of the mediator is a critical one. Our panel consists of approximately 40 skilled professionals who come from a variety of backgrounds, with experience mediating a range of issues. Each mediator is dedicated to the ethical principles of mediation as they work to build the parties' trust and to ensure the fairness of the process.



Critical Features

- **An Alternative** to the investigation process.
- **Voluntary participation** in mediation is obtained by both the complainant and officer.
- **Provides a forum** where each party can present their perspective of event and gain mutual understanding.
- **Settlement agreements** are not required in mediation. The goal of mediations is to share perspectives of an incident and to talk through the problem.



Language Line
services

Language Access

Interpreting Services and American Sign Language are available for deaf and hard of hearing as well Limited English proficient (LEP) speakers over telephone, video or in-person.

DPA Mediations Brochures and information available in the following languages: English, Chinese, Spanish, Filipino and Russian.

Case Referral Process

INTERNALLY GENERATED REFERRALS

The Investigative Unit refers cases after review with a Senior Investigator and/or Attorney.

CATEGORY OF CASES ELIGIBLE FOR MEDIATION

Conduct Unbecoming an Officer (i.e. inappropriate behavior/comments)
Unwarranted Action (i.e. arresting a person without cause)
Neglect of Duty (i.e. failure to write an Incident Report)

Mediation Objectives



**Improve relationship
between SFPD and
the community**



**Foster
conversations
where parties are
free to present
perspectives**



**Trained 3rd party
mediators
help people
resolve their
differences in a
constructive
manner**

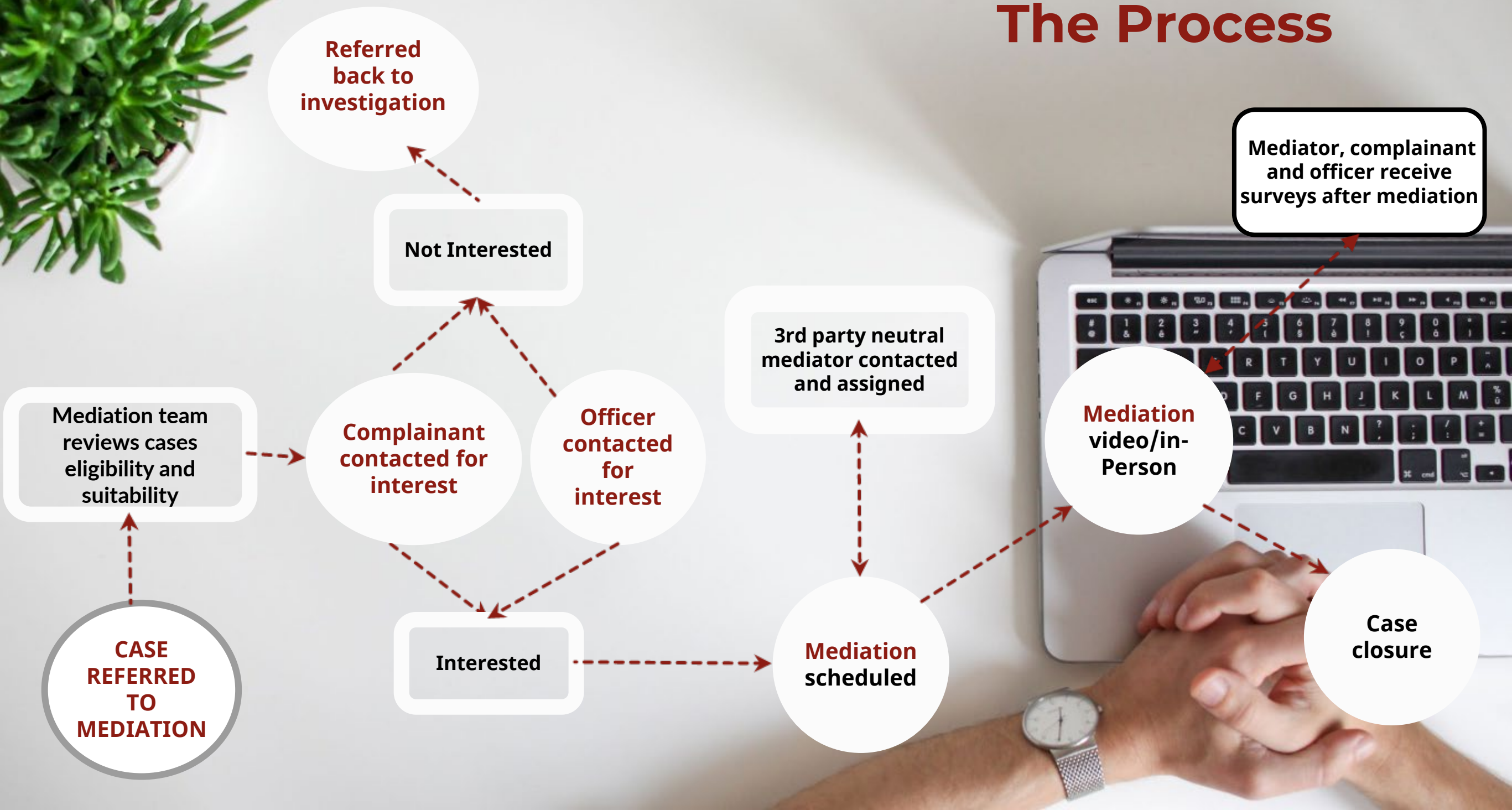


**Impact the
attitudes,
understandings,
and behavior of
the officer and
community
member**



**Allows parties to
resolve their
differences
themselves, rather
than depend on
the judgment of
others**

The Process



Mediation Trends



Failure to Take Required Action has been the most common allegation mediated in 2021/2022



Mediations in 2021/2022 have been conducted increasingly frequently with Station Representatives as opposed to Specific Officers. Still, 24 individual officers have participated.



2022 has seen slightly more cases from the Tenderloin and Traffic Company than other districts and departments.



GOALS

Goal 1

Increase Number of
Cases Mediated

Goal 2



Provide On-Going,
Relevant Training for
Mediators

Goal 3

Increase Visibility of
Mediation as an
Option – SFPD and
Community

Resources



DPA Website: <https://sfgov.org/dpa/>



Twitter: @SF_DPA



Flyers and informational brochures are available at all SFPD police stations

How to file a complaint

Call: 415.241.7711

Online:
<http://bit.ly/DPAComplaint>

Mail: 1 S. Van Ness Ave,
8th Floor SF, CA 94103



If you have any questions about mediation, please email us at mediation@sfgov.org or 415.241.7711