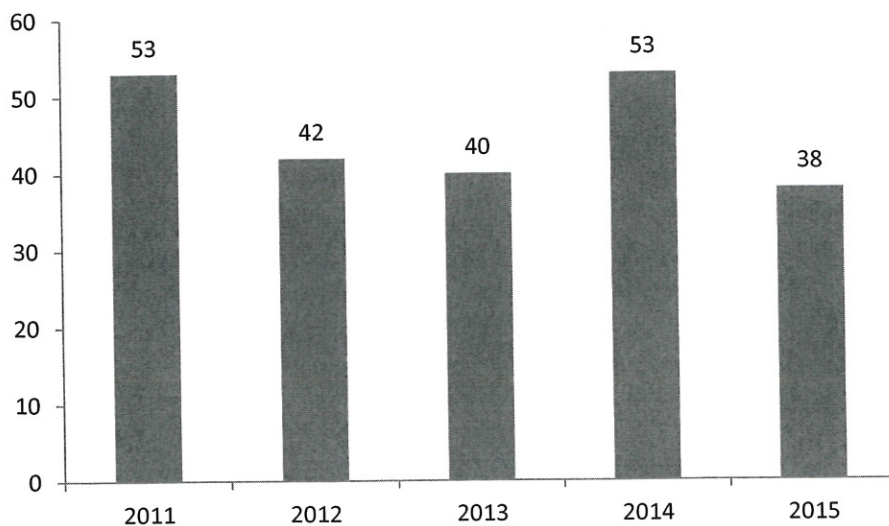


Chapter 3 :: DPD Monitoring

Mediation

The complaints handled by IAB and the OIM range from allegations of criminal conduct to less serious misunderstandings between community members and police officers, including alleged rudeness. Although allegations of inappropriate force or serious constitutional violations require the investment of significant investigative resources, complaints alleging discourtesy and other less serious conduct can often be resolved more effectively through mediation. Mediation is a voluntary program. In 2015, the OIM/DPD mediation program resulted in 38 completed officer-community member mediations.¹⁰⁸

Figure 3.4: Completed Community-Police Mediations



Denver continues to have one of the most successful complaint mediation programs in the country (Table 3.3). New York City's Civilian Complaint Review Board completed the largest number of mediations in 2015 (205). Relative to the size of each police agency, however, Denver had one of the highest mediation rates in the country, with approximately 26 completed mediations per 1,000 officers in 2015.

Table 3.3: Mediation Rates per Officer for Select Agencies, 2015

City	Agency	Sworn Officers	Mediations Completed	Mediations Per 1,000 Officers
Denver	Office of the Independent Monitor	1,442	38	26.4
San Francisco	Office of Citizen Complaints	2,208	45	20.4
Washington D.C.	Office of Police Complaints	3,789	42	11.1
New York	Civilian Complaint Review Board	34,500	205	5.9
Kansas City	Office of Community Complaints	1,354	6	4.4
Aurora	Community Mediation Concepts	682	3	4.4
Minneapolis	Civilian Police Review Authority	848	1	1.2
Seattle	Office of Professional Accountability	1,820	1	0.5

Table Notes: Washington D.C. Office of Police Complaint's mediation counts are for the fiscal year October 1, 2014 to September 30, 2015. All other figures are based on the 2015 calendar year. Kansas City, MO also completed 29 conciliations.¹⁰⁹

Timeliness

Table 3.4 reports the mean and median processing time, in days, for complaints recorded by IAB in 2015.^{110,111} These figures exclude the number of days required for the OIM to review investigations and discipline. On average, IAB cases are closed within 42 days. Complaints still open when the OIM extracted data for this report had an average age of 71 days.

Table 3.4: Mean and Median Case Age for Community and Internal Complaints Received in 2015

Case Type	Mean	Median
All IAB Cases	42	35
Declined/Administrative Review/Informal/Service Complaint/Mediation	35	30
Full Formal Investigations	63	54