

City of Phoenix

# OFFICE OF ACCOUNTABILITY AND TRANSPARENCY

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Quarterly Report  
July 1 - Sept. 30, 2024



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## Letter from the Director

The third quarter continued to see significant growth and development for OAT. Our Director of Mediation completed the third Department mediation and has continued to drive the effort for individual officer mediation, including working diligently to establish a highly skilled, independent mediator pool to support what OAT anticipates will be a cornerstone of OAT's contributions to improving police-community engagement in Phoenix.

Our Community Engagement Team has shown their true capacity, pushing OAT's reach into even more communities. In just two months of this quarter, the team engaged with nearly 4,200 members of the Phoenix public at events, meetings, and presentations. They have developed new partnerships and relationships with internal and external OAT stakeholders that will help not only connect OAT to the community but also help shape OAT's youth outreach program.

During the third quarter, OAT released nine more monitoring reports raising the number of released reports to 15. Across those reports, OAT has made 17 distinct recommendations to improve Department administrative investigations. Several OAT recommendations were codified by Phoenix City Council at the September 24, 2024, Policy Session including:

- The PSB manual, which is currently undergoing extensive revisions, shall provide clear standards for the thoroughness of investigative reports. The manual shall also set clear standards for reviewing all relevant evidence available in an investigation.
- When conducting investigations, PSB shall review all aspects of the incident—including those beyond the scope of the initial complaint—for compliance with Police Department policies and training, as well as applicable laws.
- PSB use of force investigations must fully explore whether an officer(s) effectively considered de-escalation strategies and tactics during the incident in question. PSB shall further explore and document how an officers perceive their actions and decision-making within the framework of policies and training, as well as applicable laws.
- The Police Department's investigative bodies (such as PSB and the Critical Incident Review Board) may not provide mere conclusory declarations such as "sustained," "unfounded," "unresolved," "exonerated," "within policy" or "out of policy." The Department shall, in all circumstances, provide a thorough and complete analysis and rationale for all investigative findings and conclusions. PSB investigations shall further categorize the totality of the officer's actions as Class 1, Class 2, or Class 3 (as defined by Police Department Operations Order 3.18) and shall identify opportunities for improvement, if any, during the incident.
- When making deviations of discipline from the Disciplinary Review Board, the Police Chief shall fully explain the rationale for doing so and explain why the deviation is in the best interest of the Department and the community. The City Manager must approve all recommendations for downward deviations of discipline. In a manner that protects

the confidentiality of individuals under review, the City Council shall receive an annual report regarding the recommendations of the Disciplinary Review Board.

The recognition and continued support from City leadership of OAT's work is appreciated and encouraging in this critical conversation about policing in Phoenix. The OAT team looks forward to these opportunities to share its work and progress.

Sincerely,

*Shannon Johanni*

Interim Director, Office of Accountability and Transparency

## 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 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 administrative action, including possible discipline for the Department.
- Make recommendations regarding policy issues.
- Assist with mediation to resolve disputes.
- Address other issues of concern to the community.

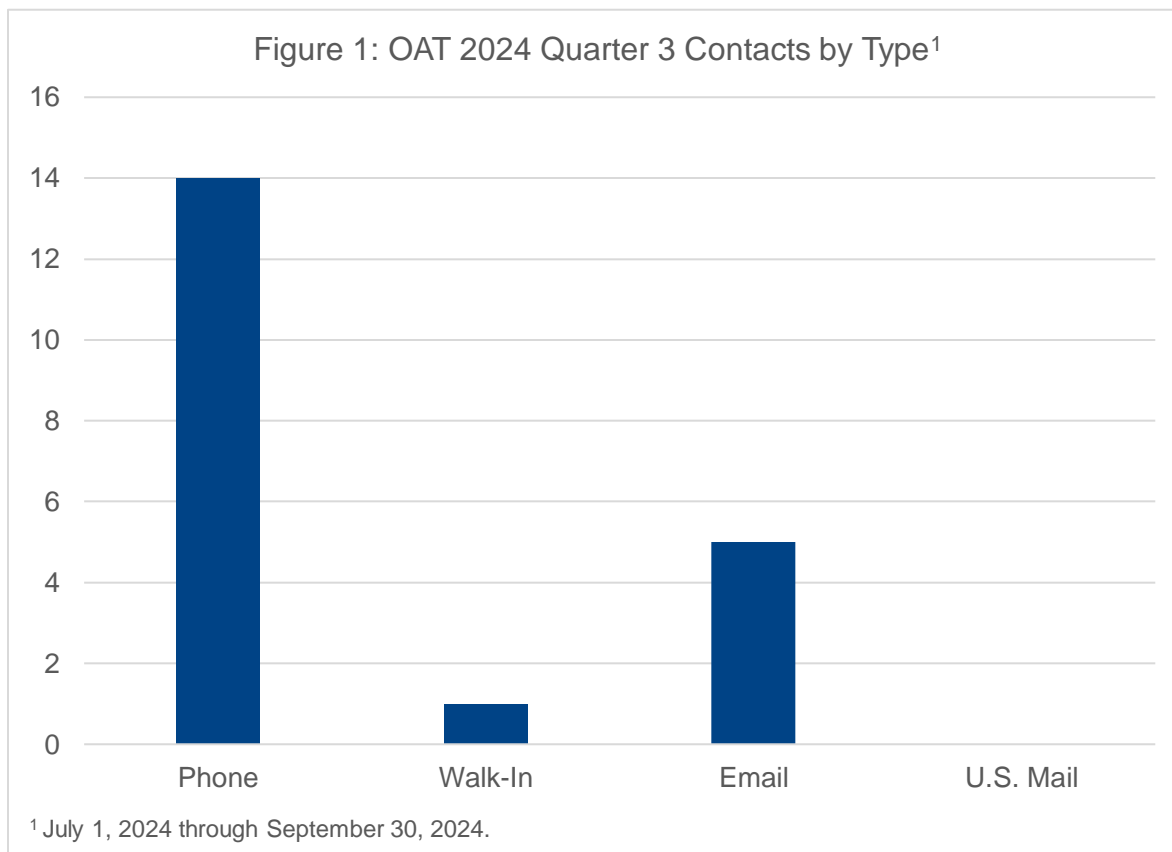
See P.C.C. §§ 20-4 through 20-13 for additional information about OAT's responsibilities and operations. This report satisfies OAT's obligation under P.C.C. § 20-8(C) to publish a quarterly status report that includes, "among other things, patterns relating to complaints and recommendations regarding the sufficiency of investigations and determinations as to whether Department rules and policies have been violated." [P.C.C. Chapter 20 can be found here.](#)

OAT and the Department entered into a Memorandum of Understanding (MOU) on April 3, 2023. The MOU further clarifies how and when information sharing occurs between OAT and the Department; what information/evidence the Department shall make available to OAT in individual cases; and regular updates on the Professional Standards Bureau's (PSB) total active caseload. [The full MOU can be found here.](#)

## Monitoring Reports

OAT receives notice of potential monitoring incidents—under both mandatory and discretionary authority—through complaints directly to OAT, media reports, and Department notification processes for certain classes of incidents (e.g., officer involved shootings). During the third quarter of 2024, OAT added 24 cases to its review caseload, bringing the total actively reviewed cases to 83.

In addition, the MOU requires the Department to provide OAT with a bi-weekly list of active PSB investigations; OAT received the first of these lists in January 2024. OAT and the Department are working through processes to identify which of these active cases fall within OAT’s mandatory and discretionary authority. As we continue to work through the information sharing processes with the Department, we anticipate both an increase in reviewed incidents and the addition of new categories of incidents that fall under OAT’s jurisdiction. Between July 1 and September 30, 2024, OAT received 20 unique contacts via hotline (14), email (5), and walk-in (1). See Figure 1 below.



OAT released nine monitoring reports in the third quarter of 2024. Five of the reports reviewed Department investigations of incidents resulting in civilian deaths, including two officer involved shootings, two in-custody deaths, and one incident that ended with the civilian taking their own life. The other four monitoring reports reviewed Department investigations into allegations of excessive force. All of OAT's reports can be found [here](#).

Figure 2 below and Figure 3 (see next page) detail OAT's monitoring cases by incident year, quarter, and type (e.g., officer involved shooting and in-custody death, among other categories). The table at the end of this report (pages 15-17) details all of OAT's active monitoring cases, including incident date, type, and location. "Report pending" indicates that OAT has received the Department's final administrative investigation report and that OAT's monitoring report is scheduled for release within 30 days. "Draft review" indicates that OAT's initial monitoring report draft has been completed and is pending review. The map in Figure 4 displays the incident location for each of OAT's monitoring cases (see page 9).

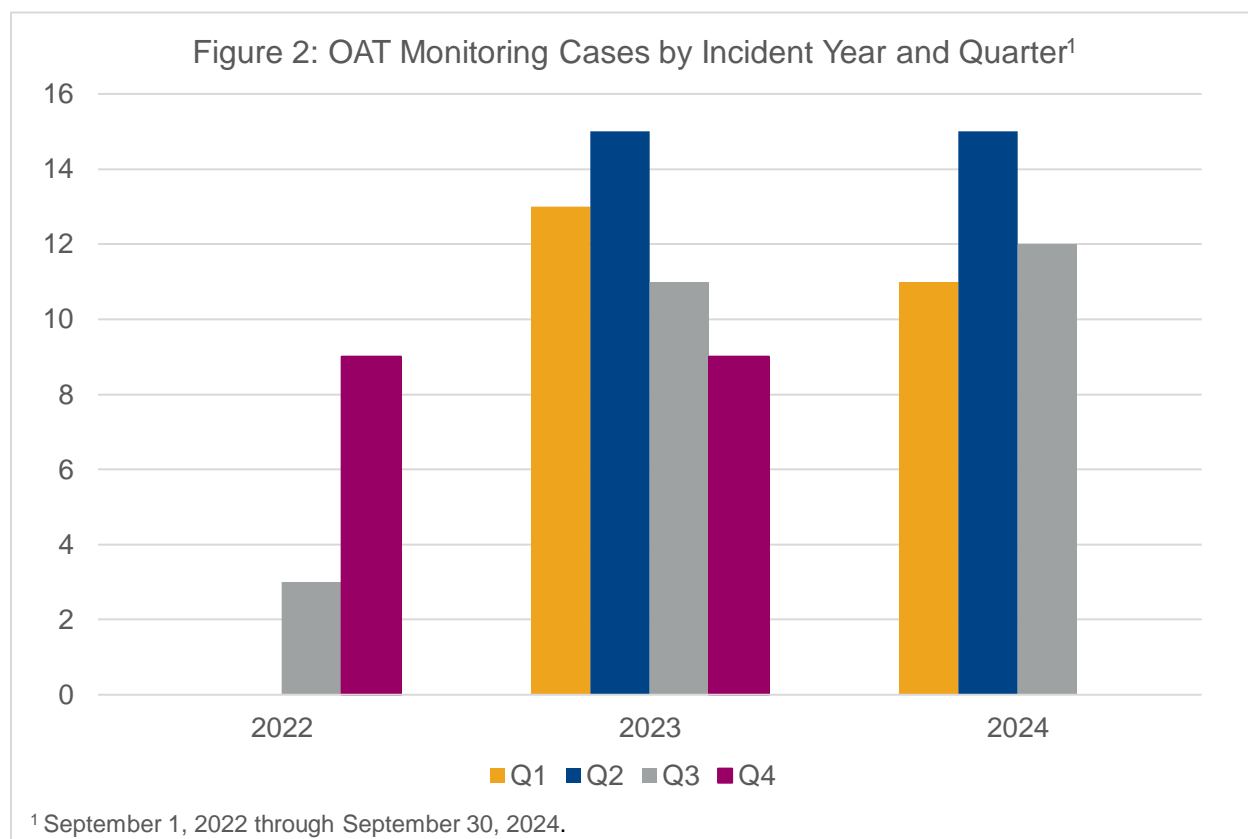
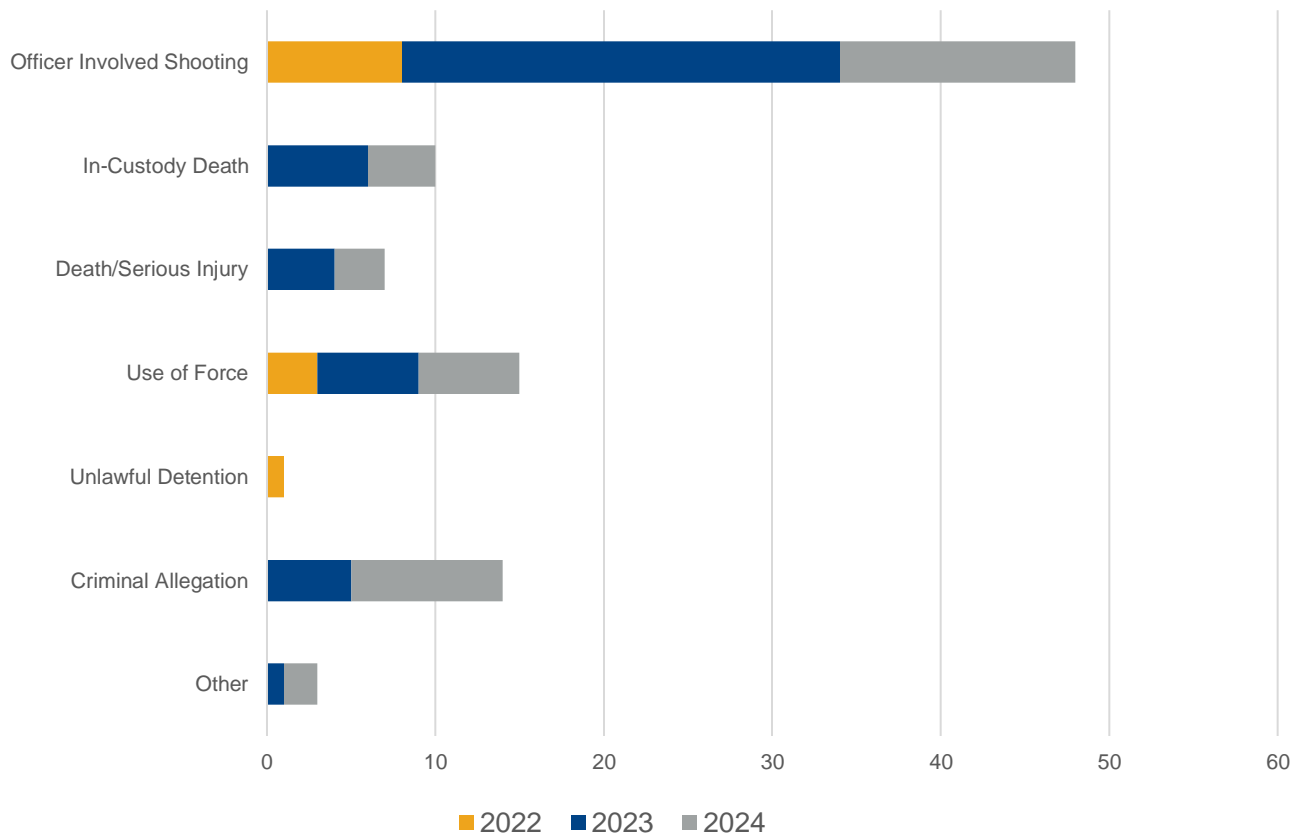


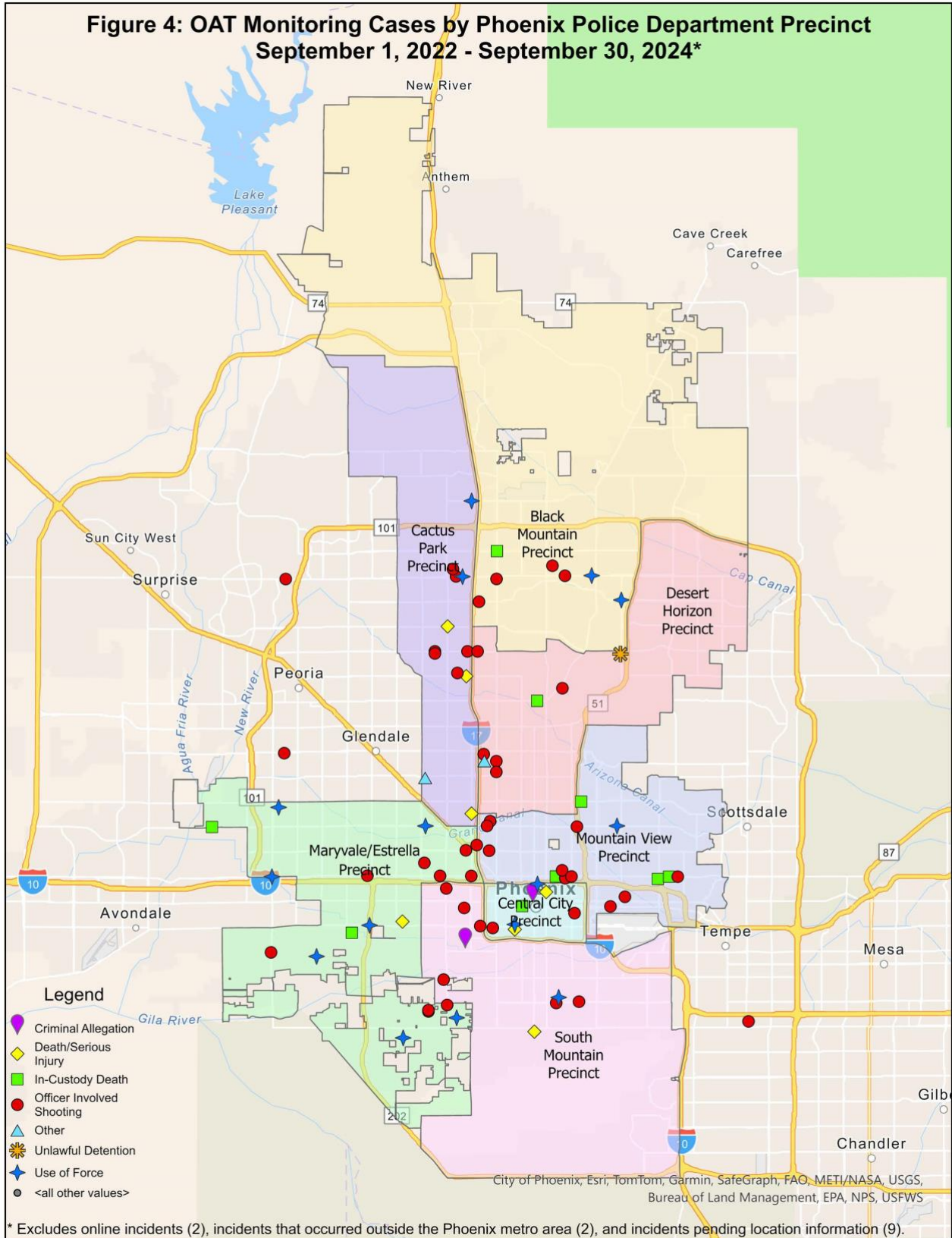
Figure 3: OAT Monitoring Cases by Incident Year and Type<sup>1</sup>



<sup>1</sup> September 1, 2022 through September 30, 2024.



**Figure 4: OAT Monitoring Cases by Phoenix Police Department Precinct  
September 1, 2022 - September 30, 2024\***



## Mediation

OAT conducted its third mediation involving a complaint against the Department on August 1, 2024. OAT's Mediation Director facilitated the conversation between the complainant and the Department's designees, one Assistant Chief and one Commander. All parties agreed that the complaint was resolved at the end of the mediation session.

At the end of each mediation, OAT asks each participant to complete an anonymous evaluation. Three civilian complainants and seven Department representatives have participated in OAT's three mediations. In all three cases, all participants reported satisfaction with the mediation experience. Comments from the Department participants included:

- “My hope is this process continues to grow as I believe it could be impactful when [the Department] address lower-level misconduct allegations. Thank you for launching this program and including [the Department] in the process.
- “After now being involved in two separate mediation[s], I can honestly say mediation provides...[a] venue of communication and discussion, which in turn strengthens our internal processes and procedures, and of course relationships with the community we serve. Huge advocate of mediation and the process.”
- “I firmly believe this process is beneficial to both the complainant and [the Department]. It allows a forum for [the Department] to explain why officers do what they do from a policy standpoint, but it also provides a forum for [the Department] to hear and address legitimate concerns the community may have that don't necessarily rise to the level of serious misconduct. I also believe it gives our community members a “voice” in how we address officer behavior, which in turn, fosters trust between police and community [members].

Comments from Community members who participated in mediation included:

- “All parties [were] heard. It was a good outcome. This needs to be done more.”
- “It's good to talk things out.”
- “Gained better understanding.”

OAT will eventually facilitate two types of mediation: department mediation and individual officer mediation. Department mediations will be a possibility for complaints where no individual officer is identified, larger community concerns about police response or involvement, or issues related to broader police policy and practice. OAT continued discussions with the Department to advance the mediation program and is also working through the procurement process to create a pool of professional mediators who will eventually mediate community complaints involving officers and civilians. See the next page for more details about the OAT Mediation process.

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.*







## Training And Hiring

### Training

In addition to regular internal and City trainings on various matters related to agency practice, OAT staff attended the following trainings between July 1 and September 30, 2024:

- Incarceration and Crime: A Weak Relationship (The Sentencing Project)
- Using the Intersection of Policing and Social Justice to Strengthen Stakeholder Relationships (National Association for Civilian Oversight of Law Enforcement, NACOLE)
- Subcultures in Policing: Features and Implications (NACOLE)
- What Cops Want in 2024: Strategies to Boost Officer Wellbeing (Police1)
- Healing Community Harm (National Association for Community Mediation)
- Apologies and Transitional Justice (Association for Conflict Resolution)

### Hiring

OAT concluded the third quarter of 2024 with 12 positions filled (one OAT team member was serving in two roles at the end of the quarter). OAT worked with relevant City departments to review job descriptions and organizational needs, and initiated recruitments for one open position. Open positions are noted in the organizational chart below.

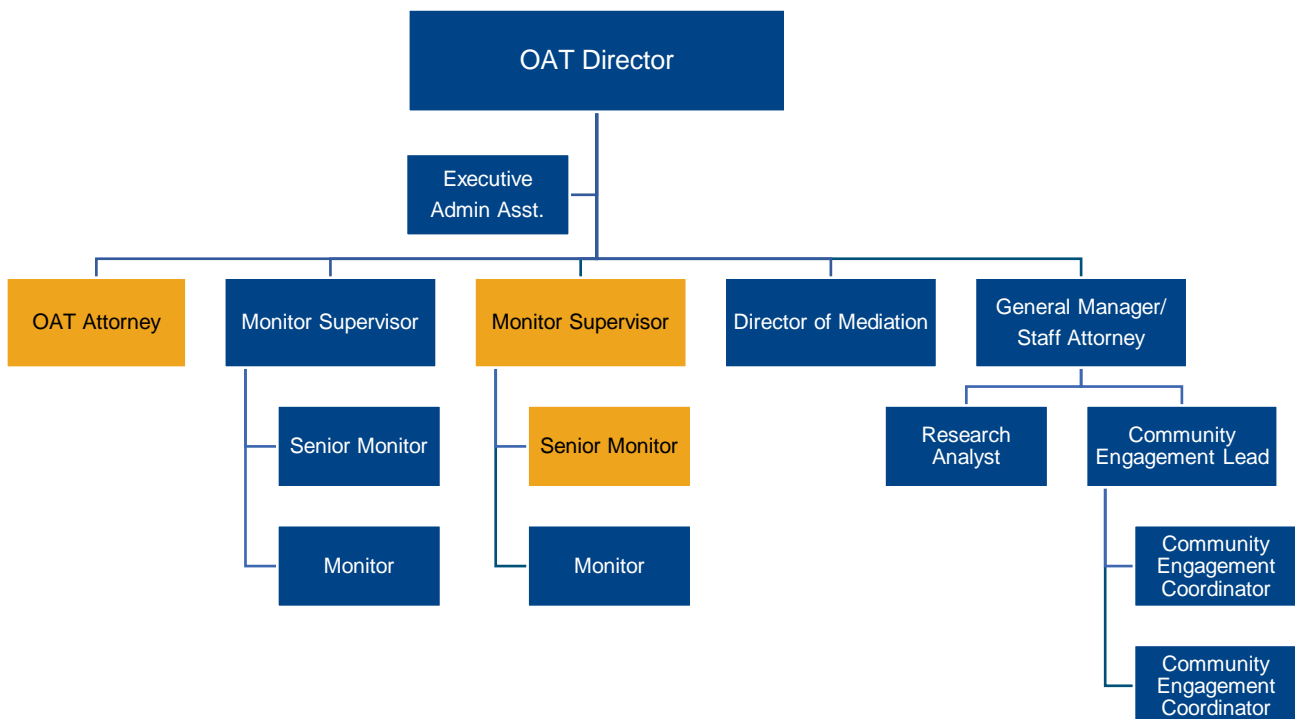


Table 1: Office of Accountability and Transparency Active Monitoring Cases<sup>1</sup>

Cases added during the Quarter 3 reporting period (July 1 – September 30) are highlighted in yellow.

No.	Incident Date	Type	Location <sup>2</sup> (Council District)	Civilian Fatality	Status
1	09/22/2022	OIS <sup>3</sup>	2400 W. Greenway Rd. (CD3)	No	Draft Review
2	09/24/2022	OIS	6600 N. 19 <sup>th</sup> Ave. (CD5)	Yes	Draft Review
3	11/02/2022	OIS	3700 W. McDowell Rd. (CD4)	Yes	Report Pending
4	11/06/2022	OIS	4200 N. 21 <sup>st</sup> Ave. (CD4)	No	Draft Review
5	12/21/2022	OIS	4100 W. Lydia Ln. (CD8)	No	Draft Review
6	01/03/2023	OIS	4400 S. 36 <sup>th</sup> Dr. (CD7)	Yes	Draft Review
7	01/07/2023	OIS	4600 S. Lakeshore Dr. (Tempe)	Yes	Draft Review
8	02/22/2023	OIS	6800 N. 23 <sup>rd</sup> Ave. (CD5)	Yes <sup>4</sup>	Draft Review
9	02/22/2023	OIS	100 S. 29 <sup>th</sup> Ave. (CD7)	Yes	Report Pending
10	02/25/2023	OIS	17600 N. 9 <sup>th</sup> St. (CD3)	Yes	Draft Review
11	03/05/2023	OIS	4200 W. Encanto Blvd. (CD4)	Yes	Draft Review
12	03/06/2023	OIS	4100 W. Alta Vista Rd. (CD8)	Yes	Report Pending
13	03/08/2023	OIS	1600 N. 27 <sup>th</sup> Ave. (CD4)	No	Draft Review
14	03/14/2023	OIS	6700 W. Mariposa St. (CD5)	No	Draft Review
15	04/10/2023	In-Custody Death	1600 S. 65 <sup>th</sup> Ave. (CD7)	Yes	Draft Review
16	04/13/2023	Criminal Allegation <sup>5</sup>	TBD	No	Open
17	04/20/2023	OIS	2800 W. Cactus Rd. (CD1)	No	Draft Review
18	04/24/2023	OIS	3200 W. Bell Rd. (CD1)	No	Report Pending
19	05/01/2023	Criminal Allegation <sup>6</sup>	TBD	No	Open
20	05/11/2023	OIS	9100 W. Lower Buckeye Rd. (CD7)	No	Draft Review
21	05/14/2023	OIS	3900 W. Paradise Dr. (CD1)	No	Draft Review
22	05/22/2023	OIS	16800 N. 19 <sup>th</sup> Ave. (CD3)	No	Draft Review
23	05/23/2023	Other <sup>6</sup>	Online	No	Draft Review
24	05/27/2023	OIS (canine)	3200 W. Sahuaro Dr. (CD1)	No	Open
25	06/07/2023	Death/Serious Injury <sup>7</sup>	1400 S. 11 <sup>th</sup> Ave. (CD8)	No	Draft Review
26	06/19/2023	OIS	2100 N. 35 <sup>th</sup> Dr. (CD4)	Yes <sup>4</sup>	Draft Review
27	06/28/2023	OIS	1200 S. 20 <sup>th</sup> Ave. (CD7)	Yes	Open
28	07/01/2023	OIS	3000 E. Washington St. (CD8)	Yes	Draft Review
29	07/03/2023	Death/Serious Injury <sup>7</sup>	2700 W. Campbell Ave. (CD4)	No	Draft Review
30	07/14/2023	In-Custody Death	4700 E. McDowell Rd. (CD8)	Yes	Draft Review
31	07/17/2023	OIS	1700 E. Harrison St. (CD8)	Yes	Open

No.	Date	Type	Location <sup>2</sup> (Council District)	Civilian Fatality	Status
32	07/20/2023	In-Custody Death	18600 N. 19 <sup>th</sup> Ave. (CD3)	Yes	Draft Review
33	08/01/2023	OIS	3300 W. Campo Bello Dr. (CD1)	No	Open
34	08/10/2023	OIS	3500 N SR 51 Freeway (CD4)	No	Draft Review
35	08/27/2023	Use of Force <sup>6</sup>	5600 S. 11 <sup>th</sup> Pl. (CD8)	No	Draft Review
36	09/09/2023	OIS	8700 W. Peppertree Ln. (Glendale)	Yes	Open
37	10/11/2023	Use of Force <sup>4</sup>	1200 N. 2 <sup>nd</sup> St. (CD7)	No	Open
38	10/12/2023	Criminal Allegation <sup>5</sup>	20 W Monroe St. (CD7)	No	Open
39	11/02/2023	Criminal Allegation <sup>5</sup>	TBD	No	Open
40	11/10/2023	Use of Force <sup>6</sup>	1600 N. 91 <sup>st</sup> Ave. (CD5)	No	Draft Review
41	11/20/2023	OIS	2500 W. Earll Dr. (CD4)	No	Draft Review
42	11/29/2023	In-Custody Death	620 W. Washington St. (CD7)	Yes	Open
43	12/16/2023	OIS	5000 E. McDowell Rd. (CD6)	Yes	Open
44	12/16/2023	Criminal Allegation <sup>6</sup>	TBD	No	Open
45	12/21/2023	Death/Serious Injury <sup>7</sup>	3500 0W. Thunderbird Rd. (CD1)	Yes	Open
46	01/02/2024	Use of Force <sup>6</sup>	7600 W. Miami St. (CD7)	No	Open
47	01/05/2024	OIS	8700 W. Bell Rd. (Peoria)	Yes	Open
48	01/11/2024	OIS	3300 E. Taylor St. (CD8)	Yes	Open
49	01/12/2024	OIS	1400 E. Brill St. (CD8)	No	Open
50	01/27/2024	OIS	2200 W. Indian School Rd. (CD4)	Yes	Open
51	02/13/2024	OIS	1900 W. Berridge Ln. (CD5)	No	Open
52	02/19/2024	OIS	6000 W. McDowell Rd. (CD7)	Yes	Open
53	02/27/2024	Use of Force <sup>6</sup>	1000 S. 11 <sup>th</sup> Ave. (CD8)	No	Open
54	02/28/2024	Other <sup>8</sup>	200 S. 24 <sup>th</sup> St. (CD8)	No	Open
55	03/22/2024	Other <sup>6</sup>	4200 W. Palo Verde Dr. (CD5)	No	Open
56	03/25/2024	Criminal Allegation <sup>5</sup>	TBD	No	Open
57	04/02/2024	OIS (canine)	1300 E Mountain View Rd. (CD3)	No	Open
58	04/05/2024	Criminal Allegation <sup>5</sup>	Online	No	Open
59	04/15/2024	Use of Force <sup>6</sup>	3100 E. Indian School Rd. (CD6)	No	Open
60	04/20/2024	Death/Serious Injury <sup>7</sup>	2800 W. Peoria Ave. (CD1)	No	Open
61	04/24/2024	Criminal Allegation <sup>5</sup>	2600 S 28 <sup>th</sup> Dr. (CD7)	No	Open
62	05/06/2024	Criminal Allegation <sup>5</sup>	TBD	No	Open
63	05/07/2024	OIS	3400 W. Roosevelt St. (CD4)	Yes	Open
64	05/07/2024	Use of Force <sup>6</sup>	3200 W. Vineyard Rd. (CD8)	No	Open



No.	Date	Type	Location <sup>2</sup> (Council District)	Civilian Fatality	Status
65	05/09/2024	OIS <sup>9</sup>	TBD	No	Open
66	05/16/2024	OIS	2500 W. Cactus Rd. (CD3)	Yes	Open
67	05/19/2024	Criminal Allegation <sup>6</sup>	Online	No	Open
68	05/28/2024	OIS	1000 E. Southern Ave. (CD8)	Yes	Open
69	06/02/2024	OIS	1300 E. Palm Ln. (CD4)	Yes	Open
70	06/18/2024	Criminal Allegation <sup>5</sup>	TBD	No	Open
71	06/20/2024	In-Custody Death	1100 E. McDowell Rd. (CD8)	Yes	Open
72	06/26/2024	In-Custody Death	1900 E. Camelback Rd. (CD6)	Yes	Open
73	07/06/2024	Death/Serious Injury <sup>7</sup>	700 E. McKinley St. (CD8)	No	Open
74	07/08/2024	Death/Serious Injury <sup>7</sup> (Canine)	8000 S. Central Ave. (CD8)	No	Open
75	07/09/2024	Criminal Allegation <sup>5</sup>	TBD	No	Open
76	07/09/2024	Criminal Allegation <sup>5</sup>	Out of State	No	Open
77	07/26/2024	Use of Force <sup>6</sup>	2200 E. Bell Rd. (CD3)	No	Open
78	07/26/2024	In-Custody Death	200 E. Dunlap Rd. (CD3)	Yes	Open
79	08/08/2024	Use of Force <sup>6</sup>	4200 W. Indian School Rd. (CD5)	No	Open
80	08/10/2024	OIS	2400 W. Buckeye Rd. (CD7)	Yes	Open
81	08/21/2024	Criminal Allegation <sup>5</sup>	Tucson	No	Open
82	08/24/2024	In-Custody Death	4100 N. 109 <sup>th</sup> Dr. (CD5)	Yes	Open
83	09/03/2024	OIS	1600 E. McDowell Rd. (CD8)	No	Open

<sup>1</sup> Completed monitoring cases are not included in this table. All published OAT reports can be found [here](#).

<sup>2</sup> Approximate location. Addresses are updated as new information becomes available and may differ from prior OAT reports.

<sup>3</sup> Officer Involved Shooting.

<sup>4</sup> Maricopa County Medical Examiner's Office determined manner of death was suicide.

<sup>5</sup> 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.

<sup>6</sup> Falls under OAT discretionary jurisdiction per P.C.C. § 20-7.

<sup>7</sup> 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).

<sup>8</sup> P.C.C. § 20-6(D) requires OAT to review Department investigations when requested to do so by the City Manager.


<sup>9</sup> Unlawful weapons discharge.



 [www.phoenix.gov/accountability](http://www.phoenix.gov/accountability)

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