

OFFICE OF INSPECTOR GENERAL
CITY OF NEW ORLEANS



SUSAN HUTSON
INDEPENDENT POLICE MONITOR

AGENDA

DECEMBER 10, 2012 CPMP PLANNING COMMITTEE MEETING

I. Continuation of Discussions: Defining Mediation and Mediation Goals

a. Defining Mediation

- i. A Mediation process that helps parties develop mutual understanding over a conflict. The parties identify disputed issues and generate options that may help them reach a mutually acceptable resolution.
- ii. Repeat first sentence. A mediation process will help both officer and complainant
- iii. A Mediation process that helps parties develop mutual understanding over a conflict. The parties identify disputed issues and generate options that provide both officer and complainant an opportunity to improve community relationships
- iv. Options that help them generate a mutually acceptable resolution and will provide officer and community member an opportunity to...
- v. A mediation process helps parties develop a mutual understanding over a conflict. The parties identify disputed issues and generate options that will help them reach a mutually acceptable resolution and provide both parties an opportunity to improve community relationships

Goals

a. Listening



1. Listening : Parties will listen to and hear one another's concerns so that they may better hear each others' points of view
2. Listening:Parties will engage in active listening whereby they hear and acknowledge eachothers' perspectives
3. Listening :Parties will actively listen and hear one another's concerns so that they may better understand the others' points of view
4. **Create a safe space: Facilitate a safe environment where each party feels secure in expressing and hearing one anothers' points of view.**

b. Problem Solving:

1. Parties listen to each other to determind what led to complaint and police interaction and, working together, decide on solutions and or ameliorating next steps
2. **Parties listen to each other to determind what led to complaint and police interaction and working together, all parties decide on solutions or next steps.**

c. Resolution

1. Resolution: Parties work towards concrete steps to resolve the source of the conflict
2. Resolution: Reaching some outcome through the parties listening and gaining a better understanding. Interactive dialogue may result in outcomes including but not limited to an apology
3. **Transformation: Citizens and police sit together in a transformational mediation, a restorative practice that recognizes a breakdown in relationship as the source of the conflict and seeks, first and foremost, to repair that**



relationship as measured by pre and post survey on their attitudes towards the others' respective group.

4. Transformation: Community and Police participate in a transformational mediation, a restorative practice that recognizes conflict as a crisis in human interaction and focuses on repairing the relationship.
- We will discuss additional goals on Big Tent

Report Back from Simone on Research Points from Last Meeting

- Language Issues – Portland they hire interpreters but rarely need them; Seattle hires interpreters and translates pamphlets; DC and NYC have a city language line and can also get one to come into the session
- Materials
 - Seattle PD's exit survey was provided to the group
 - Portland's exit survey
 - DC mediation examples
- Portland Exit surveys broken down by civilian and officer are fairly similar; DC is provided as well and also by gender, age, income and race.
 - We will discuss these materials at the next meeting
- Simone could find no program that listed apology as a possible outcome in their brochures; the closest was San Francisco's brochure addresses apologies in the FAQ
- In the San Francisco Packet, under benefits of mediations and reasons to mediate, there are some sample outcomes
- Seattle OPA – under why choose mediation, there are also some sample outcomes



- Simone reminds us about the connection between evaluation criteria and objectives. So, if we change objectives, we have to change QA criteria.

Objectives

Based on evaluative outcomes, possible objectives are:

Citizen complainants

1. The citizen is satisfied with the mediation outcome.
2. The citizen has gained a better understanding of the police officer and/or policing.

Police officer

3. The police officer is satisfied with the mediation outcome.
4. The police officer has gained a better understanding of the citizen and/or the citizen complaint.
5. ~~Collectively and individually, police officers have fewer complaints filed over time.~~

Complaint Process

6. Mediated complaints are resolved more quickly than investigated complaints.
7. Mediated complaints are resolved at less cost than investigated complaints.
8. ~~The number of complaints initially increases as a result of accessibility to a mediation program. We need some outreach and communications benchmarks instead (e.g. increases in the number of requests) so we can measure the reach of our message about the program. 1:38:24~~
9. The number of investigations decreases as a result of a mediation program.]

[up1]

Community-Police Interactions (note that these objectives are more difficult to measure)

10. Mediation lessens conflict between police and minority groups.
11. Mediation enhances trust and confidence between police and minority groups.
12. Mediation contributes positively to community-oriented policing.

Note: The set of community/police interaction goals should be more specific to the individual participants, measured through exit interviews and follow-up surveys. In addition, we can ask about perceptions of the groups as a whole. The question of how to measure the last three sets of goals will be discussed via Big Tent. Ted also suggests we ask social scientist for help and Al suggests that if we track the demographics of the participants we can measure the last



three goals. Ursula is going to consult with Ted about social science measurement and report back to the group.

Note: We should make note that we want to track how complaint numbers change over time for officers who do a mediation.

Discussion of Additional Goals will be held on BigTent.

Funding:

- NOPD did not commit to going to the Mayor for funding support.
- We will try to get funds through the consent decree.
- We have spoken to Greater New Orleans Foundation and Louisianan Public Health institute about private funding for the first year but we need to work on public funding.
- We need a fundraising sub-committee. Mike Cowan will chair. Other members: Jenny Hunter, Simone, and Capt. Glasser said he would help talk to the chief.

4:15-4:30 Executive Session on New Members

The group voted to allow Lou Furhman, Allyson Curry and Susan Norwood to be full voting members. They also discussed that other mediators in town, like Professor Paul Barron

Proposed Process1: Every four months, we will assess those who've attended more than two meetings for membership.

Proposed Process2: Create a resource membership for people who can fulfill needs as they come up. They don't have voting power but are informants.

We will vote to officially adopt one or more of these processes in the next meeting.

Captains Glasser and Hargrove said they would reach out to FOP to be members and IPM will reach out again as well.

