



Dayton
Mediation
Center
from conflict to conversation

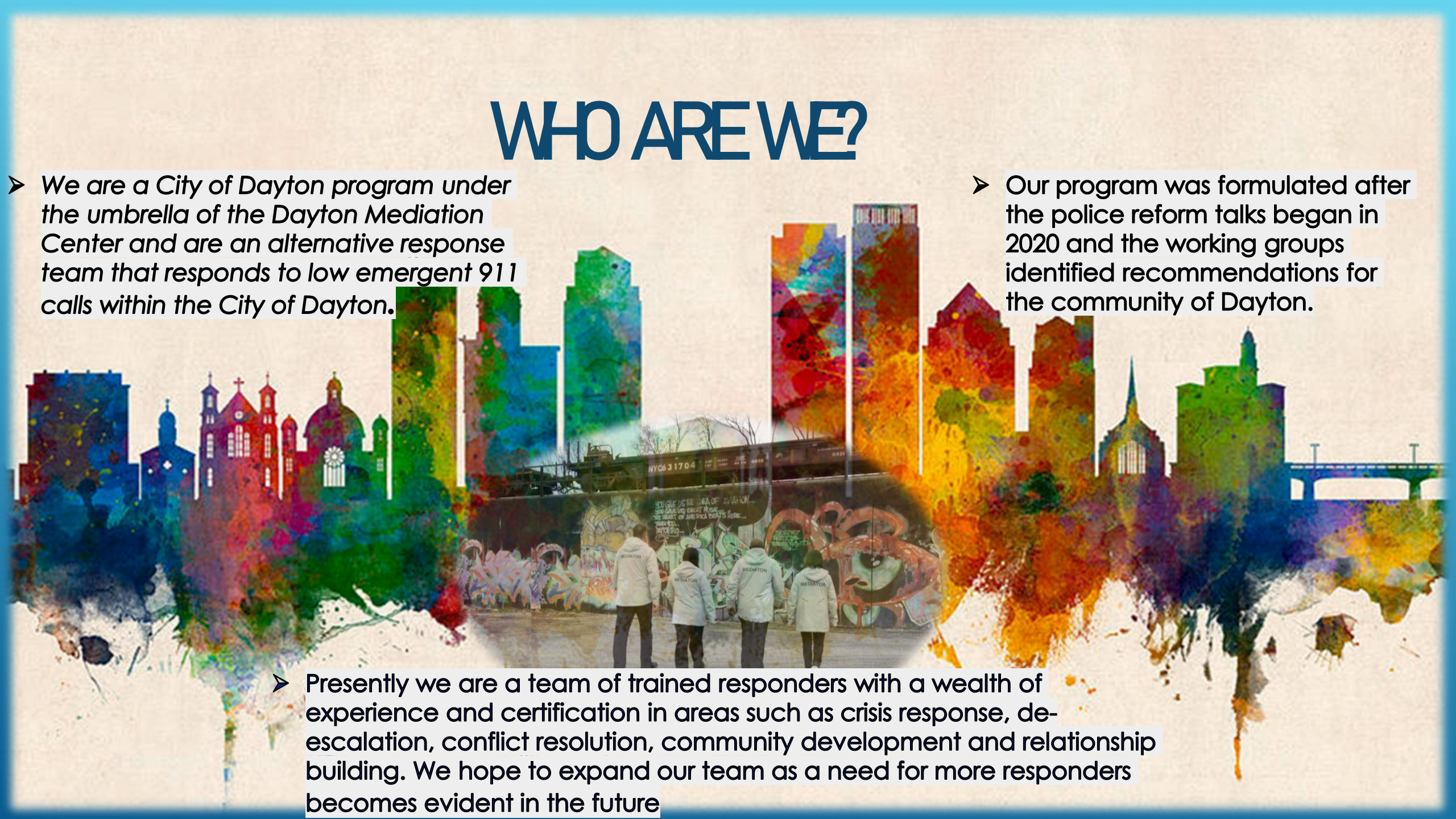
MEDIATION RESPONSE UNIT

IMPROVING COMMUNITY/POLICE RELATIONS, ONE RESPONSE AT A TIME

WHO ARE WE?

➤ We are a City of Dayton program under the umbrella of the Dayton Mediation Center and are an alternative response team that responds to low emergent 911 calls within the City of Dayton.

➤ Our program was formulated after the police reform talks began in 2020 and the working groups identified recommendations for the community of Dayton.



➤ Presently we are a team of trained responders with a wealth of experience and certification in areas such as crisis response, de-escalation, conflict resolution, community development and relationship building. We hope to expand our team as a need for more responders becomes evident in the future

MEET THE MRU TEAM



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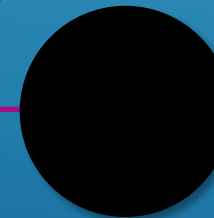
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WHAT IS OUR PURPOSE?

The big picture goal of the MRU is to work on improving community police relations.

We plan on accomplishing this goal by:

- Providing alternatives to police response in our community.

- Reducing the number of 911 calls for certain low emergent situations and allowing officers more time to take the higher emergent calls.



DAYTON
— POLICE DEPARTMENT —

- Providing an alternative response to 911 calls of various situations that include but are not limited to: noise complaints, neighbor/roommate disputes, barking dogs, loitering, unruly juvenile complaints, and calls for peace officers.



WHEN IS MEDIATION THE RIGHT FIT?

MEDIATION IS THE BEST FIT

1. Noise and pet complaints
2. Loitering, begging, minor trespassing
3. Juvenile disturbances
4. Arguments between neighbors
5. Arguments between friends or family members

POLICE ARE THE BEST FIT

1. Any violence
2. Any weapon present
3. Any injury
4. A history of violence at the location or with the individuals
5. A crime has been committed

DATA: WHEN IS MEDIATION THE RIGHT FIT?



911 Call Types considered for Mediation	Avg. calls per week	Identified as Best Fit for Mediation	%
Peace Officer	93	39	41%
Juvenile	59	29	49%
Noise	49	47	97%
Trespass	42	8	20%
Neighbor Dispute	28	19	68%
Barking Dog	7	7	100%
Begging	3	3	80%
Roommate Trouble	3	1	32%
Party	2	2	100%
Loitering	1	1	100%
Total	289	157	54%



Best Fit 911 Responder	Avg calls per week	%
Ideal for Mediation	157	54%
Ideal for Police	72	25%
Co-response(both on scene)	33	11%
Unclear	13	4%
Police then Mediation follow-up	13	4%
Mental Health	2	1%
Total	289	100%

BENEFITS OF A MEDIATION RESPONSE UNIT

For the Citizens of Dayton



- A better fit response to non-violent disputes
- Mediation addresses underlying causes of conflict, reducing repeat calls
- More time to listen to both sides, support resolution, and then follow up if needed
- Relationship building can translate into empowering conflict coaching
- Well-resourced to refer to other services
- Lower likelihood of a potentially traumatic police encounter

For the Dayton Police Department



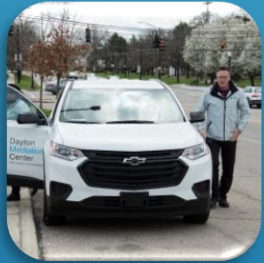
- Less time spent responding to non-criminal calls
- Higher availability for rapid response to high priority calls
- More time for officers to recenter before the next serious call
- More time for officers to build strategies to address crime patterns
- Higher officer morale due to not responding to repetitive conflicts
- More time to engage community members in friendly relationship building interactions

HOW WILL WE RESPOND?



MRU Call Taker

- ▶ We will have a call taker that receives calls that have been made to 911 and deemed appropriate for the MRU. If the situation can be resolved with a phone call, the caller will be provided with information, connected to resources and case management services provided, should the caller be interested.



MRU Response Team

- ▶ If an on-scene response is warranted, a two person team will be dispatched to the scene to intervene with the situation the caller initiated the 911 call for.



Follow Up

- ▶ Connection to resources, follow up, and case management services will be available to the parties involved.



WHAT ARE THE HOURS OF THE MRU?

- The MRU will be providing response Monday through Friday from 11am to 8pm.
- The hours for the MRU derived from the research done on Dayton's 911 calls during a six week time period in the fall of 2021 in which the 11 am to 8 pm timeframe noted the highest number of MRU appropriate calls were found to be taking place.



WILL THE MRU RESPOND TO MENTAL HEALTH CALLS?

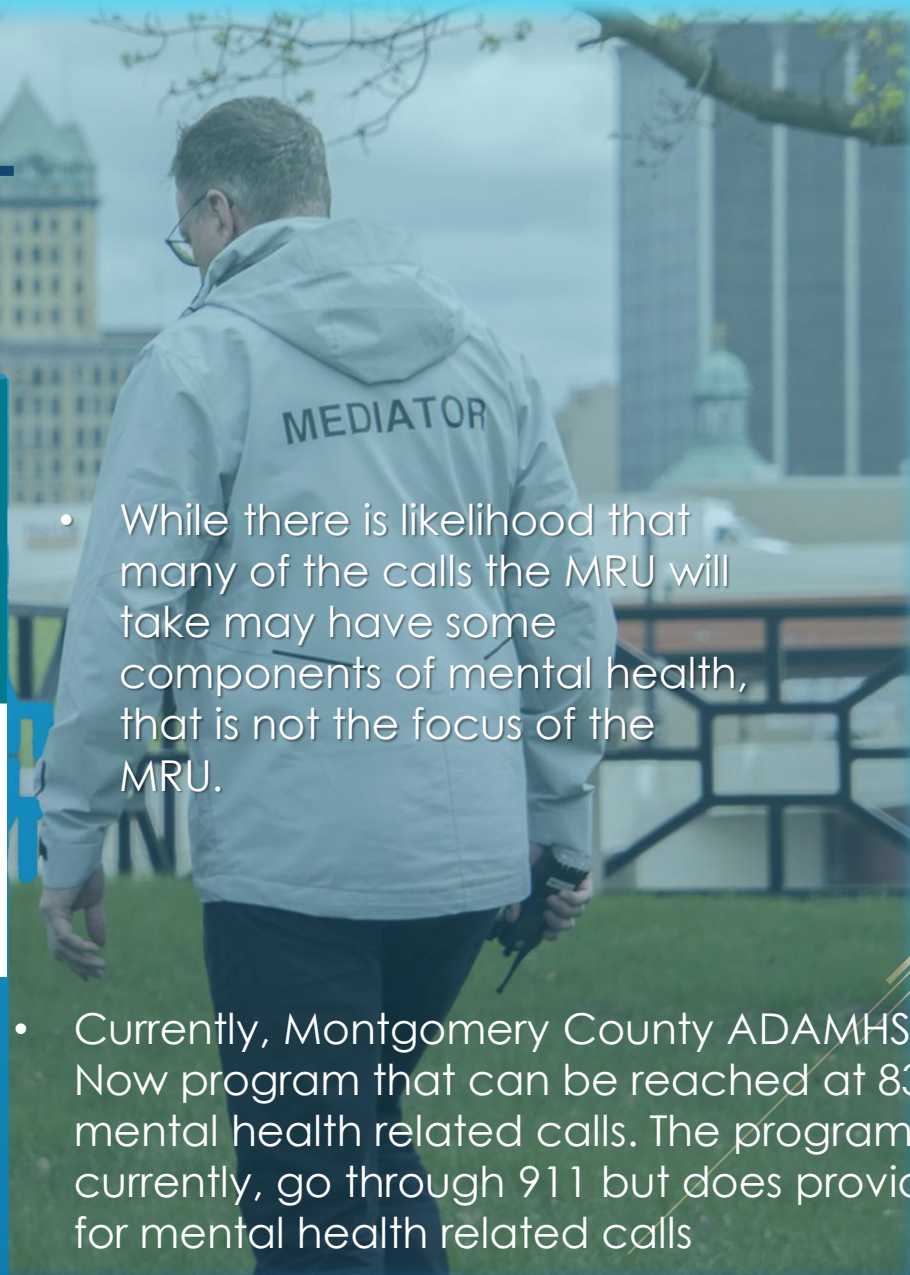
You or someone you love having a
MENTAL HEALTH EMERGENCY?



CALL CRISIS NOW
833-580-CALL



- While there is likelihood that many of the calls the MRU will take may have some components of mental health, that is not the focus of the MRU.
- Currently, Montgomery County ADAMHS funds the Crisis Now program that can be reached at 833-580-2255 for mental health related calls. The program does not, currently, go through 911 but does provide a resource for mental health related calls



HOW DO I REACH THE MRU DIRECTLY?



Call our direct line at **333-2333**

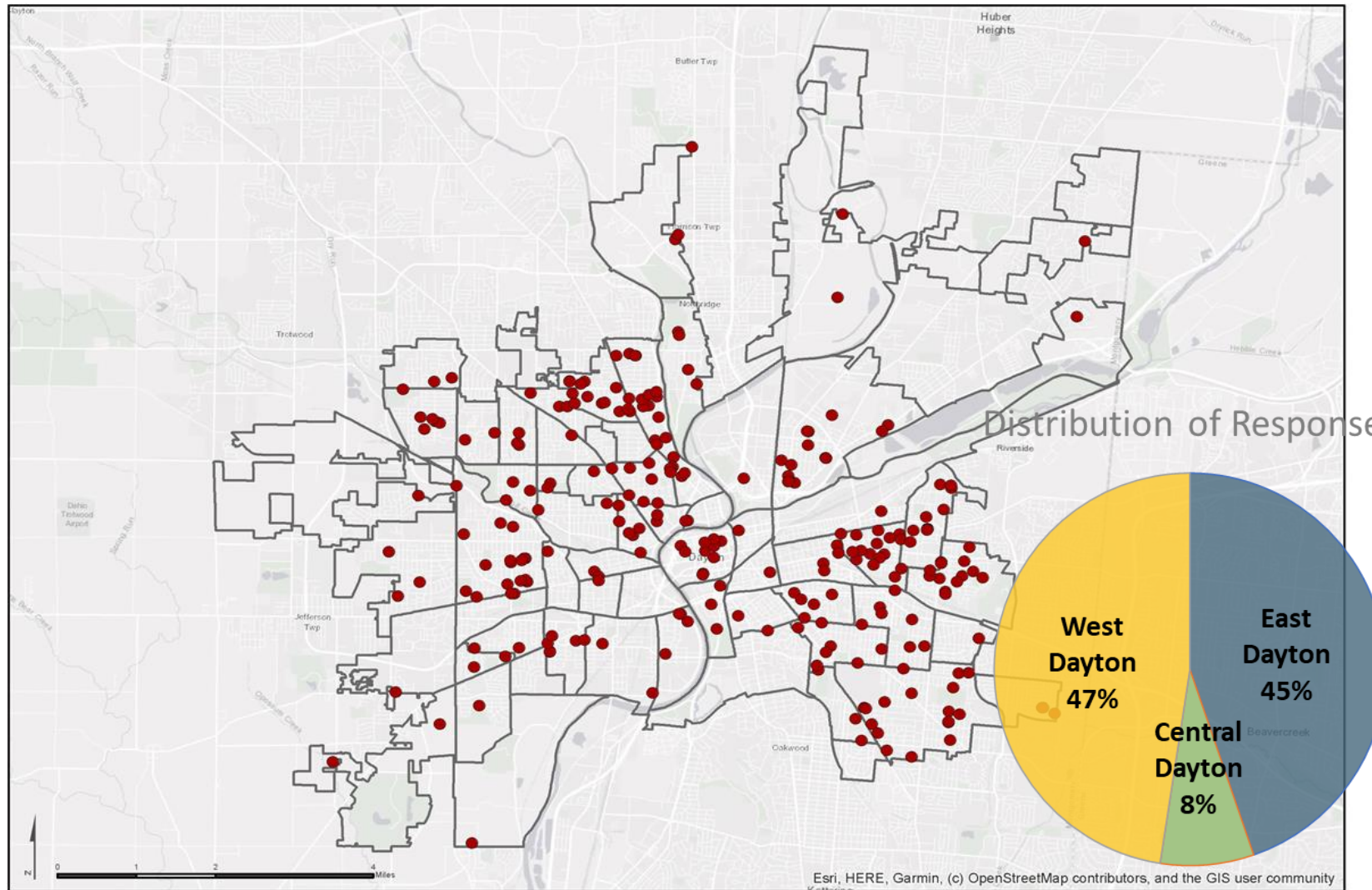
PROGRAM HIGHLIGHTS OF THE SUCCESSFUL LAUNCH

- First in the nation - mediation based primary response program
- Pilot launched 5/23/22
- Spent more than 1100 hours in the field
- Responded to over 1600 calls for service in the city



Geographic Distribution

Serving All of Dayton



Mediation Response Unit
August 2022

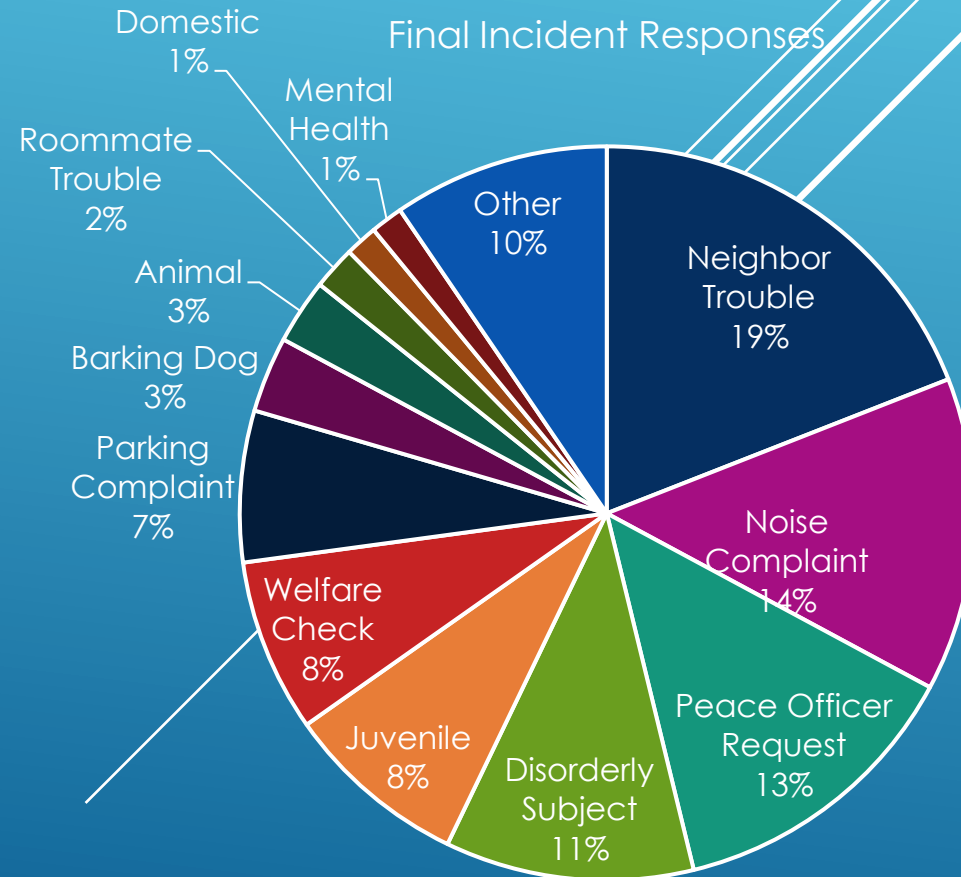
- East Dayton
- Central Dayton
- West Dayton

Call Types Served

Significant Variety; Neighbor Trouble is Top

Data as of 7/29

Final Incident Types	Total Responses	% of calls
Neighbor Trouble	40	19%
Noise Complaint	29	14%
Peace Officer Request	28	13%
Disorderly Subject	23	11%
Juvenile	17	8%
Welfare Check	16	8%
Parking Complaint	14	7%
Barking Dog	7	3%
Animal	6	3%
Roommate Trouble	4	2%
Domestic	3	1%
Mental Health	3	1%
Other	20	10%
Total Calls for service	210	



Having an Impact

Neighbors Report Gratitude for MRU

Residents have called back to 911 or MRU to thank them for the role they are filling in the community.

Stories from the Field

- Noise Complaint from an elderly resident
- Supporting a victim
- Heated neighbor dispute
- Basketball net



Potential to Expand

Currently M-F 11 AM-7 PM is Covered

Based on two weeks of data
7/11 – 7/24

	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Total
12 AM	0	1	2	1	2	1	1	8
1 AM	2	3	1	0	0	3	0	9
2 AM	0	1	0	1	1	1	0	4
3 AM	0	1	0	0	2	1	0	4
4 AM	0	1	1	0	0	0	1	3
5 AM	2	1	0	0	4	1	1	9
6 AM	0	0	1	0	0	0	0	1
7 AM	0	2	3	1	3	2	0	11
8 AM	0	4	2	0	2	2	1	11
9 AM	1	0	2	5	1	2	1	12
10 AM	0	7	2	1	4	1	1	16
11 AM	4	7	2	3	2	3	1	22
12 PM	2	3	5	4	4	5	1	24
1 PM	1	4	2	3	3	2	2	17
2 PM	2	4	2	7	3	3	0	21
3 PM	2	5	4	7	3	6	2	29
4 PM	4	6	4	3	2	4	0	23
5 PM	4	2	4	2	3	2	0	17
6 PM	1	3	4	6	2	5	1	22
7 PM	0	4	3	1	0	1	3	12
8 PM	3	3	5	5	4	6	1	27
9 PM	1	5	0	7	6	5	5	29
10 PM	2	3	4	5	0	5	1	20
11 PM	1	3	7	3	4	3	2	23
Total	32	73	60	65	55	64	25	374

Data is pulled from 14 call types

Would like to serve 4 more busy hours in the AM

Currently serving the busiest 8 hours

Would like to serve 5 more busy hours in the PM

Recommendations

Expand public engagement and team size

- ▶ Add more teams of 2 to serve broader hours
- ▶ Use data analysis to determine coverage expansion
- ▶ Continue to refine data collection and analysis
- ▶ Develop a community dashboard to share program stats and updates
- ▶ Create a community feedback form



WHO DO I CONTACT IF I HAVE QUESTIONS?

Raven Cruz Loaiza, MRU Coordinator
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We are looking forward to providing the community members of Dayton with alternative response options and the safe space to improve relations with those who live and work here. Thank you in advance and we look forward to working with the community of Dayton.

Respectfully,
The Dayton Mediation Response Team



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Special Thank You To:

- Judy Fellner for the MRU photos
- Michael Tompsett for the Dayton Skyline Art