APPENDIX A

THE STATE OF NEW HAMPSHIRE JUDICIAL BRANCH

7th Circuit - District Division - Dover 25 St. Thomas St. Dover NH 03820

Telephone: 1-855-212-1234 TTY/TDD Relay: (800) 735-2964 http://www.courts.state.nh.us

SMALL CLAIMS MEDIATION PROGRAM

WHAT IS MEDIATION?

Mediation is an informal way of settling disputes without going to court.

WHAT ARE THE BENEFITS OF MEDIATION?

- 1. <u>Mediation is informal</u>. At mediation you have a chance to present your ideas in an informal, private setting with the support and advice of your attorney, if you have one. It is a time for you to be heard and to listen to others.
- 2. <u>Mediation is confidential</u>. If you go to court your case will be heard in front of everyone in the courtroom. The courtroom is a public forum. Mediation takes place in a private conference room. The mediator will not discuss any aspect of your case with anyone; including the judge.
- 3. <u>Mediation is flexible</u>. Mediation can offer flexible alternatives to going to court. A judgment rendered by the court will typically be an award of money. In mediation, however, parties can design flexible solutions. You have a better opportunity to control the outcome of your dispute.
- 4. <u>The mediator is neutral</u>. The mediator is impartial and trained to help you and the other party talk about your needs and differences so that you can work things out together.
- 5. <u>Mediation encourages self-determination</u>. Mediation may help you to resolve this conflict without further court intervention.
- 6. <u>Mediation encourages creative solutions</u>. By discussing your options in mediation you may discover choices you did not know you had.
- 7. <u>Mediation helps improve communication</u>. Mediation may help improve communications and permit the parties to find better ways to deal with this conflict.

HOW MUCH DOES MEDIATION COST?

Mediators are compensated through a mediation fund set up for that purpose through the Judicial Branch Mediation and Arbitration Program. In small claim matters of \$5,000 or less, the \$5.00 surcharge at the time of filing is paid into the mediation fund to compensate the small claim mediators. In cases where the claim exceeds \$5,000.00 there is a \$60.00 surcharge on the filing fee which also goes into the fund to pay the mediator fees.

IS MEDIATION MANDATORY?

In small claim cases of less than \$5,000, mediation is voluntary. Both parties involved must agree to try mediating their dispute.

In small claim cases of \$5,000 or more mediation is mandatory. That means that mediation will be scheduled by the court and the parties are required to attend and make a good faith attempt to settle the case. Once the parties make such a good faith attempt, they have satisfied the requirement to mediate. They are not required to settle and if the case does not settle at mediation it shall be returned to the trial docket.

SMALL CLAIM MEDIATION PROGRAM INFORMATION

HOW DO I PREPARE FOR MEDIATION?

Mediation deals not only with the legal issues but also deals with underlying non-legal issues that may be important to you. If you have an attorney, it is important to discuss what to reasonably expect if your case goes to trial.

It is important to come to the mediation session with an open mind, ready to consider new options that may not have been raised previously. It is also important to be willing to share information with the other parties and to work together towards reaching an understanding that would be acceptable to each of you.

WHO ARE THE MEDIATORS?

The mediators are individuals who have been approved by the NH Judicial Branch based on their training and mediation experience. The courts maintain a list of available mediators.

WHAT HAPPENS DURING MEDIATION?

At the start of a mediation session, the mediator will explain how mediation works and will answer your questions. The mediator will ask each of you to state your views, express your feelings, and describe what you would like to have happen in your case. The mediator will then help you explore ways to resolve the matter in a way that is acceptable to both parties.

The mediator may ask to meet with you alone (and with your lawyer if you have one) so you can talk more comfortably. If you do have an attorney, you may take a break and talk to your attorney privately at any time.

If an agreement is reached, it will be put in writing and signed by all parties. Later, the agreement will be presented to the judge who will review it and then issue a court order approving the agreement. If an agreement cannot be reached between the parties, or if one or more of the parties fails to follow through with the mediation session, the court will hear the case in a regular court hearing.

WHAT FORCE DOES AN AGREEMENT HAVE?

If the case is settled, the agreement that you make is binding on all parties. It will be reviewed and signed by the judge and has the full force and effect of an order issued by the judge.

HOW DO I CHOOSE TO MEDIATE MY CASE?

On the day of your pre-trial hearing, there will be mediators present to mediate your case. A judicial officer will explain your options, and if your case involves a claim of \$5,000 or more, you will be assigned a mediator at the pre-trial hearing. If your case involves a claim of less than \$5,000, you will have the option of mediating at the pre-trial hearing.

THE STATE OF NEW HAMPSHIRE JUDICIAL BRANCH

http://www.courts.state.nh.us

Court Name:	
Case Name:	
Case Number:	
(if known) MEDIA	TION REPORT
Name of mediator:	
Date of mediation:	
This mediation was:	☐ Voluntary
If any settlements were made, A WRITTEN AGISSUES AND SIGNED BY THE PARTIES, IS A	REEMENT, COVERING ALL THE ESSENTIAL ATTACHED.
The following results were obtained: The following parties failed to app	pear:
☐ Withdrawn; parties decided not to	mediate.
Case settled prior to mediation se	ession.
Case settled during the mediation	session.
Case partially settled at mediation	ո.
Case not settled by mediation; tria	al to take place as scheduled.
Mediation on-going, continued for	r further mediation to this date:
The following issues were resolved:	
Other:	
Name	Signature Date
Law Firm Bar ID # of attorney	Telephone
Address	E-mail
City State Zip code	

FILE THIS FORM WITH THE COURT IMMEDIATELY AFTER COMPLETING THE MEDIATION.

JUDICIAL BRANCH

http://www.courts.state.nh.us

Court Name:	
Case Name:	
Case Number:	
(if known)	AGREEMENT
The parties agre	e as follows:
	☐ Judgment for Plaintiff ☐ Judgment for Defendant
-	
All parties to this Ag	reement must sign on the next page(s).
FOR COURT U	SE ONLY

Case Name: <u>un</u>				
Case Number: _	undefined			
AGREEMENT				·
Name		·	Signature	Date
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City	State	Zip code		

Filed File Date: 2/10/2016 11:52:22 AM 1st Circuit - District Division - Berlin E-Filed Document

THE STATE OF NEW HAMPSHIRE JUDICIAL BRANCH

http://www.courts.state.nh.us

1		
AGRI	EEMENT	
ee as follows:		
☐ Judgment for Plaintiff	Judgment for	Defendant
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No costs. No interest. No attorncy	's fces. No further action	for the same cause."
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reement must sign on the next page(s).		
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Whi		u
	Judgo Paul D. Doejardins	
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02/16/2016

Case Number: AGREEMENT				
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Law Firm		Bar ID # of attorney	Telephone	
: Address			! E-mail	
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: Name			/s/ Signature	Date
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Address			E-mail	
City	State	Zip code		

THE STATE OF NEW HAMPSHIRE JUDICIAL BRANCH

NH CIRCUIT COURT

7th Circuit - District Division - Dover 25 St. Thomas St. Dover NH 03820

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IMPORTANT INFORMATION ABOUT SMALL CLAIMS PRE-TRIAL HEARING

WHAT IS A PRE-TRIAL HEARING?

A pre-trial hearing is a court hearing at which both parties must appear. It is not the trial in the case but a court proceeding which will determine the direction of your small claims case.

DO I HAVE TO ATTEND?

Yes. If you are the person who filed the case and you do not appear the court may dismiss the case. If you are the person who the case has been filed against and you do not appear the court may issue a judgment against you directing you to pay the obligation.

WHAT IF I CANNOT ATTEND THE HEARING ON THAT DATE?

If you are unable to attend the pre-trial hearing, you MUST file a written request (called a "Motion to Continue") with the court to change the date. You must set forth the reason(s) why you cannot appear. You should also make contact with the other party to see if the other party will agree to change the date. If you have contacted the other party, you should make note of this in your written request/motion to continue. If, however, there is a court order which says that you should not have contact with the other party, please do not do so. Simply send your written request to the court. You should NOT assume that the court has changed the date until you hear from the court.

WHAT HAPPENS AT A PRE-TRIAL HEARING?

Several cases are scheduled for pre-trial hearings at once. The Judge or Referee will talk with everyone as a group about the process and about what is available that day. The parties will then speak with court personnel about what they would like to do. If, for example, the parties would like to try to mediate the claim, the court will provide a mediator that day. If the defendant agrees that the money is owed but cannot pay, the court will ask the defendant to complete a financial statement so that a payment plan can be established. If the parties simply cannot agree to resolve the case, they will go before the judge/referee who will talk to them about the trial process, what to bring, etc. The judge/referee may also try to focus the parties on the real issue(s) in dispute, if necessary, so that the trial may proceed more efficiently when it happens. If a trial is necessary, the parties will also leave the court that day with the trial date in hand.

WHY SHOULD I MEDIATE?

If the claim is for more than \$5,000.00, mediation is mandatory. If the claim is for \$5,000.00 or less, then mediation is voluntary. Mediation is an informal and confidential process which allows the parties to retain control over the resolution of their case. A neutral third party, who is trained and experienced, can assist the parties in reaching an agreement which, when approved and signed by the judge, becomes an enforceable court order. There is no added fee for mediation on the day of the pre-trial hearing. If an agreement is reached, the case is resolved and the parties do not have to come back to court again, unless someone fails to follow the agreement.

CAN MY CASE BE RESOLVED ON THE DAY OF THE PRE-TRIAL HEARING?

Yes. If both parties appear at court and reach an agreement, whether by mediation or otherwise, the case can be resolved THAT DAY so that there is no need for a further court appearance unless a party fails to follow the terms of an agreement/order.

IMPORTANT INFORMATION ABOUT SMALL CLAIMS PRE-TRIAL HEARING

WHAT IF NO AGREEMENT IS REACHED?

If the parties are unable to reach an amicable solution, they are entitled to a trial. The judge/referee will speak with the parties and provide information to them about what to expect at the trial. The court cannot advise parties how to present their case, but can provide general information about the proceeding itself so that parties can be more prepared. The parties will receive the date of the trial before leaving court.

WHAT IS THE BENEFIT OF A PRE-TRIAL HEARING?

The pre-trial hearing gives the parties a chance to get into court more quickly and possibly resolve the case without a trial. A pre-trial gives the parties the chance to resolve their dispute AT THE COURTHOUSE either with or without the assistance of a trained mediator and leave the court that day with the case resolved one way or the other. And, if both parties simply comply with any order that is issued, they should never have to return or incur further court fees or expenses. For those who cannot reach an agreement, they should leave the court that day with a greater understanding of what will happen at the trial and will have selected a date for trial which agrees with schedules of the parties.

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NH CIRCUIT COURT

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NOTICE OF PRE-TRIAL HEARING

Case Name: Case Number:

The above referenced case(s) has/have been scheduled for:

Pre-Trial Conference

Date: November 20, 2015 25 St. Thomas St.

Time: 2:00 PM

Dover NH 03820

If you are unable to appear at this scheduled hearing, you must request a continuance from the Court in writing at least 10 days in advance of the hearing date. You must also send a copy of the request to the opposing party. Motions to continue filed fewer than 10 days in advance of hearing will only be granted if the Court finds that an emergency or exceptional circumstance exists. You must appear on the scheduled date unless you receive notification from the Court that a request to continue the hearing has been granted.

If the defendant(s) fail to appear the court may issue a default judgment for the plaintiff. If the plaintiff(s) fail to appear the court may dismiss the small claim.

Multiple cases are scheduled at this time. Please notify the court 15 days prior to the hearing date above if the hearing is expected to last longer than 30 minutes.

NOTICE OF APPELLATE RIGHTS

The party who receives an adverse decision in the District Division/Probate Division has the right to appeal the decision by filing an appeal with the New Hampshire Supreme Court. This is an appeal only on questions of law. In other words, the Supreme Court will not consider questions of fact already decided by the District Division/Probate Division. The appeal must be filed with the Supreme Court within 30 days of the date of the District/Probate Division's written notice of the decision.

If you will need an interpreter or other accommodations for this hearing, please contact the court immediately.

Please be advised (and/or advise clients, witnesses, and others) that it is a Class B felony to carry a firearm or other deadly weapon as defined in RSA 625.11, V in a courtroom or area used by a court.

September 18, 2015

Suzanne R. Doyle Clerk of Court

(125709)

ATTACHMENT A

THE STATE OF NEW HAMPSHIRE JUDICIAL BRANCH

http://www.courts.state.nh.us

Court Na	ame:			
Case Na	ame:			
Case Nu (if known)				
	SETTLEMENT CON	FERENCE F	REQUEST	
1.	Attorney for the State:			
2.	Attorney for Defendant:	<u> </u>		
co fai	efore requesting a settlement conference, me to a negotiated disposition of the cas iled, by agreement, a settlement conferer ourt. The parties must consent before a set	se. Where neg nce may be re	otiations have been tr	ied and
3.	Pending charges:		÷	
4.	Has the State made an offer?	☐ Yes	□ No	
5.	Has Defendant made a counter offer?	Yes	□ No	
6.	Have parties exhausted avenues of disculting Yes No	ssions of thes	se proposed disposition	s?
7.	Purpose/type of settlement conference (conference (con	·	annot reach agreement	: on
8.	If the case involves an alleged victim, will conference?	he or she app No	ear or be available for	
9.	Will other witnesses or people appear at t	the request of	the State? Yes	□ No
10.	Will other people or witnesses appear at t	he request of	the Defendant? 🗌 Yes	i □ No
11.	Parties waive applicability of Superior Court conference and agree to abide by the Settle Yes No	t Rule 98 to sta ement Confere	itements made during the nee Confidentiality Police	e settlement y.

Parties must file memoranda not less than five days in advance of the settlement conference. In its memorandum, each party shall include its proposed disposition of the case. If not previously done, the memoranda shall also include notice of whether the alleged victim will participate and any other witnesses that will attend for the State or the Defendant.

	A.
Date	Attorney for the State
Date	Attomey for the Defendant
So Ordered.	
Date	Signature of Justice

ATTACHMENT B

Superior Court Settlement Conference Confidentiality Policy

- 1.1 <u>Terms</u>: The following words and phrases when used in this policy shall, for the purpose of this policy, have the meanings respectively ascribed to them in this policy, except where the context otherwise requires.
- 1.1.1 <u>Evaluative Settlement Conference</u>: "Evaluative Settlement Conference" shall have the same meaning set forth in the Superior Court Settlement Conference Policies.
- 1.1.2 <u>Facilitative Settlement Conference</u>: "Facilitative Settlement Conference" shall have the same meaning set forth in the Superior Court Settlement Conference Policies.
- 1.1.3 Party: "Party" or "Parties" shall mean any attorney for the State, any person, such as a Victim/Witness Advocate, employed by the prosecutor's office, the Defendant, any attorney for the Defendant, and any person, such as an investigator, employed by any attorney for the Defendant.
- 1.1.4 <u>Participant</u>: "Participant" shall mean any person who is present (physically, telephonically, or otherwise) during any portion of the settlement conference, regardless of whether such person is a party and regardless of whether such person speaks during the settlement conference.
- 1.1.5 <u>Restorative Settlement Conference</u>: "Restorative Settlement Conference" shall have the same meaning set forth in the Superior Court Settlement Conference Policies.
- 1.1.6 <u>Settlement Judge</u>: "Settlement Judge" shall mean any justice of any court or any court appointed mediator who presides over any portion of any settlement conference.
- 1.1.7 <u>Trial Judge</u>: "Trial Judge" shall mean any justice who hears any proceeding in a case except for a settlement conference or proceeding regarding confidentiality of the settlement conference.
- 1.1.8 Victim: "Victim" shall have the same meaning set forth in RSA 21-M:8-k, I(a).
- 1.2 Purpose of Confidentiality: The purpose of a settlement conference is to encourage a full and frank discussion of the strengths and weaknesses of each party's case in order to facilitate voluntary settlement of cases. In order to facilitate this discussion, settlement conferences must be confidential, both from the public at large and from the judge who eventually presides over a trial or plea. Additionally, in order to encourage settlement of claims, parties must be able to disclose information in the settlement conference without fear that such information will later be used in a trial or sentencing. By voluntarily participating in a settlement conference, participants must agree that statements, documents, and other information disclosed in settlement conference will generally not be admissible in any other proceeding or subject to disclosure to any person, including the trial judge, who is not a participant in the settlement conference.

1.3 Confidentiality of Settlement Conference Proceedings

1.3.1 Generally: Settlement conferences are confidential. Statements made by any participant in the settlement conference shall not be disclosed by any participant to any other person, including the trial judge, nor shall they be admissible at any other proceeding involving the same parties, except as provided for in this policy. No participant shall communicate any of the substance of the settlement discussions to the trial judge or to any other person.

- 1.3.2 Communications between One Party and/or Participant and the Settlement Judge: Unless the parties consent, the Settlement Judge shall not speak to one party or participant without the presence of all other parties. With the prior consent of both parties, the Settlement Judge may speak confidentially with one party and/or one party and another participant. Such communications shall not be disclosed to other participants without the consent of the party involved in the communication. Nothing in this section shall be construed, however, as permitting the Defendant to be questioned outside the presence of his attorney, nor shall it be construed as permitting the settlement judge to question the victim outside the presence of an attorney for the State and/or the Victim/Witness Advocate.
- 1.3.3 <u>Communications between the State and Victims or Witnesses:</u> Nothing in this section shall be construed as requiring the presence of the settlement judge or the other party during communications between the State and the victim or witnesses, even if such communications occur during a settlement conference.
- 1.3.4 Communications between the Defendant's Attorney and the Defendant or Witnesses: Nothing in this section shall be construed as requiring the presence of the settlement judge or the other party during communications between the Defendant's Attorney and the Defendant or a witness, even if such communications occur during a settlement conference.
- 1.4 <u>Confidentiality of Settlement Conference Documents</u>: All documents related to the settlement conference shall be kept under seal and shall not be placed in the public court file. Settlement conference documents shall also be sealed from the trial judge. Settlement conference materials shall not be unsealed except as provided for in these policies.
- **1.4.1** Settlement Conference Memoranda: The parties may submit settlement conference memoranda to assist the settlement judge. Except as provided for in this policy, such memoranda shall be served on the opposing party.
- 1.4.2 Confidential Settlement Conference Memoranda: If the parties consent, the settlement conference judge may request confidential memoranda regarding the parties' negotiating positions, goals for the settlement conference, or other information that may be useful to the settlement judge but that the parties would not be likely to disclose to the other party. If the settlement judge requests confidential memoranda, the memoranda should be clearly labeled as "Confidential Settlement Conference Memorandum Ex Parte and Under Seal." The memoranda shall be filed under seal and not disclosed to anyone other than the settlement judge.
- 1.5 Waiver by State and Defendant: Before beginning any settlement conference, the State and the Defendant shall waive the application of Superior Court Rule 98 (and any orders or local rules related to discovery) to statements made during the settlement conference and shall agree to the confidentiality policies described here.

1.6 Exceptions to Confidentiality

1.6.1 Results: Participants may disclose to the trial judge or another person whether a settlement conference was held and whether a plea agreement or other settlement resulted from a settlement conference, provided, however, that the results of a settlement conference are not admissible as evidence in any criminal or civil proceeding unless permitted by Rule of Evidence 410.

- 1.6.2 As Part of a Plea Agreement: Participants may disclose information learned during a settlement conference if such disclosure is specifically permitted as part of a plea agreement between the parties.
- 1.6.3 By Consent: Participants may disclose information learned during a settlement conference or documents prepared for a settlement conference if both parties consent and the disclosure is approved in writing by either the settlement judge or the trial judge.
- **1.6.4** For Appeal Purposes: The policy does not prohibit disclosure of information related to a settlement conference for the purposes of an appeal or other litigation relating to the validity of a plea resulting from a settlement conference.
- 1.6.5 For Research Purposes: Participants may disclose the results of a settlement conference and discuss the settlement conference process for the purpose of research and/or evaluation of the process, provided that the research and the information to be disclosed have been approved by a justice of the Superior Court.
- 1.6.6 When Required by Law: Participants may disclose information learned during a settlement conference when such disclosure is otherwise required by the United States or New Hampshire Constitutions or other applicable law.
- 1.6.7 <u>Limitations of Confidentiality</u>: This Policy does not require the exclusion of any evidence otherwise admissible, nor does it prohibit disclosure of information which a party learned outside of a settlement conference, merely because it is presented in the course of a settlement conference.
- 1.7 <u>Trial Judge</u>: The trial judge shall not participate in any settlement conference. With the consent of both parties and upon compliance with RSA 21-M:8-k, the settlement judge may take a Defendant's plea and pass sentence.
- 1.8 Record of Settlement Conference: Facilitative and Restorative Settlement Conferences shall always be conducted on the record and the settlement judge shall advise all participants that the proceedings are recorded. Evaluative Settlement Conferences may be recorded if requested by the parties. The record of the settlement conference shall be kept under seal and shall not be disclosed to any person except upon order of the Court and in compliance with this policy.
- 1.9 Cases Involving Co-Defendants: Cases involving co-defendants present a special challenge to the settlement conference model because, while a defendant may waive his own right to obtain or use certain evidence as to himself, he cannot waive those rights as to his co-defendant. In particular, the co-defendant of a settlement conference participant may be entitled to obtain statements of participants, including his co-defendant, under Superior Court Rule 98. Therefore, the Court shall not permit settlement conferences in cases involving co-defendants unless the co-defendants waive their discovery rights as provided in this section.
- 1.9.1 Waiver of Right to Discovery of Co-Defendant Settlement Conference: A defendant has no obligation to waive his right to discovery of his co-defendant's settlement conference. He may, however, choose to waive his right to discovery of his co-defendant's settlement conference. Such a wavier is valid only if made in writing and on the record and only after the Court has advised him of his rights under the relevant rules of discovery, orders, and laws.

1.9.2 <u>Limitation on Waiver</u>: A defendant's waiver of discovery rights as to a co-defendant's settlement conference shall not be construed as a waiver of his right to obtain and present exculpatory evidence under the New Hampshire and United States Constitutions, even if that exculpatory evidence is discussed or disclosed at the co-defendant's settlement conference.

1.10 Interaction With Other Rules

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- 1.10.1 Rules of Evidence 408 and 410: Settlement conferences are "compromise negotiations" within the meaning of Rule of Evidence 408 and "plea discussions" within the meaning of Rule of Evidence 410. Statements made by any participant during settlement conferences are inadmissible at any criminal or civil proceeding, except as provided for in those rules or in this policy.
- 1.10.2 Constitutional Right to Obtain and Present All Proofs Favorable: Nothing in this policy should be construed to limit the Defendant's right to obtain and/or use exculpatory evidence within the meaning of Brady v. Maryland, 373 U.S. 83 (1963), State v. Laurie, 139 N.H. 325 (1995), and their progeny, even if that evidence is disclosed in the context of a settlement conference.
- 1.10.3 <u>Victim's Rights</u>: Nothing in this policy should be construed to limit the State's ability to communicate with the victim of an offense or any of the victim's rights under RSA 21-M:8-k.
- 1.11 <u>Disputes Regarding Confidentiality of Settlement Conference Information</u>: When possible, disputes about whether information from a settlement conference is subject to disclosure under these rules should be heard and decided by the settlement judge. In all cases, disputes about disclosure of settlement conference information shall be heard under seal and shall not be heard by any justice who may preside over the Defendant's trial and/or sentence the Defendant.
- 1.11.1 Immediate Review Following Settlement Conference: Immediately following every settlement conference, the settlement conference judge shall inquire of the parties whether they believe any information disclosed during the conference is exculpatory and subject to disclosure under Brady v. Maryland, 373 U.S. 83 (1963), State v. Laurie, 139 N.H. 325 (1995), and their progeny. If either party believes that information disclosed during the settlement conference is subject to disclosure, the settlement judge shall review the information in question, hear argument from the parties, and determine whether the information is subject to disclosure. If the information is subject to disclosure, the settlement judge shall issue appropriate orders regarding the scope and form of the disclosure. At the request of either party, the settlement judge shall make findings of fact and rulings of law sufficient to permit appellate review of the determination of whether information is subject to disclosure.
- 1.11.2 <u>In Camera Review</u>: If necessary to determine whether information from a settlement conference is subject to disclosure, the justice hearing the issue may conduct an *in camera* review of the settlement conference record. In no case should settlement conference material be disclosed to a non-participant unless the Court has determined, following an *in camera* review, that the information requested in required to be disclosed by this policy or applicable law.

ATTACHMENT C

THE STATE OF NEW HAMPSHIRE JUDICIAL BRANCH

http://www.courts.state.nh.us

Court Name:	
Case Name:	
Case Number: (if known)	
	SETTLEMENT CONFERENCE REPORT
1. Date of	Settlement Conference:
2. Name of	f Settlement Conference Judge:
3. Status o	f Case:
	Case settled.
	Case did not settle.
	Case continued for further Settlement Conference Proceedings Date and time of next proceeding (if established):
Date	Signature of Justice

The Boston Blobe

MONDAY, JANUARY 25, 2016

Police look to cut a backlog

Complaints against officers to be mediated

By Jan Ransom GLOBE STAFF

The Boston Police Department has launched a mediation program aimed at reducing a backlog of routine complaints against officers — an idea first suggested a decade ago.

Even though the number of complaints dropped in 2014, the time it takes to resolve the cases has frustrated both citizens and the officers who live in the shadow of possible action pending against them.

Police officials hope that the program, which will be managed by the Harvard Mediation Program at Harvard Law School, will help clear less serious complaints quickly. That will free up time for the department to focus on investigating high-priority complaints, such as those involving misconduct or excessive force.

Officials also hope the program will strengthen the relationship between the police department and the community.

"If you bring the police and the complainant together, maybe each can understand where the other was coming from," Police Commissioner William B. Evans said. "I think it's a winwin for both the public and the

Professional Standards. commander of the Bureau of perintendent Frank Mancini, are interested in resolving the matter that way, said Police Sucontacted to see whether they ficer and the complainant are

gal Services Center of Harvard on neutral ground - at the Leconfidential mediations will be Law School in Jamaica Plain. If they agree to go ahead, the

nia or department-issued uniform or wearing any insigequipment. attending mediation sessions in Officers are prohibited from

"The idea is to level the playing program's assistant director. Rachel A. Viscomi, the Harvard citizens feel comfortable," said "The goal is to ensure that

case will be investigated by Internal Affairs. But if they do not agree, the and the case would be closed. mutually acceptable resolution, The parties can agree to a

qualify for possible inclusion. reviewing six cases that could pened yet, but Evans said he is No mediations have hap-

will be reviewed by the city's volving criminal allegations fairs Division. Grievances inplaints will continue to be in-Anti-Corruption Unit. vestigated by the Internal Af-The most serious com-

nediation. lation also do not qualify for llege gender or racial discrimiending lawsuit, potential civil ights violations, or those that Complaints that involve a

n 2014, 55 percent alleged disespectful treatment, unbecomans filed against police officers epartment data. idgment, according to police ig conduct, or unreasonable Of the 386 complaints civil-

> "I think it's a very great start, but I think a lot more needs to

Internal Affairs investigations.

of the Civilian Oversight Ombudsman Panel, which reviews

ry Mayes, one of three members that's a good thing," said J. Lar-

tween officers and citizens,

tent this helps to gain trust be-

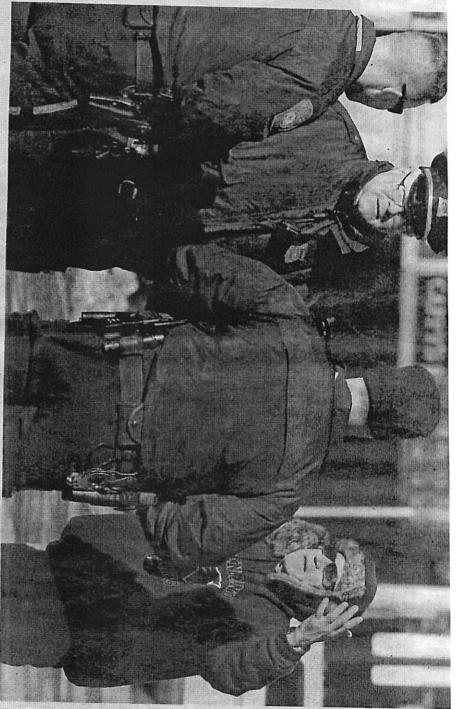
But will it suffice? "To the ex-

"In time, [the mediation

with Youth Against Mass Incar-

Armani White, organizer

be done."



Efforts to create a mediation program for disputes between Boston police and civilians stalled for more than a decade. MATTHEW J. LEE/GLOBE STAFF

ternal Affairs cases are very lavestigated," Mancini said. "Inber of cases that need to be inprogram] will reduce the numceration, said the program is

borious. [The program] will

free up a lot of time for investi-

they're being profiled." ment or people who feel like in the Boston Police Departtion, nothing addressing racism which has been proposed, White said. "There's no prevenmunity oversight with teeth ing to avoid creating real com-"It's more of a window dress

Minneapolis, and Portland, grams to address citizen comhave long used mediation pro-Ore., Viscomi said. Angeles, Denver, San Francisco plaints including New York, Los Other police departments

that in Boston, as in other cit-Viscomi said she expects

> ians warm up to the idea. ies, the first year or two will be slow as both officers and civil-

of hierarchy." gaging in the course of their said. "For citizens, it causes [For officers], when they're enday and they may be hesitant. them to take time out of their work, there's a very clear sense tomed to engaging," Viscomi unlike the way they are accushesitant to engage because it's officers and citizens may be "There are reasons that both

risk," she said. some people that can feel like a engaging as equals and for mediation program, everyone is "When sitting together at

> seeking comment. unions did not retu the program "a goo tives Benevolent Socie dent of the Boston Pol Leaders for two oth Detective Brian Bla

McDevitt said. "We'r police officer can expla the person they stop why [the officer] was sl derstand one another. dents and police to be the program will all tute on Race and Jus-Northeastern Universi "If there is a ratio Jack McDevitt, di

@Jan_Ransom. Jan Ransom can be rea her on Twitter at an.ransom@globe.com man beings."

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Civilian Oversight Ombudsman utive order that established the

2005. Two years later, the exec-Institute on Race and Justice in by Northeastern University's first recommended in a report

Panel, also called for a media-

tion program.

But efforts to create the pro-

the visually impaired: Contact F Free newspaper reading servi Braille & Talking Book Librar www.perkinslibrary.org 800-852-3133 or

ment's unions, and concerns ments with the police departdecade because of disagreegram stalled for more than a

over costs and logistics.

Modria Launches A "Fairness Engine" For Online Dispute

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Earlier this morning, we got an email from a lady whose account was mistakenly charged a few times too many by an online pet food store. There is little we can do about that, but it's a clear sign that even today, resolving those kinds of

online disputes is still hard. Modria wants to change this with the help of its Fairness Engine.

The privately funded company, which was founded in 2011, says that its cloud-based service helps "all parties involved in an online dispute to the table quickly and lets them arrive at an equitable solution that helps save costs and increase brand loyalty." The team behind the service already helped companies like eBay and PayPal solve more than 400 million cases. Indeed, Modria founder and CEO Colin Rule spent eight years as the Director of Online Dispute Resolution for eBay and PayPal.

Modria helps businesses flag and diagnose customer issues and knows enough about the legal technicalities behind these problems to speed up the negotiation process. The tool uses four different modules for diagnosis, negotiation, mediation and arbitration.

What is Modria?



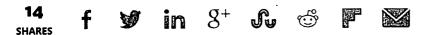




"Complaints and disputes are a fact of life in the networked economy, from online marketplaces to online banking. They happen hundreds of millions of times a year. What has been missing is a solution that solves these disputes. Modria's Fairness Engine solves this problem with a transparent and human process," said Rule in a canned statement today. "It's the first step toward a future in which companies and customers around the world settle their disputes amicably outside the overburdened court system."

Throughout the process, users can upload text files, PDFs and videos to make their cases, but if all else fails and the two parties can reach a mutual agreement, Modria's arbitration module will help the two parties select a decision maker to render a decision.

Modria offers a 14-day free trial. After that, the pricing depends on the claimed value and starts at \$200 for cases where the value is under \$10,000 and tops out at \$5,000 for claimed values over \$100,000. The company also offers customized enterprise plans.



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Insurance Law

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Edward D. Alkalay	VP	VP		VP	VP				VP	
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Charles P. Bauer	VP	VP	VP	VP	VP	VP	VP	VP	VP	VP
Edmund J. Boutin	VP	-				VP	VP	VP		
Philip R. Braley	P	Р	P	Р	Р	P	VP	P	P	Р
Philip Brouillard	V							•	•	
Gary M. Burt	v		V			V	V	v	V	V
Ronald J. Caron	VP				-	VP	VP	VP	VP	•
Albert J. Cirone, Jr.	Р		Р	Р	VP		Р			VP
Gregory S. Clayton	VP	VP	VP	VP	VP	VP	VP	VP	VP	VP
Kevin G. Collimore	VP	VP	VP			VP	VP	VP	VP	
Peter Cowan	VP		VP		VP	VP	VP	VP		
Robert C. Dewhirst	VP					VP	VP	VP	VP	VP
Charles B. Doleac	VP	VP				VP	VP	VP	VP VP	•
Michael J. Donahue	VP					VP	VP	VP	VP	
Gregory M. Eaton				V	V			,		

V = Volunteer List P = Paid List 01/04/2016

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Scott Ewing						VP	VP	VP	VP	
Michael B. Feinman						VP	VP	VP	<u> </u>	
Bruce W. Felmly	V					V	V	V	V	
Edmond J. Ford		_				v	V	V		
Richard Gagliuso	VP		VP						V	
Mary K. Ganz	7,		VF			VP	VP	VP	VP	
Melinda S. Gehris	-							V		
	VP	VP	VP	VP	VP	VP	VP	VP	VP	VP
Peter D. Goldsmith	VP	VP	VP	VP	VP	VP	VP	VP	VP	VP
Glen Graper	P	P						Р	P	
Anna Barbara Hantz						VP	VP	VP	VP	
Scott H. Harris						V	v	V		
Jennifer G. Haskell		V								
Robert L. Hemeon	VP	VP	VP	VP	VP	VP	VP	VP	VP	VP
Stephen G. Hermans						V	V	v		
Carol L. Hess	VP	VP	VP	VP	VP	VP	VP	VP	VP	VP
Kathleen A. Hickey						V	v	V		-

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<u>Introcaso</u>	<u>.</u>			·		V	V	V		
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Jeanne O'Callaghan					V		V			v
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David S. Osman	VP	VP	VP	VP	VP	VP	VP	VP	VP	VP
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