

Mediation Response Unit

2024-2025 Evaluation Report

A first in the nation, mediation-based alternative response program, providing a non-police response to non-violent conflict-related calls for service in Dayton.

Grounded in Transformative Conflict Theory & Community Mediation

Key Outcomes & Impact

91%

of community surveyed agree MRU offered a positive alternative



Integrated into Dayton's First Responder System

Reduced unnecessary police contact in Black & Brown communities

66%

of surveyed officers are very satisfied and satisfied



Only 4%

of calls are returned to police

7630 Calls Served With 12,000 Case Activities

INTERNAL EVALUATION FOCUS

- ◆ **Implementation** – building mediation capacity for responding to calls for service
- ◆ **Best Fit** – focus on nonviolent neighbor, family, and other conflict
- ◆ **Learning and Evaluation** – Reflection, monitoring, and adaptation
- ◆ **Aligned to Goals and Theory of Change** – program implementation

EXTERNAL EVALUATION FEEDBACK

- ◆ **Community Experience** – “I felt heard, supported, and safe, they were respectful and kind.”
- ◆ **Participants** – “I could talk openly, no one tried to ‘solve’ it for us, but helped us get to a point where we were less tense.”
- ◆ **Partners** – “The MRU fills a gap and builds trust, they’ve been wonderful partners.”
- ◆ **National/Field-Level Learning** – “The MRU is one of the most thoughtful, community-based approaches we’ve seen.”

95% of surveyed participants would feel comfortable using MRU again



Dayton
Mediation
Center

