



**FY09 PERFORMANCE PLAN
Office of Police Complaints**

MISSION

The mission of the Office of Police Complaints (OPC) is to increase public confidence in the police and promote positive community-police interactions.

OBJECTIVE 1: Resolve police misconduct complaints in an impartial, timely and professional manner.

INITIATIVE 1.1: Reduce the number and maintain an appropriate level of open complaints.

OPC's effectiveness is tied in significant measure to its ability to fairly and promptly resolve police misconduct complaints filed with the agency. Achieving this initiative and maintaining it will ensure that OPC's investigators have a reasonable caseload that they can fully investigate in a timely manner. OPC's goal is to have a maximum of approximately 15 complaints open per investigator. At the end of FY08, the agency submitted a policy recommendation to District officials urging the enactment of legislation that would accomplish this goal. In FY09, OPC will continue to explore and pursue changes to the agency's statute, regulations and procedures that will enhance OPC's ability to resolve complaints, in particular minor complaints that can be resolved without extensive investigation by OPC.

INITIATIVE 1.2: Explore methods of gathering feedback from participants about OPC's processes.

Confidence in OPC, on the part of both citizens and police officers, is important to OPC's ability to carry out its mission. Although this can be difficult to assess, in FY09, OPC will continue to examine the use of surveys, follow-up interviews, or other methods to gather feedback from participants in OPC's processes with the goal of conducting an assessment in FY10 that will result in conducting a participant survey.

INITIATIVE 1.3: Increase the number of complaints referred to mediation.

OBJECTIVE 2: Promote positive community-police interactions through public education.

INITIATIVE 2.1: Seek more media exposure for OPC, its programs and its reports.

Increasing awareness of OPC is important to successfully informing the public about the agency, the services it provides, and the role it plays in community-police interactions. As part of this effort, in FY09, OPC will continue to seek more exposure through print and broadcast media to spread information more broadly throughout the city and surrounding area.

OBJECTIVE 3: Effect police reform by issuing policy recommendations to the Mayor, the DC Council, MPD and DCHAPD.



PROPOSED KEY PERFORMANCE INDICATORS

Measure	FY07 Actual	FY08 Target	FY08 YE Actual	FY09 Projection	FY10 Projection	FY11 Projection
Percent of investigations completed and reports produced in six months.	61 (est.)	65	65	65	70	70
Percent of Complaint Examiner decisions issued within 120 days.	94 (est.)	90	50	90	90	90
Number of outreach activities attended or sponsored by OPC.	22 (est.)	18	22	20	22	22
Actual number of policy recommendations issued.	4 (est.)	4	4	5	5	5