

Office of Police Complaints FY2016

Agency 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.

Summary of Services OPC receives, investigates, adjudicates, and mediates police misconduct complaints filed by the public against Metropolitan Police Department (MPD) and DC Housing Authority (DCHA) police officers. In addition to these responsibilities, the agency issues policy recommendations to the Mayor, the Council of the District of Columbia, and the Chiefs of Police of MPD and DCHA's Office of Public Safety proposing reforms that will promote greater police accountability by reducing the level of police misconduct or improving the citizen complaint process.

2016 Objectives

FY16 Objectives

Objective Number	Objective Description
Investigations (1 Objective)	
1	.Resolve police misconduct complaints in an impartial,timely, and professional manner
Outreach (1 Objective)	
2	Promote positive community-police interactions through public education and awareness.
Policy Management (1 Objective)	
3	Enhance OPC's mission to improve public confidence and community trust by reviewing current policies and training and issuing policy recommendations to the Mayor, the District Council, MPD, and DCHA.

2016 Key Performance Indicators

Measure	Division	Frequency of Reporting	FY 2013	FY 2014	FY 2015	FY 2015 Target	FY 2016 Target
1 - .Resolve police misconduct complaints in an impartial,timely, and professional manner (2 Measures)							
Percent of investigations completed by the agency within six months.		Quarterly	45.33	41.3			60
Percent of Complaint Examiner decisions issued within 120 days.		Quarterly	88.24	87.5			80
2 - Promote positive community-police interactions through public education and awareness. (2 Measures)							
Percent of complaints resolved through mediation.		Quarterly	6.67	9.6			9
Number of outreach activities sponsored or attended by OPC.		Quarterly	28	26	37		24

2016 Workload Measures

Measure	Frequency of Reporting	FY 2013	FY 2014	FY 2015
No measures found				

2016 Initiatives

Objective Number	Objective Title	Initiative Number	Initiative Title	Initiative Description
Investigations - 1 (3 Initiatives)				
1	Resolve police misconduct complaints in an impartial, timely, and professional manner	1.0	Maintain OPC's training program for investigators.	<p>OPC's effectiveness is tied in significant measure to its ability to resolve fairly and promptly police misconduct complaints filed with the agency. In FY15, OPC arranged numerous "brown-bag" lunch presentations, sent all non-probationary members of the investigative unit who had not already attended to the Reid Technique of Interviewing and Interrogation workshop, had every investigator attend training at the MPD academy, and had several members of the unit become eligible for oversight practitioner credentialing by enrolling in training provided by the National Association for Civilian Oversight of Law Enforcement (NACOLE). This has increased OPC staff members' knowledge and enthusiasm for their work, and helped decrease OPC's staff vacancy rate while also ensuring that the investigators are as well trained as possible.</p> <p>OPC will continue to provide at least four in-house continuing education sessions that will teach investigators about new issues and trends in the field of police accountability and citizen review and provide updates on current legal precedent. In addition, OPC will provide advanced skills trainings in investigative techniques by identifying external training opportunities, including the Reid workshop and having additional agency staff members obtain oversight practitioner credentialing from NACOLE. Together, these sessions and the training will ensure that investigators are aware of and understand emerging issues so that they may promptly identify material facts, quickly determine the proper course of an investigation, and have the necessary skills to obtain all relevant evidence in order to resolve most citizen complaints within six months of being filed with the agency. This initiative will be achieved by September 30, 2016.</p>
1	Resolve police misconduct complaints in an impartial, timely, and professional manner	2.0	Integrate body-worn camera footage into OPC's investigative policies and procedures	<p>MPD's general order governing body-worn cameras grant OPC direct access to the footage. OPC worked with MPD to obtain and implement this access, and currently utilizes it for investigations of police misconduct. OPC is developing policies that incorporate video footage into the investigative process, and has found that using the new technology raises new logistic and investigative issues. In FY16, OPC will formalize its investigative policies and procedures as they relate to body-worn cameras, with an eye toward ensuring that the videos are used in a way to promote timely and accurate investigative outcomes. These policies will be finalized by September 30, 2016</p>

1	Resolve police misconduct complaints in an impartial, timely, and professional manner	3.0	Explore the creation of a permanent conciliation program.	<p>OPC's statute authorizes the agency to conduct conciliation, which is a form of alternative dispute resolution whereby a complainant can discuss allegations of misconduct with the officer or officers involved in the interaction. Such a program promotes better relations and understanding between complainants and officers, and allows OPC to more quickly and cost effectively resolve complaints that would otherwise require a full investigation. OPC has completed a pilot program to gauge how conciliation could work at the agency. In FY15, OPC conducted an assessment of the pilot effectiveness and developed a reformatted program to even better achieve the goals of the conciliation program. By September 30, 2016, OPC will complete a second pilot conciliation program, as well as take steps to determine how the agency can implement such a program permanently.</p>
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Outreach - 2 (2 Initiatives)

2	Promote positive community-police interactions through public education and awareness.	2.0	Conduct OPC outreach efforts throughout the District.	<p>OPC provides a forum, independent of MPD and DCHA, for members of the public to address police misconduct concerns. Vital to the agency's mission is increasing the public's awareness of the agency, the services it provides, and the role it plays in community-police interactions. To accomplish this, the agency has conducted outreach events almost since the agency opened its doors in 2001. The number of events has risen over the years, and the agency has conducted 20 or more such sessions in each fiscal year from FY08 through FY15. By September 30, 2016, OPC plans to conduct at least 24 of these events, with at least one such session in each of the District's eight wards.</p>
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2	Promote positive community-police interactions through public education and awareness.	2.0	Expand OPC's Community Partner Program.	<p>OPC launched its new Community Partnership program on February 27, 2015. The purpose of the program is to collaborate with a wide range of organizations, government agencies, social service providers, neighborhood associations, and advocacy groups to better support the community in accessing information about the agency. Organizations that are identified as "Community Partners" will have OPC brochures and complaint forms readily available for anyone who walks into their offices. Individuals that wish to file a complaint concerning police misconduct will be able to initiate the process through their local community organization. OPC currently has nine community partners, and will seek to expand the program to a total of at least 15 by September 30, 2016.</p>
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Policy Management - 3 (2 Initiatives)

3	Enhance OPC's mission to improve public confidence and community trust by reviewing current policies and training and issuing policy recommendations to the Mayor, the District Council, MPD, and DCHA.	1.0	Review and analyze complaints of police misconducts.	During Fiscal Year 2016, OPC staff members will review each complaint investigation to looking at not just patterns or trends that bear further review, but also individual instances that illustrate the need for action by MPD and DCHA. Where appropriate, the agency will issue policy recommendations for specific changes. These reviews will occur throughout the fiscal year, concluding on September 30, 2016.
3	Enhance OPC's mission to improve public confidence and community trust by reviewing current policies and training and issuing policy recommendations to the Mayor, the District Council, MPD, and DCHA.	2.0	Engage with MPD in reviewing the Final Report of the President's Task Force on 21st Century Policing and identifying best practices to implement in the District.	OPC will review the Task Force report, analyze the issues as they affect the District, and collaborate with MPD to adjust current policies and training, as well as create additional policies and training, to ensure District policing meets the standards set out in the report. This collaboration will be carried out through monthly meetings, policy research and development, and public reporting of changes made. These efforts will occur throughout the fiscal year, concluding on September 30, 2016.  
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