



Office of Police Complaints DCPC (FH)

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

The Office of Police Complaints (OPC) and its governing body, the Police Complaints Board (PCB), were created by statute in 1999, and OPC opened to the public on January 8, 2001. The agency receives, investigates, and resolves police misconduct complaints filed by the public against MPD and DCHAPD (Housing Authority) officers.

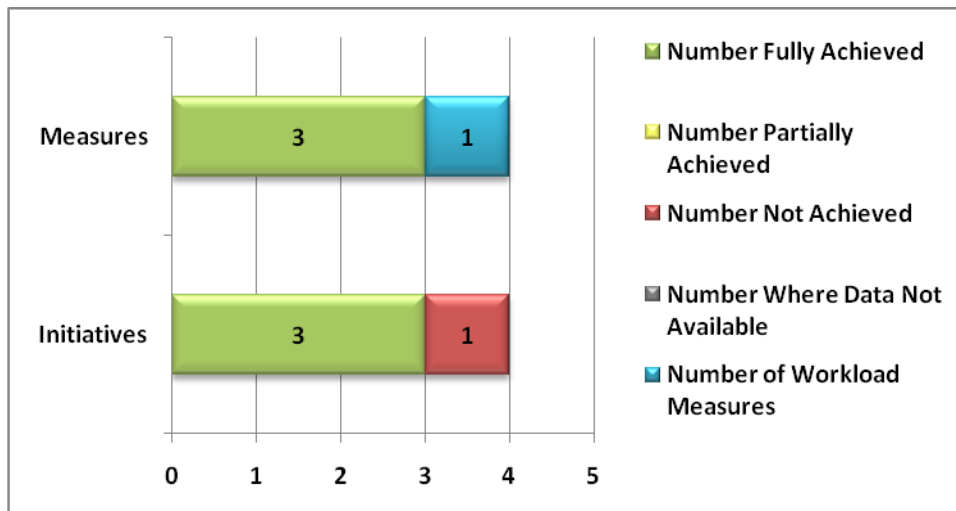
AGENCY OBJECTIVES

1. Resolve police misconduct complaints in an impartial, timely, and professional manner.
2. Promote positive community-police interactions through public education.
3. Effect police reform by issuing policy recommendations to the Mayor, the DC Council, MPD, and DCHAPD.

ACCOMPLISHMENTS

- ✓ Of the total number of investigations completed, 74.9% were concluded within six months, exceeding the target number of 65% for fiscal year 2009.
- ✓ Exceeded the agency target of 20 outreach events for the fiscal year by conducting 27 events, which is the highest number ever conducted by the agency in a single fiscal year.
- ✓ Issued five policy recommendations, the largest number in a single fiscal year.

OVERVIEW OF AGENCY PERFORMANCE





Performance Initiatives – Assessment Details

Performance Assessment Key:

-  Fully achieved  Partially achieved  Not achieved  Data not reported

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.

The agency experienced a surge in the number of complaints filed, by approximately 35 percent, in fiscal year 2008 and did not get authorization for an additional investigator position until fiscal year 2010. Therefore, the monthly average of open complaints per investigator was 20, which does not represent a reduction since last year. Despite this high number, investigators timely completed investigations and produced reports in 74.9 percent of the total number of investigations completed, which is well above the targeted 65 percent for fiscal year 2009.



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

In fiscal year 2009, OPC reviewed the practices of other law enforcement oversight agencies throughout the United States and found that development and implementation of participant surveys was the preferred method for obtaining feedback. For fiscal year 2010, OPC will focus on reviewing methodologies for participant surveys, with the expectation that a survey will be developed and implemented during fiscal year 2011.



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

OPC mediated 41 citizen complaints, the most ever in the agency's history, and successfully mediated a greater percentage of citizen complaints against the police (9.1%) than in prior fiscal years.



OBJECTIVE 2: PROMOTE POSITIVE COMMUNITY-POLICE INTERACTIONS THROUGH PUBLIC EDUCATION.

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

The agency's investigatory authority and mission have been featured in online and print articles such as the Washington Post, the Washington City Paper, the Huffington Post, the Washington Blade, NBC 4, the DC Examiner, and the New York Daily News. In addition, radio and television segments on the agency's mission have been broadcast by WTOP 103.5, WHUR 96.3, News Channel 8, WJLA 7, and WUSA 9.

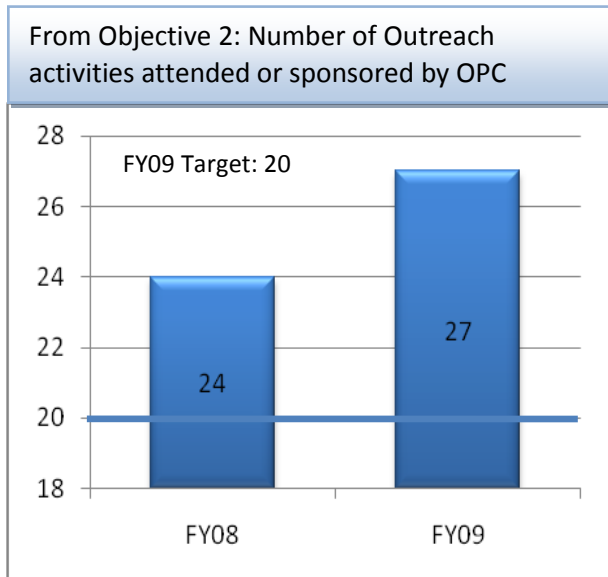


OBJECTIVE 3: EFFECT POLICE REFORM BY ISSUING POLICY RECOMMENDATIONS TO THE MAYOR, THE DC COUNCIL, MPD AND DCHAPD.

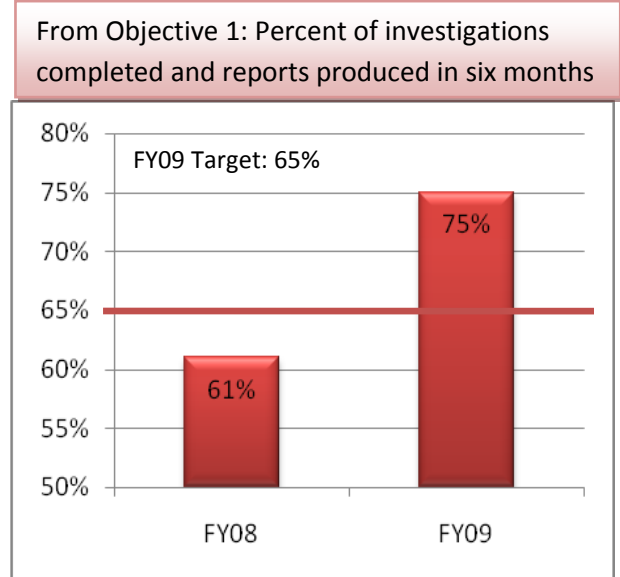
This objective does not have any initiatives



Key Performance Indicators – Highlights



FULLY ACHIEVED



FULLY ACHIEVED

More About These Indicators:

How did the agency's actions affect this indicator?

- Entered into new partnerships with non-profit service organizations and District government agencies, such as the Office of Latino Affairs and the D.C. Housing Authority, to identify groups that may have contact with potential complainants, especially those with limited English speaking ability and tenants of the District's public housing complexes.
- Identified additional community-based organizations that serve at-risk youths and coordinated outreach efforts for the agency's student interactive training program.

What external factors influenced this indicator?

- The assistance of external partners helped facilitate the success of this initiative.

How did the agency's actions affect this indicator?

- Increased the number of complaints referred to mediation, resulting in the agency resolving a greater percentage of citizen complaints against the police (9.1%) than in prior fiscal years by mediating 41 citizen complaints (the most ever in the agency's history).
- Assigned interns during FY09 to assist investigators in processing citizen complaints.
- To manage investigator workload, OPC set a goal of having no more than 15 open complaints per investigator. Although the monthly average was 20, investigators timely completed investigations and produced reports in 75% of all investigations completed.

What external factors influenced this indicator?

- OPC cannot control or predict the number of complaints that will be made against police officers, but must respond to every one filed with the agency.



Key Performance Indicators – Details

Performance Assessment Key:

 Fully achieved  Partially achieved  Not achieved  Data not reported

	Measure Name	FY2008 YE Actual	FY2009 YE Target	FY2009 YE Actual	FY2009 YE Rating	Budget Program
●	1.1	61	65	74.92%	115.27%	COMPLAINT RESOLUTION
●	1.2	50	90	100%	111.11%	COMPLAINT RESOLUTION
●	2.1	24	20	27	135%	PUBLIC RELATIONS
●	3.1	0	5	5	Neutral/ No target ¹	POLICY RECOMMENDATION

¹ Agencies have been permitted to list KPIs without targets if the metric has no intrinsic directional value.