



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.

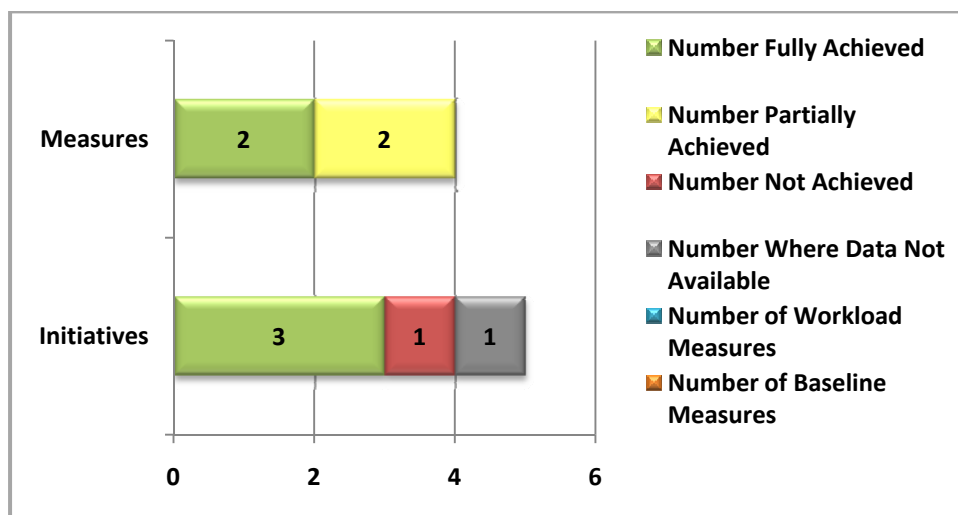
SUMMARY OF SERVICES

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

ACCOMPLISHMENTS

- ✓ Exceeded the agency's goal to have successfully-mediated complaints account for 8.5% of the total number of complaints closed through conviction, adjudication, dismissal, or mediation by resolving 9.03% of OPC complaints through successful mediation.
- ✓ Exceeded the agency target of 22 outreach events for the fiscal year by conducting 24 events.
- ✓ Increased agency transparency and improved the agency's customer service through the adoption of an "Open Meetings" policy for the agency's governing board.

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.**
OPC has reduced its number of open complaints and currently has an average of 18 active complaints per investigator.
- **INITIATIVE 1.2: Increase the percentage of complaints successfully resolved through mediation agreements.**
9.03% of the total number of complaints resolved by OPC were resolved through successful mediation.

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

- **INITIATIVE 2.1: Target OPC outreach efforts to specific populations.**
In FY 2010, OPC conducted 24 outreach events, including five events coordinated with community-based organizations that serve LEP-speaking individuals, three events conducted at DCHA residential complexes, and six events conducted at high schools within District Wards 2, 3, 4, 5, 6, and 8.

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

OBJECTIVE 4: Improve the agency's customer service.





- **INITIATIVE 4.1: Improve public access to the agency's complaint process by adding a web-based component.**
We did not add a web portal to allow citizens to complete and submit complaint forms online because of the redesign website project currently being conducted by OCTO. In accordance with this project, OPC's website is in the process of redevelopment.
- **INITIATIVE 4.2: Develop and implement a participant feedback survey.**
Due to a lack of funding, OPC did not develop and implement a participant feedback survey.



Key Performance Indicators – Details

Performance Assessment Key:

 Fully achieved  Partially achieved  Not achieved  Data not reported

	Measure Name	FY2009 YE Actual	FY2010 YE Target	FY2010 YE Actual	FY2010 YE Rating	Budget Program
	1.1 Percent of investigations completed and reports produced in six months	74.9	70	65.73%	93.90%	INVESTIGATION
	1.2 Total number of cases successfully mediated	9.9	8.5	9.03%	106.29%	MEDIATION
	1.3 Percent of Complaint Examiner decisions issued within 120 days	100	90	81.82%	90.91%	COMPLAINT RESOLUTION
	2.1 Number of outreach activities attended or sponsored by OPC	27	22	24	109.09%	PUBLIC RELATIONS