



## Office of Police Complaints DCPC (FH)

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### 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

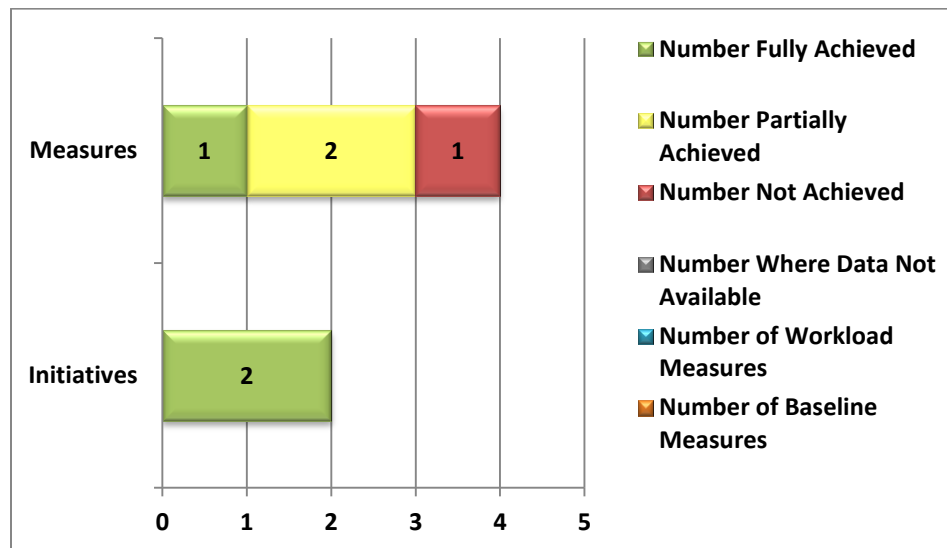
OPC receives, investigates, adjudicates, and mediates police misconduct complaints filed by the public against Metropolitan Police Department (MPD) and D.C. Housing Authority (DCHA) Office of Public Safety (OPS) police officers. In addition to these responsibilities, the agency issues policy recommendations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

### ACCOMPLISHMENTS

- ✓ The Office of Police Complaints enhanced public safety by making several improvements to its investigation process. These improvements include: a streamlined report review process, improved tracking of cases referred to the United States Attorney's Office, resulting in shorter suspensions of OPC investigations, improved communication with MPD regarding the production of documents and notification of officers to be interviewed, and an in-house training program for investigators. These improvements led to a more efficient process, thereby promoting public confidence in the District's police accountability system. Mayoral priorities for this accomplishment relate to: **Public Safety**
- ✓ OPC increased substantially the number of cases it mediated, from 37 in fiscal year 2010 to 47 in fiscal year 2011. Of the complaints OPC closed through adjudication, dismissal, or mediation, the agency increased the percentage that was resolved through mediation from 8.5% to 8.7%. Greater use of mediation to resolve complaints of police misconduct enhanced public safety by promoting understanding and reducing tensions between police and members of the public. Mayoral priorities for this accomplishment relate to: **Public Safety**
- ✓ The Office of Police Complaints enhanced public safety through public education by promoting police accountability and positive community-police interactions. The agency conducted 24 outreach events, with at least one in every Ward, and targeted outreach to tenants of District residential housing, individuals with limited English proficiency, and members of the city's African community. These events educate the public about police accountability issues and citizen oversight of police. Mayoral priorities for this accomplishment relate to: **Public Safety**



## OVERVIEW OF AGENCY PERFORMANCE





## Performance Initiatives – Assessment Details

### Performance Assessment Key:

-  Fully achieved     Partially achieved     Not achieved     Data not reported

## Agency Management

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

#### ● INITIATIVE 1.1: Initiate an in-house continuing education program for the investigators.

**Fully Achieved** - OPC successfully launched its in-house training program, which included a total of seven presentations from OPC staff and representatives of other agencies whose work touches on the work of OPC. Some of the topics presented included juvenile offenders, the functioning of OPS, and reviews of the law relating both to search warrants and the District's disorderly conduct statutes.

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

#### ● INITIATIVE 2.1: Target OPC outreach efforts to specific populations.

**Fully achieved** - OPC increased public awareness of the agency's mission and the services it provides by conducting 24 outreach events throughout all eight of the District's wards. Several of the events were coordinated with community-based organizations that serve individuals with limited English proficiency, three events were conducted at DCHA tenant meetings, and three events broadened the accessibility of OPC to members of the District's African community.

### OBJECTIVE 3: Effect police reform by issuing four policy recommendations to the Mayor, the District Council, MPD, and OPS.

### OBJECTIVE 4: Improve the agency's customer service.

During the first two quarters of fiscal year 2011, OPC was one of the top-rated agencies in the District for customer service. OPC received a 100% score for Agency Telephone Service Quality, a 98.5% score for Telephone Tester, and a 95% score for US Mail responses. Results for the third or fourth quarters of fiscal year 2011 have not yet been made available.



## Key Performance Indicators – Details

### Performance Assessment Key:

● Fully achieved     
 ● Partially achieved     
 ● Not achieved     
 ● Data not reported

		Measure Name	FY2010 YE Actual	FY2011 YE Target	FY2011 YE Revised Target	FY2011 YE Actual	FY2011 YE Rating	Budget Program
●	1.1	Percentage of investigations completed and reports produced within six months	58.5%	75%		57.14%	76.19%	INVESTIGATION
●	1.2	Percent of Complaint Examiner decisions issued within 120 days	81.82%	90%		42.86%	47.62%	COMPLAINT RESOLUTION
●	1.3	Percent of complaints resolved through mediation	8.9%	9%		8.70%	96.62%	MEDIATION
●	2.1	Number of outreach activities sponsored or attended by OPC	24	24		24	100%	PUBLIC RELATIONS