



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 Metropolitan Police Department (MPD) and D.C. 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.

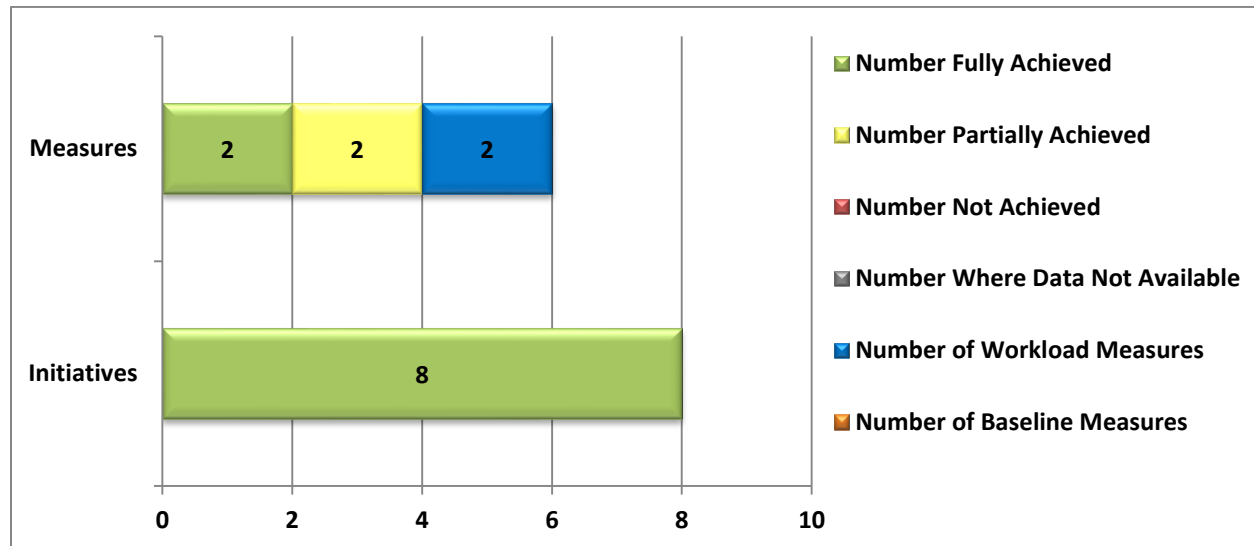
ACCOMPLISHMENTS:

- ✓ OPC worked on 910 complaints of police misconduct, and closed 579, both totals being the highest of any other fiscal year in the agency's history, and ended Fiscal Year 2012 with fewer cases open than it began the year with.
- ✓ OPC conducted or participated in 27 outreach events, targeting a variety of audiences including public school students, tenants of public housing properties, and Latino and African communities in the city, and at least two such events occurred in each of the District's eight wards.
- ✓ The agency significantly improved its online profile by launching a Facebook page as well as revamping its website to make it more accessible to the public and to provide enhanced features such as fillable PDF complaint forms and access to updates on the implementation status of the agency's policy recommendations.

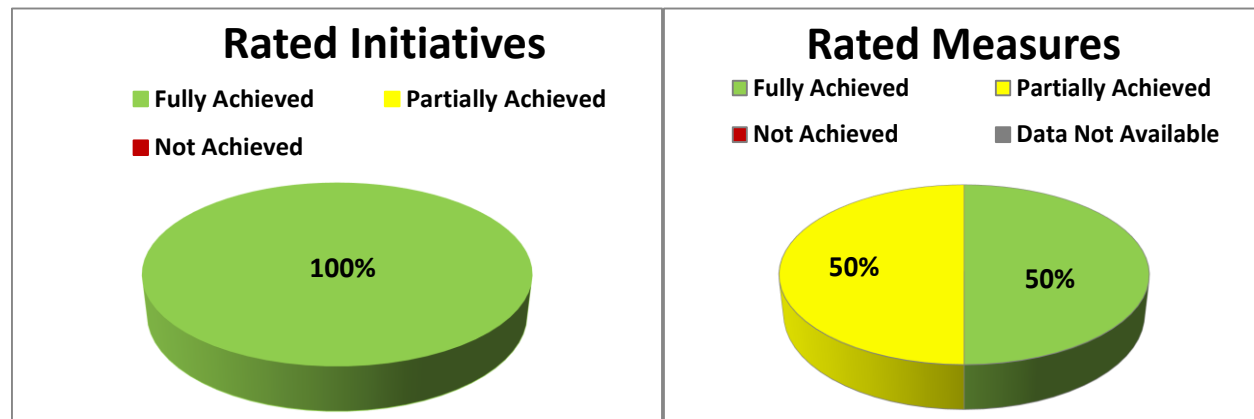


OVERALL OF AGENCY PERFORMANCE

TOTAL MEASURES AND INITIATIVES



RATED MEASURES AND INITIATIVES



Note: Workload and Baseline Measurements are not included

Default KPI Rating:	
$\geq 100\%$	Fully Achieved
75 - 99.99%	Partially Achieved
$< 75\%$	Not Achieved



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: Enhance OPC's in-house continuing education program for investigators.

- **FULLY ACHIEVED.** During Fiscal Year 2012, each agency investigator received advanced training in interviewing and interrogation from the Reid Institute, an organization that is nationally recognized in the law enforcement field. The agency also provided four in-house education sessions on topics such as service of subpoenas, discrimination, credibility determinations, and mediation.

INITIATIVE 1.2: Improve OPC's staff retention.

- **FULLY ACHIEVED.** The committee was convened, and agency employees met six times to discuss the committee's operation and activities. The incidence of employee departures was reduced from six in Fiscal Year 2011 to only one in Fiscal Year 2012.

INITIATIVE 1.3: Identify obstacles to OPC obtaining evidence from MPD.

- **FULLY ACHIEVED.** OPC provided MPD with five detailed spreadsheets listing all unfulfilled document requests, the date each document was requested, and the police district to which the record pertained. OPC also identified that a large bulk of the records, and those that took the longest to fulfill, were housed by the Office of Unified Communication (OUC). OPC also identified large gaps in receiving responses and recommended that MPD ensure adequate staff coverage for the unit that handles OPC's requests. MPD accommodated this request, and MPD, OUC, and OPC continue to work together to resolve the backlog of document requests.

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

INITIATIVE 2.1: Conduct OPC outreach efforts throughout the District.

- **FULLY ACHIEVED.** OPC conducted 27 outreach events, including at least 2 in each of the District's wards.

INITIATIVE 2.2: Establish a social media presence.

- **FULLY ACHIEVED.** OPC launched an agency Facebook page.

OBJECTIVE 3: Enhance OPC's ability to effect police reform by issuing policy recommendations to the Mayor, the District Council, MPD, and DCHA.

INITIATIVE 3.1: Review and analyze OPC subcategory information to better identify patterns and trends warranting policy recommendations.

- **FULLY ACHIEVED.** OPC conducted this review and discovered a number of alleged warrantless entries by MPD officers into private homes, several of which were sustained by OPC. As a result of this research, OPC is in the process of developing a policy recommendation to address this issue.



- **INITIATIVE 3.2: Gather additional information from other stakeholders to identify misconduct issues that may result in liability for the District.**
FULLY ACHIEVED. OPC met with representatives of both OAG and OIG and discussed those two agencies' capacity for tracking and monitoring complaints or instances of police misconduct, as well as what patterns, if any, they perceived.

- **INITIATIVE 3.3: Increase public awareness of and accessibility to the status of implementation of policy recommendations.**
FULLY ACHIEVED. OPC has added updates regarding the status of implementation to the agency website. Visitors to the site may now view all of the Police Complaints Board's reports and recommendations side-by-side with implementation status.



Key Performance Indicators – Details

Performance Assessment Key:

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

	KPI	Measure Name	FY 2011 YE Actual	FY 2012 YE Target	FY 2012 YE Revised Target	FY 2012 YE Actual	FY 2012 YE Rating	Budget Program
	1.1	Percentage of investigations completed and reports produced within six months	57.14%	75%		57.06%	76.08%	COMPLAINT RESOLUTION - Investigation
	1.2	Percent of Complaint Examiner decisions issued within 120 days	42.86%	90%		92.86%	103.17%	COMPLAINT RESOLUTION - Adjudication
	1.3	Percent of complaints resolved through mediation	8.7%	9%		7.18%	79.8%	COMPLAINT RESOLUTION - Mediation
	2.1	Number of outreach activities sponsored or attended by OPC	24	24		27	112.50%	PUBLIC RELATIONS
	2.2	Number of contacts from the public inquiring about filing a complaint	1,198	N/A	N/A	1,241	Workload Measure (Not rated)	Agency Management
	2.3	Number of complaints received	557	N/A	N/A	574	Workload Measure (Not rated)	Agency Management