



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.

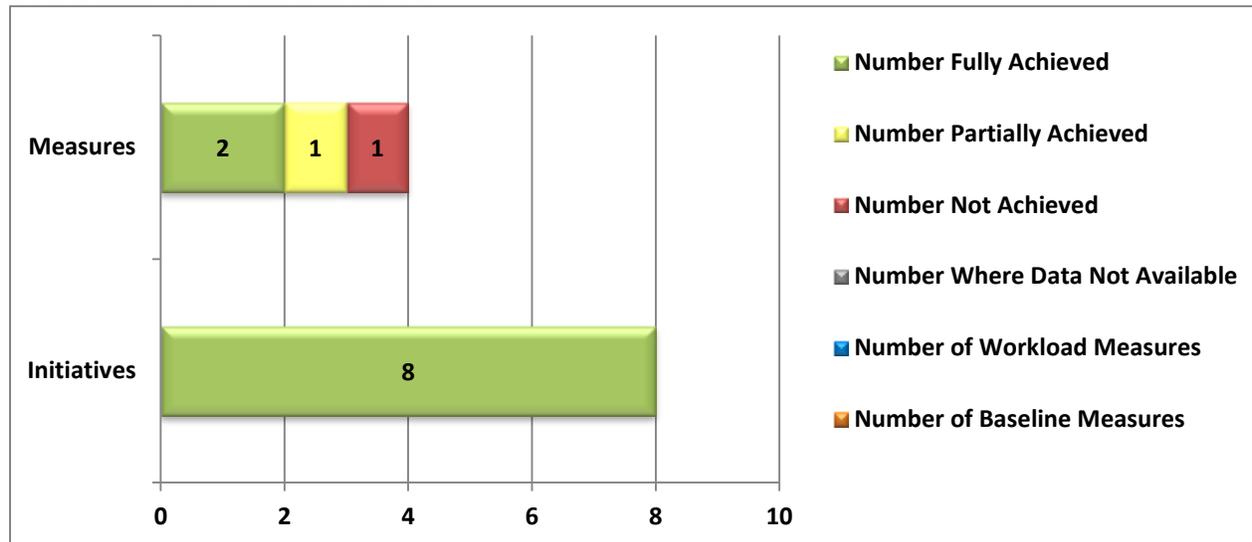
ACCOMPLISHMENTS:

- ✓ OPC worked on 771 complaints of police misconduct, and closed 456, ending Fiscal Year 2013 with the fewest cases open at the end of any fiscal year since 2009.
- ✓ OPC conducted extensive research into the use of alternative dispute resolution in independent police review, surveyed the practices of oversight agencies in Canada and the United States, and designed a conciliation program to be tested in a pilot phase in FY 2014. This program is designed to supplement the agency's current mediation program.
- ✓ The agency successfully advocated for improvements in the way it requests and receives evidence in the possession of MPD and the Office of Unified Communication (OUC), resulting in an enormous reduction of both the number of outstanding requests and the average number of days requests were outstanding.

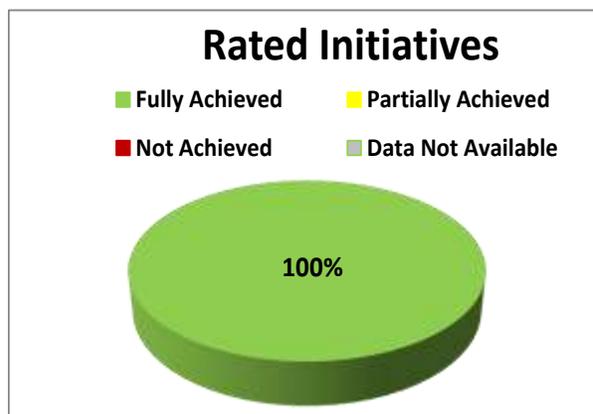
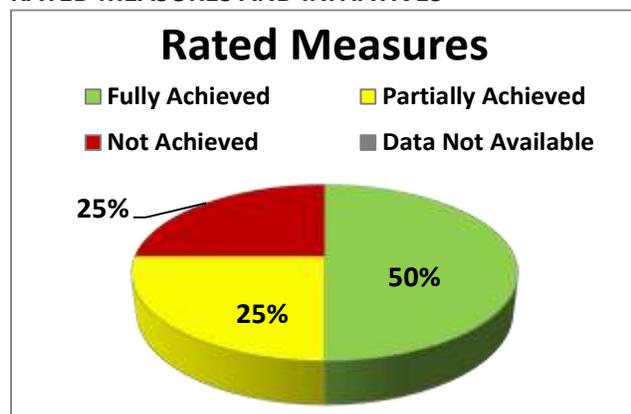


OVERALL AGENCY PERFORMANCE

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 training program for investigators

Fully achieved. By the close of FY 2013, all OPC investigators and supervisory investigators had attended the Reid Technique of Interviewing and Interrogation workshop. In addition, two supervisory investigators and five investigators were able to attend one of the two annual NACOLE conferences held during FY 2013 (October 2012 and September 2013). OPC supplemented these external trainings with six in-house “brown bag” trainings and the opportunity to participate in “ride-alongs” with MPD officers and Mobile Crisis (mental health) Units. Lastly, each investigative unit member attended 32 hours of MPD professional development training.



INITIATIVE 1.2: Identify solutions to removing obstacles to OPC obtaining evidence from MPD and the Office of Unified Communications (OUC)

Fully achieved. OPC identified two specific proposals to resolve the backlog of unfulfilled requests for documents and evidence: 1) allow OPC to make requests directly to OUC for those records in OUC's possession, thereby eliminating the inefficient step of submitting the requests through MPD; and 2) grant OPC direct computer access to police records. MPD agreed to allow OPC to request records directly from OUC and has taken some preliminary steps to grant OPC direct computer access to a limited set of basic police records.



INITIATIVE 1.3: Research the techniques of non-District oversight agencies

Fully achieved by June 15, 2013. Two OPC managers separately visited the two oversight agencies mentioned above, met with a number of each host agency's staff members, and returned to OPC with several ideas and techniques for improving OPC's various processes and making them more efficient.



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 26 outreach events, including at least one in each of the District's eight wards.



INITIATIVE 2.2: Develop a Community Outreach Resource Manual

Fully achieved. OPC developed a community resource manual that preserves information on the agency's target audiences, outreach events, and community contacts.





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 sustained complaints of police misconduct.

- **Fully achieved.** OPC staff reviewed the findings of complaints sustained in FY 2012. The results of this review identified concerns about the professionalism of MPD officers during traffic stops.

INITIATIVE 3.2: Survey the policy recommendations issued by other independent police review agencies.

- **Fully achieved.** OPC staff members reviewed reports prepared by other citizen oversight agencies, advocacy groups, and non-profit organizations and identified national trends and emerging areas related to efforts to reduce police misconduct. As a result of its review, OPC gained better insight into police misconduct issues of national importance, and identified possible ways to make drafting policy recommendations more efficient.

INITIATIVE 3.3: Issue two targeted recommendations for police reform

- **Fully achieved.** The agency and its governing entity, the Police Complaints Board, published “Warrantless Entries Into Private Homes By MPD Officers” and “Bicycle Safety and MPD Enforcement of the District's Biking Laws.”



Key Performance Indicators – Details

Performance Assessment Key:

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

	KPI	Measure Name	FY 2012 YE Actual	FY 2013 YE Target	FY 2013 YE Revised Target	FY 2013 YE Actual	FY 2013 YE Rating	Budget Program
	● 1.1	Percentage of investigations completed and reports produced by the agency within six months	60.6%	75%	60%	45.18%	75.30%	COMPLAINT RESOLUTION
	● 1.2	Percent of Complaint Examiner decisions issued within 120 days	92.9%	80%		88.24%	110.29%	ADJUDICATION
	● 1.3	Percent of complaints resolved through mediation	7.6%	9%		6.67%	74.07%	MEDIATION
	● 2.1	Number of outreach activities sponsored or attended by OPC.	27	24		28	116.67%	PUBLIC RELATIONS