



Office of Police Complaints DCPC (FHO)

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.

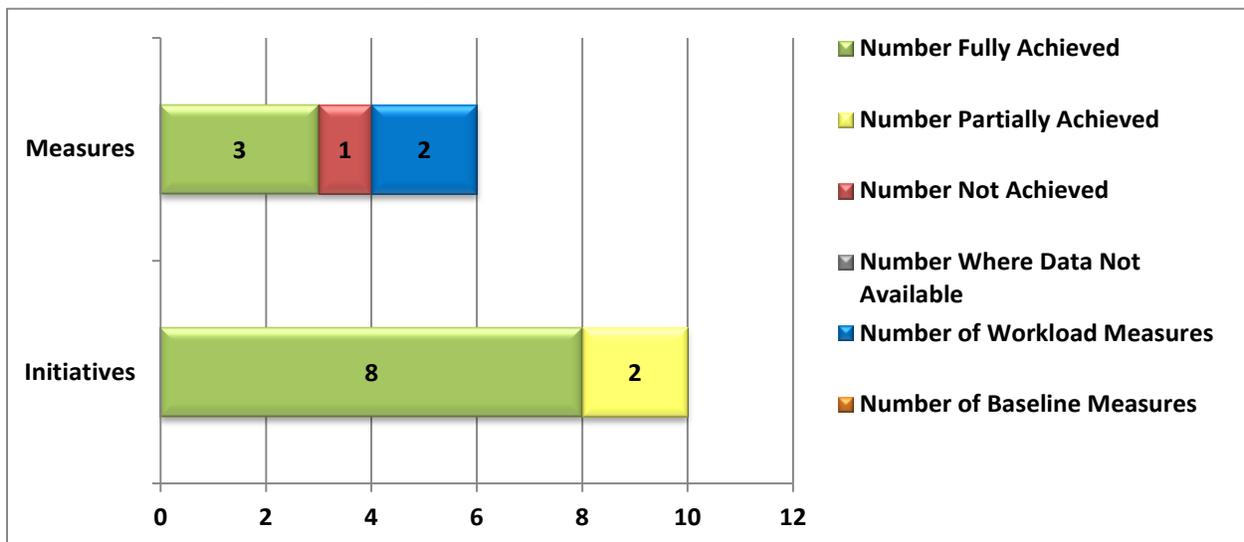
ACCOMPLISHMENTS:

- ✓ OPC worked on 701 complaints of police misconduct, and closed 442, ending Fiscal Year 2014 with the fewest cases open at the end of any fiscal year since 2008.
- ✓ OPC conducted a pilot conciliation program, resolving several cases with the new technique and establishing a framework for a permanent program in the following fiscal year.
- ✓ The agency published "Enhancing Police Accountability through an Effective On-Body Camera Program for MPD Officers," a report calling for a pilot on-body camera program in the District and broad community input into the policies governing the devices, which garnered national media attention and contributed to the creation of a strong policy governing the MPD pilot that launched at the beginning of the next fiscal year.

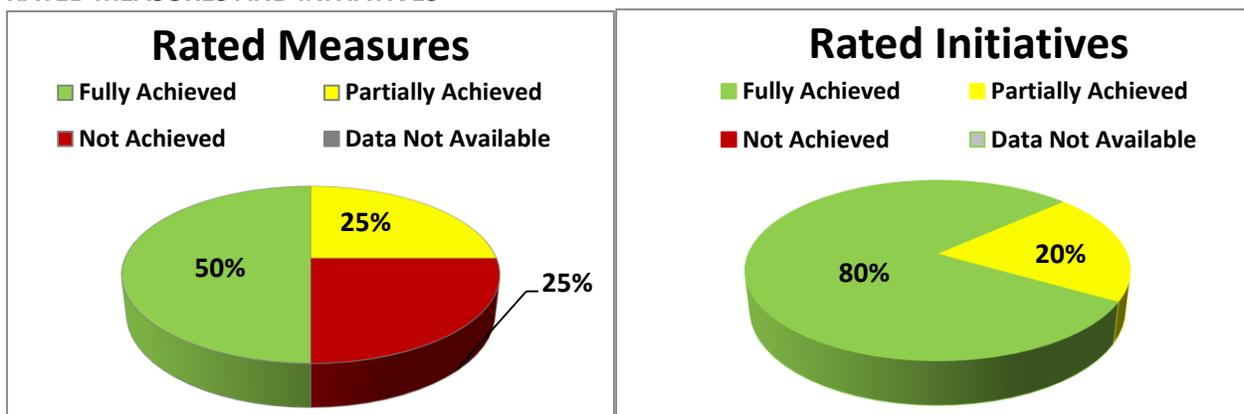


OVERALL AGENCY PERFORMANCE

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: Maintain OPC's training program for investigators.

Fully achieved. By the close of FY 2014, all non-probationary OPC investigators and supervisory investigators had attended the Reid Technique of Interviewing and Interrogation workshop. In addition, two supervisory investigators, two senior investigators and one investigator were able to attend the annual NACOLE training conference held in September 2014. OPC supplemented these external trainings with seven in-house trainings, and each investigative unit member attended eight hours of MPD professional development training, and eight hours of ride-along with MPD officers.



INITIATIVE 1.2: Improve access to evidence in the possession of MPD and the Office of Unified Communications (OUC).

Fully Achieved. OPC has improved both the system used to track requests as well as communication and reporting to MPD. More robust OPC data analysis has pinpointed opportunities to streamline the document fulfillment process within MPD, and additional training by MPD has resulted in more accurate requests. Together, these efforts have resulted in a reduction in the backlog of pending record requests. MPD has also launched an online system to provide OPC direct access to select MPD documents, and full capacity of the system will be established once technical difficulties are addressed. Lastly, OPC now uses an online program to submit requests to OUC electronically, allowing these requests to be made more quickly and more directly. This system, combined with increased mutual communication and intra-agency training, has resulted in a shorter turnaround time to fulfill requests and a complete elimination of backlogged requests for OUC document.



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

Partially achieved. The agency was not able to make site visits to other agencies during FY 2014, but obtained a commitment to make such a visit to Seattle's Office of Professional Accountability, which occurred shortly after the close of the fiscal year. In addition, the agency was able to learn about the practice of police oversight in several other jurisdictions by having several agency employees attend a national conference of police oversight practitioners, where they participated in workshops on best practices in a variety of topics. The conference also provided the opportunity, through networking and small informal meetings, to have targeted conversations with practitioners from around the world.



INITIATIVE 1.4: Research the techniques of District investigative agencies.

Fully achieved. The agency attended training sessions by both the Office of Human Rights and the board of Ethics and Government Accountability, learning about the processes of each agency.





INITIATIVE 1.5: Explore the creation of a permanent conciliation program.

- Fully Achieved.** OPC conducted a pilot conciliation program that resulted in a number of successful sessions. At the conclusion of the pilot, OPC staff members gathered lessons learned, both internally and from program partners at MPD and the Fraternal Order of Police (FOP). A preliminary decision was made that the program was successful and should be developed into a permanent program.
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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: Provide training about OPC services to other District agencies.

- **Fully achieved.** OPC conducted training sessions about the agency's complaint process and mission for employees at the District of Columbia's Office of Human Rights and Department of Public Works. Due to the large number of complaints from District taxi drivers, OPC conducted a training session on the agency's processes and jurisdiction for the Washington D.C. Taxi Operator Association Leadership Council, which plays a similar role to a District agency for the purposes of this initiative. OPC also committed to conducting a training session for employees at the Office of Unified Communications.

INITIATIVE 2.3: Develop educational material regarding an individual's rights when interacting with the police.

- **Partially achieved.** OPC conducted research, developed an outline, and created a draft design for the "Know Your Rights" postcard, which highlights key information for the public on understanding their basic constitutional rights and what to do when interacting with the police.

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.** The agency reviewed all sustained cases for trends in kinds of incidents or implications for possible policy reforms

INITIATIVE 3.2: Survey the methods used by other independent police review agencies to create policy recommendations.

- **Fully achieved.** OPC interviewed policy staff from the Office of Citizen Complaints in San Francisco, discussed the creation of policy recommendations with ACLU policy experts, and reviewed the written reports and methodologies of a number of other oversight entities and practitioners. As a leader in this field, OPC also shared information about how the agency has drafted policy recommendations, and organized and participated in a panel discussion for attendees of a national oversight conference, presenting the agency's approach to using policy recommendations to effect policy change.



Key Performance Indicators – Details

Performance Assessment Key:

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

	KPI	Measure Name	FY 2013 YE Actual	FY 2014 YE Target	FY 2014 YE Revised Target	FY 2014 YE Actual	FY 2014 YE Rating	Budget Program
●	1.1	Percentage of investigations completed and reports produced by the agency within six months	45.18%	60%	60%	41.25%	68.76%	COMPLAINT RESOLUTION
●	1.2	Percent of Complaint Examiner decisions issued within 120 days	88.24%	80%	80%	87.50%	109.38%	COMPLAINT RESOLUTION
●	1.3	Percent of complaints resolved through mediation	6.67	9%	9%	9.63%	107.05%	COMPLAINT RESOLUTION
●	2.1	Number of outreach activities sponsored or attended by OPC.	28	24	24	26	108.33%	PUBLIC RELATIONS
●	N/A	Number of contacts from the public inquiring about filing a complaint	1046	N/A	Not Applicable	1095	Workload Measure Not Rated	PUBLIC RELATIONS
●	N/A	Number of complaints received	440	N/A	Not Applicable	389	Workload Measure Not Rated	COMPLAINT RESOLUTION