

Office of Police Complaints FY2019

Agency Office of Police Complaints

Agency Code FH0

Fiscal Year 2019

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 DC 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 DCHAPD proposing reforms that will promote greater police accountability by improving the citizen complaint process.

2019 Accomplishments

Accomplishment	Impact on Agency	Impact on Residents
No accomplishments found		

2019 Key Performance Indicators

Measure	Frequency	FY 2017 Actual	FY 2018 Actual	FY 2019 Target	FY 2019 Q1	FY 2019 Q2	FY 2019 Q3	FY 2019 Q4	FY 2019 Actual	KPI Status	Explanation
1 - Resolve police misconduct complaints in an impartial, timely, and professional manner. (2 Measures)											
Percent of investigations completed within 180 days	Quarterly	84.3%	90.3%	65%	86%	87%	79%	88%	85%	Met	
Percent of complaint examiner decisions completed within 120 days	Quarterly	100%	100%	90%	100%	100%	100%	100%	100%	Met	
2 - Promote positive community-police interactions through public education and awareness. (1 Measure)											
Percent of complaints resolved through mediation program	Quarterly	11.4%	9.8%	10%	7.4%	8.7%	7.4%	8%	7.9%	Unmet	Increased KPI to 10% in FY18, however, despite more complaints, less cases are getting to mediation due to participant withdrawal or lack of cooperation from both parties.
3 - Enhance OPCs mission to improve public confidence and community trust. (1 Measure)											
Percent of policy recommendation reports published	Quarterly	100%	100%	100%	20%	20%	20%	340%	100%	Met	

2019 Workload Measures

Measure	FY 2017 Actual	FY 2018 Actual	FY 2019 Q1	FY 2019 Q2	FY 2019 Q3	FY 2019 Q4	FY 2019 Actual
1 - Conduct complaint examiner In-Service Training (1 Measure)							
Number of complaint examiners attended required training	6	9	0	0	8	0	8
1 - Conduct management meetings (1 Measure)							
Number of management meetings held	31	26	8	6	8	6	28
1 - Investigator participating in continual professional development (4 Measures)							
Number of investigators attending annual MPD professional development training	100	14	0	4	11	0	15

Measure	FY 2017 Actual	FY 2018 Actual	FY 2019 Q1	FY 2019 Q2	FY 2019 Q3	FY 2019 Q4	FY 2019 Actual
Number of investigators attending at least 2 external training sessions	16	7	2	3	3	0	8
Number of new investigators attending Reid Training	4	0	2	0	2	0	4
Number of presentations completed	40	12	1	1	3	2	7
1 - Manage and monitor complaint examiner compliance (4 Measures)							
Number of complaint examiner decisions processed	14	21	2	4	8	9	23
Number of rapid resolution referrals	New in 2019	New in 2019	7	5	5	0	17
Number of Policy Training Referrals	New in 2019	New in 2019	2	10	12	6	30
Number of cases withdrawn by the complainant	New in 2019	New in 2019	2	8	10	13	33
2 - Communicate with a wide range of organizations, government agencies, social service providers, neighborhood associations, and advocacy groups to create partnerships (1 Measure)							
Number of community partnerships created	17	5	0	0	0	1	1
2 - Communicate with civic groups, government organizations, schools, advisory boards, etc. to schedule outreach events (1 Measure)							
Number of outreach events held	50	28	8	12	17	14	51
3 - Conduct regular meetings with MPD leadership to discuss policy change recommendations (1 Measure)							
Number of meetings held with MPD	3	3	1	1	1	2	5
3 - Research policing best practices (1 Measure)							
Number of policy recommendations issued	18	22	1	2	0	9	12
3 - Review all OPC complaints received to determine trends and/or patterns (2 Measures)							
Number of complaints received	791	780	Annual Measure	Annual Measure	Annual Measure	Annual Measure	811
Number of contacts	1522	1596	472	428	530	318	1748

2019 Operations

Operations Header	Operations Title	Operations Description	Type of Operations
1 - Resolve police misconduct complaints in an impartial, timely, and professional manner. (4 Activities)			
INVESTIGATION	Conduct management meetings	Investigation managers meet to ensure that the cases are being investigated with the best techniques and best practices and that they are timely.	Daily Service
INVESTIGATION	Manage and monitor complaint examiner compliance	Ensure through continuous review and communication that the complaint examiners are complying with the review and analysis requirements and timeline.	Daily Service
TRAINING AND EMPLOYEE DEVELOPMENT	Conduct complaint examiner In-Service Training	Complaint examiners should be trained each fiscal year on any updates to the program and any new requirements.	Key Project
TRAINING AND EMPLOYEE DEVELOPMENT	Investigator participating in continual professional development	Each investigator participate in continuous professional development trainings, workshops, outreach opportunities, or mentoring to develop their technical and industry investigating skills as well as best practices.	Key Project
2 - Promote positive community-police interactions through public education and awareness. (2 Activities)			
OUTREACH	Communicate with civic groups, government organizations, schools, advisory boards, etc. to schedule outreach events	Employ outreach activities to ensure that the community knows about the Office of Police Complaints and its services.	Daily Service
OUTREACH	Communicate with a wide range of organizations, government agencies, social service providers, neighborhood associations, and advocacy groups to create partnerships	Employ effective communication strategies through social media, contacts, and media relations to build community partnerships.	Daily Service
3 - Enhance OPCs mission to improve public confidence and community trust. (3 Activities)			

Operations Header	Operations Title	Operations Description	Type of Operations
POLICY RECOMMENDATION	Review all OPC complaints received to determine trends and/or patterns	Continuously review the trends and patterns that our complaint data reveals to ensure we are reporting any policy recommendations that could improve MPD or DCHAPD practices and procedures in an effort to best serve the community.	Daily Service
POLICY RECOMMENDATION	Research policing best practices	Research policing best practices to remain up-to-date on national civilian police oversight of law enforcement trends, police practices, updated legal impacts to better serve the community in ensuring the District police forces are operating with the best practices and procedures.	Daily Service
POLICY RECOMMENDATION	Conduct regular meetings with MPD leadership to discuss policy change recommendations	With the cooperation of MPD, conduct regular meetings with MPD leadership to discuss the implementation status of OPC's policy recommendations.	Daily Service

2019 Strategic Initiatives

Strategic Initiative Title	Strategic Initiative Description	Completion to Date	Status Update	Explanation for Incomplete Initiative
Investigator participating in continual professional development (1 Strategic Initiative)				
OPC Staff Presentations	OPC is often asked to consult or present on our model operations across the nation.	Complete	OPC's Chief Investigator and one Investigations Manager presented at the National Association for Civilian Oversight of Law Enforcement Annual Conference discussing our best practices is using Body Worn Camera footage as an investigative technique and Strategies for Addressing Biased Policing in the 21st Century. Additionally, the Deputy Director was asked to speak at the NAACP Maryland Chapter to share best practices on creating civilian oversight as the move towards creating an oversight body in Anne Arundel County.	
Research policing best practices (1 Strategic Initiative)				
NEAR Act - Use of Force Reporting	With the authority under the NEAR Act requiring MPD to provide OPC with use of force data and OPC's authority to audit and report on MPD's use of force data, OPC hopes, with its Use of Force Report recommendations, for MPD to implement better use of force data collection practices and reporting.	50-74%	MPD has not provided OPC with notification that any of the FY 2018 Use of Force Report recommendations were completed or implemented.	MPD has not, to OPC's knowledge, implemented any of our recommendations.