



Office of Police Complaints (DCPC) FY2016 Performance Accountability Report (PAR)

Introduction

The Performance Accountability Report (PAR) measures each agency's performance for the fiscal year against the agency's performance plan and includes major accomplishments, updates on initiatives' progress and key performance indicators (KPIs).

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 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.

Overview – Agency Performance

The following section provides a summary of DCPC performance in FY 2016 by listing DCPC’s top accomplishments, and a summary of its progress achieving its initiatives and progress on key performance indicators.

In FY 2016, DCPC had 4 Key Performance Indicators. Of those, 0 were neutral. Of the remaining measures, 100% (4 KPIs) were met, 0% (0 KPIs) were nearly met, and 0% (0 KPIs) were unmet. In FY 2016, DCPC had 7 Initiatives. Of those, 100% (7) were completed and 0% (0) were nearly completed, and 0% (0) were not completed. The next sections provide greater detail on the specific metrics and initiatives for DCPC in FY 2016.

Top Agency Accomplishments

Accomplishment	Impact on Agency	Impact on Residents
For the first time in OPCs history, we met our goal of having 60	The agency created and implemented more streamlined processes and practices to adjudication complaints. This allows the agency to more holistically utilize its staff and resources.	The DC community members benefited by receiving timelier adjudications of their complaints and less wait time.

In FY 2016, OCA had 11 Key Performance Indicators. Of those, 2 were neutral. Of the remaining measures, 55% (6 KPIs) were met, 0% (0 KPIs) were nearly met, and 27% (3 KPIs) were unmet. In FY 2016, OCA had 23 Initiatives. Of those, 70% (16) were completed and 13% (3) were nearly completed, and 17% (4) were not completed. The next sections provide greater detail on the specific metrics and initiatives for OCA in FY 2016.

FY16 Objectives

Division	Objective
Investigations	.Resolve police misconduct complaints in an impartial,timely, and professional manner
Outreach	Promote positive community-police interactions through public education and awareness.
Policy Management	Enhance OPC's mission to improve public confidence and community trust by reviewing current policies and training and issuing policy recommendations to the Mayor, the District Council, MPD, and DCHA.

FY16 KPIs

Objective: .Resolve police misconduct complaints in an impartial,timely, and professional manner

Measure	Target	Freq	Q1	Q2	Q3	Q4	Total	KPI Status	KPI Barriers
Percent of investigations completed by the agency within six months	60	Q	54.54	73.02	67.24	83.12	69.5	Met	
Percent of Complaint Examiner decisions issued within 120 days	80	Q	100	100	100	100	100	Met	

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

Measure	Target	Freq	Q1	Q2	Q3	Q4	Total	KPI Status	KPI Barriers
Number of outreach activities sponsored or attended by OPC	24	Q	7	7	12	6	32	Met	
Percent of complaints resolved through mediation	9	Q	15	11.94	13.11	11.69	12.9	Met	

FY16 Initiatives

Title: Maintain OPC's training program for investigators.

Description: OPC's effectiveness is tied in significant measure to its ability to resolve fairly and promptly police misconduct complaints filed with the agency. In FY15, OPC arranged numerous brown-bag lunch presentations, sent all non-probationary members of the investigative unit who had not already attended to the Reid Technique of Interviewing and Interrogation workshop, had every investigator attend training at the MPD academy, and had several members of the unit become eligible for oversight practitioner credentialing by enrolling in training provided by the National Association for Civilian Oversight of Law Enforcement (NACOLE). This has increased OPC staff members' knowledge and enthusiasm for their work, and helped decrease OPC's staff vacancy rate while also ensuring that the investigators are as well trained as possible. OPC will continue to provide at least four in-house continuing education sessions that will teach investigators about new issues and trends in the field of police accountability and citizen review and provide updates on current legal precedent. In addition, OPC will provide advanced skills trainings in investigative techniques by identifying external training opportunities, including the Reid workshop and having additional agency staff members obtain oversight practitioner credentialing from NACOLE. Together, these sessions and the training will ensure that investigators are aware of and understand emerging issues so that they may promptly identify material facts, quickly determine the proper course of an investigation, and have the necessary skills to obtain all relevant evidence in order to resolve most citizen complaints within six months of being filed with the agency. This initiative will be achieved by September 30, 2016.

Complete to Date: Complete

Status Update: OPC conducted 11 in-house education sessions in FY16 expanding investigators' knowledge of new issues, trends, and external collaborative partnerships. OPC sent 2 new investigators to the Reid Workshop. OPC sent 7 employees to the National Association of Civilian Oversight of Law Enforcement (NACOLE); 4 of the 7 employees presented at the conference

Title: Integrate body-worn camera footage into OPC's investigative policies and procedures

Description: MPD's general order governing body-worn cameras grant OPC direct access to the footage. OPC worked with MPD to obtain and implement this access, and currently utilizes it for investigations of police misconduct. OPC is developing policies that incorporate video footage into the investigative process, and has found that using the new technology raises new logistic and investigative issues. In FY16, OPC will formalize its investigative policies and procedures as they relate to body-worn cameras, with an eye toward ensuring that the videos are used in a way to promote timely and accurate investigative outcomes. These policies will be finalized by September 30, 2016

Complete to Date: Complete

Status Update: MPD has deployed 100% of body worn cameras to patrol officers. OPC has full and direct access to the BWC footage to aid in investigations to assist with timely and accurate investigations.

Title: Explore the creation of a permanent conciliation program.

Description: OPC's statute authorizes the agency to conduct conciliation, which is a form of alternative dispute resolution whereby a complainant can discuss allegations of misconduct with the officer or officers involved in the interaction. Such a program promotes better relations and understanding between complainants and officers, and allows OPC to more quickly and cost effectively resolve complaints that would otherwise require a full investigation. OPC has completed a pilot program to gauge how conciliation could work at the agency. In FY15, OPC conducted an assessment of the pilot effectiveness and developed a reformatted program to even better achieve the goals of the conciliation program. By September 30, 2016, OPC will complete a second pilot conciliation program, as well as take steps to determine how the agency can implement such a program permanently.

Complete to Date: Complete

Status Update: OPC explored the creation of a permanent conciliation program and determined that conducting a second pilot program is not relevant at

this time. The enactment of the NEAR Act on June 30, 2016 expanded OPC's authority which allows the agency to implement other quick and cost effective programs for complaint resolution

If Incomplete, Explanation: To execute the conciliation program, MPD would need to provide a representative to participate in the conciliations. With the transitions to an Interim Police Chief, we are still in discussions with MPD to identify that representative.

Title: Conduct OPC outreach efforts throughout the District.

Description: OPC provides a forum, independent of MPD and DCHA, for members of the public to address police misconduct concerns. Vital to the agency's mission is increasing the public's awareness of the agency, the services it provides, and the role it plays in community-police interactions. To accomplish this, the agency has conducted outreach events almost since the agency opened its doors in 2001. The number of events has risen over the years, and the agency has conducted 20 or more such sessions in each fiscal year from FY08 through FY15. By September 30, 2016, OPC plans to conduct at least 24 of these events, with at least one such session in each of the District's eight wards.

Complete to Date: Complete

Status Update: OPC conducted and participated in more than 30 outreach events and activities throughout the Washington, D.C. metropolitan area with at least one in each of the District's eight wards. These outreach events and activities included presentations to the public about the agency's mission, jurisdiction, and complaint process

Title: Expand OPC's Community Partner Program.

Description: OPC launched its new Community Partnership program on February 27, 2015. The purpose of the program is to collaborate with a wide range of organizations, government agencies, social service providers, neighborhood associations, and advocacy groups to better support the community in accessing information about the agency. Organizations that are identified as Community Partners will have OPC brochures and complaint forms readily available for anyone who walks into their offices. Individuals that wish to file a complaint concerning police misconduct will be able to initiate the process through their local community organization. OPC currently has nine community partners, and will seek to expand the program to a total of at least 15 by September 30, 2016.

Complete to Date: Complete

Status Update: OPC expanded its Community Partnership Program to 15 organizations. The purpose of the program is to collaborate with a wide range of community organizations, government agencies, social service providers, neighborhood associations, and advocacy groups to provide the public with greater access to information about OPC

Title: Review and analyze complaints of police misconducts.

Description: During Fiscal Year 2016, OPC staff members will review each complaint investigation to looking at not just patterns or trends that bear further review, but also individual instances that illustrate the need for action by MPD and DCHA. Where appropriate, the agency will issue policy recommendations for specific changes. These reviews will occur throughout the fiscal year, concluding on September 30, 2016.

Complete to Date: Complete

Status Update: OPC issued 1 policy recommendation in FY2016 highlighting specific changes MPD can make to comply with the Final Report of the President's Taskforce on 21st Century Policing

Title: Engage with MPD in reviewing the Final Report of the President's Task Force on 21st Century Policing and identifying best practices to implement in the District.

Description: OPC will review the Task Force report, analyze the issues as they affect the District, and collaborate with MPD to adjust current policies and training, as well as create additional policies and training, to ensure District policing meets the standards set out in the report. This collaboration will be carried out through monthly meetings, policy research and development, and public reporting of changes made. These efforts will occur throughout the fiscal year, concluding on September 30, 2016. and No. 8195;

Complete to Date: Complete

Status Update: OPC published a report on September 30, 2016 recommending changes MPD has already made and can make to incorporate the Final Report of the President's Taskforce on 21st Century Policing.