OFFICE OF POLICE COMPLAINTS

FY 2024 PERFORMANCE PLAN

DECEMBER 1, 2023

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1   OFFICE OF POLICE COMPLAINTS

Mission: The mission of the Office of Police Complaints (OPC) is to increase community trust in the police and promote positive community-police interactions.

Services: OPC receives, investigates, adjudicates, and mediates police misconduct complaints filed by the community against Metropolitan Police Department (MPD) and D.C. Housing Authority Police Department (DCHAPD) 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 police policy or practice reforms to ensure the District police forces are using the best practices available.

2 2024 OBJECTIVES

Strategic Objective
Resolve police misconduct complaints in an impartial,timely, and professional manner.
Promote positive community-police interactions through public education and awareness.
Enhance OPCs mission to improve public confidence and community trust.
Create and maintain a highly efficient, transparent, and responsive District government.

3   2024 OPERATIONS

Operation Title	Operation Description	Type of Operation
Resolve police misconduct complaints in an impartial,timely, and professional manner.		
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
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
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
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
Promote positive community-police interactions through public education and awareness.		
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
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
Enhance OPCs mission to improve public confidence and community trust.		
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
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
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

4 2024 STRATEGIC INITIATIVES

Title	Description	Proposed Completion Date

5   2024 KEY PERFORMANCE INDICATORS AND WORKLOAD MEASURES

Key Performance Indicators

Measure	Directionality	FY 2021	FY 2022	FY 2023	FY 2024 Target
Resolve police misconduct complaints in an impartial, timely, and professional manner.					
Percent of investigations completed within 180 days	Up is Better	89.9%	94.2%	92.1%	75%
Percent of complaint examiner decisions completed within 120 days	Up is Better	100%	100%	100%	100%
Promote positive community-police interactions through public education and awareness.					
Percent of mediations completed within 30 days of referral	Up is Better	99.5%	93.1%	76%	100%
Enhance OPCs mission to improve public confidence and community trust.					
Number of policy recommendation reports published	Up is Better	4	5	5	5

Measure	FY 2021	FY 2022	FY 2023
Conduct complaint examiner In-Service Training			
Number of complaint examiners attended required training	9	8	0
Conduct management meetings			
Number of management meetings held	23	24	23
Investigator participating in continual professional development			
Number of investigators attending annual MPD professional development training	20	4	49
Number of investigators attending at least 2 external training sessions	9	9	8
Number of new investigators attending Reid Training	2	3	4
Number of presentations completed	2	3	3
Manage and monitor complaint examiner compliance			
Number of complaint examiner decisions processed	17	13	8
Number of rapid resolution referrals	63	27	17
Number of cases withdrawn by the complainant	17	27	22
Number of Policy Training Referrals	15	35	40
Communicate with a wide range of organizations, government agencies, social service providers, neighborhood associations, and advocacy groups to create partnerships			
Number of community partnerships created	0	0	0
Communicate with civic groups, government organizations, schools, advisory boards, etc. to schedule outreach events			
Number of outreach events held	30	25	24
Conduct regular meetings with MPD leadership to discuss policy change recommendations			
Number of meetings held with MPD	4	4	5
Research policing best practices			
Number of policy recommendations issued	9	11	26
Review all OPC complaints received to determine trends and/or patterns			
Number of complaints received	827	796	883
Number of contacts	1,047	442	302
Number of mediations referred	38	40	27
Numbers of mediations not held	6	11	11