

Office of Police Complaints FY2018

Agency Office of Police Complaints

Agency Code FH0

Fiscal Year 2018

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

2018 Strategic Objectives

Objective Number	Strategic Objective	# of Measures	# of Operations
1	Resolve police misconduct complaints in an impartial, timely, and professional manner	2	4
2	Promote positive community-police interactions through public education and awareness.	1	2
3	Enhance OPCs mission to improve public confidence and community trust	1	3
4	Create and maintain a highly efficient, transparent and responsive District government.**	9	0
TOT		13	9

2018 Key Performance Indicators

Measure	New Measure/ Benchmark Year	FY 2014 Actual	FY 2015 Target	FY 2015 Actual	FY 2016 Target	FY 2016 Actual	FY 2017 Target	FY 2017 Actual	FY 2018 Target
1 - Resolve police misconduct complaints in an impartial, timely, and professional manner (2 Measures)									
Percent of investigations completed within 180 days	<input type="checkbox"/>	Not available	60%	39.1%	60%	69.5%	60%	84.3%	60%
Percent of complaint examiner decisions completed within 120 days	<input type="checkbox"/>	Not available	80%	100%	80%	100%	80%	100%	80%
2 - Promote positive community-police interactions through public education and awareness. (1 Measure)									
Percent of complaints resolved through mediation program	<input type="checkbox"/>	Not available	9%	11.9%	9%	12.9%	9%	11.4%	10%
3 - Enhance OPCs mission to improve public confidence and community trust (1 Measure)									
Percent of policy recommendation reports published	<input type="checkbox"/>	Not available	100%	100%	100%	100%	100%	100%	100%

**We've revisited a project to standardize District wide measures for the Objective "Create and maintain a highly efficient, transparent and responsive District government." New measures will be tracked in FY18 and FY19 and published starting in the FY19 Performance Plan.

Operations Header	Operations Title	Operations Description	Type of Operations	# of Measures	# of Strategic Initiatives
1 - Resolve police misconduct complaints in an impartial, timely, and professional manner (4 Activities)					
INVESTIGATION	Conduct management meetings	Investigation managers meet monthly with the investigators to ensure that the cases are being investigated with the best techniques and best practices and that they are timely.	Daily Service	1	1
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	1	0
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	1	0
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	4	0
TOT				7	1
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	1	1
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	1	0
TOT				2	1
3 - Enhance OPCs mission to improve public confidence and community trust (3 Activities)					
POLICY RECOMMENDATION	Review all OPC complaints received to determine trends and/or	Continuously review the trends and patterns that our complaint data reveals to ensure we are reporting any	Daily Service	2	0

	patterns	policy recommendations that could improve MPD or DCHAPD practices and procedures in an effort to best serve the community.			
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	1	1
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	1	0
TOT				4	1
TOT				13	3

2018 Workload Measures

Measure	New Measure/ Benchmark Year	FY 2014 Actual	FY 2015 Actual	FY2016 Actual	FY 2017 Actual
1 - Conduct complaint examiner In-Service Training (1 Measure)					
Number of complaint examiners attended required training	<input type="checkbox"/>	Not available	Not Available	10	6
1 - Conduct management meetings (1 Measure)					
Number of management meetings held	<input type="checkbox"/>	Not available	Not Available	Not Available	31
1 - Investigator participating in continual professional development (4 Measures)					
Number of investigators attending annual MPD professional development training	<input type="checkbox"/>	Not available	Not Available	Not Available	100
Number of investigators attending at least 2 external training sessions	<input type="checkbox"/>	Not available	Not Available	10	16
Number of new investigators attending Reid Training	<input type="checkbox"/>	Not available	Not Available	2	4
Number of presentations completed	<input type="checkbox"/>	Not available	Not Available	Not Available	40
1 - Manage and monitor complaint examiner compliance (1 Measure)					

Number of complaint examiner decisions processed	<input type="checkbox"/>	Not available	Not Available	30	14
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	<input type="checkbox"/>	Not available	Not Available	15	17
2 - Communicate with civic groups, government organizations, schools, advisory boards, etc. to schedule outreach events (1 Measure)					
Number of outreach events held	<input type="checkbox"/>	Not available	Not Available	32	50
3 - Conduct regular meetings with MPD leadership to discuss policy change recommendations (1 Measure)					
Number of meetings held with MPD	<input type="checkbox"/>	Not available	Not Available	Not Available	3
3 - Research policing best practices (1 Measure)					
Number of policy recommendations issued	<input type="checkbox"/>	Not available	Not Available	1	18
3 - Review all OPC complaints received to determine trends and/or patterns (2 Measures)					
Number of complaints received	<input type="checkbox"/>	Not available	Not Available	438	791
Number of contacts	<input type="checkbox"/>	Not available	Not Available	1448	1522

Initiatives

Strategic Initiative Title	Strategic Initiative Description	Proposed Completion Date
Independent Review of MPD Inauguration Day Activities	OPC recommended that the District conduct an independent review of MPD's actions on Inauguration Day. Council supported this recommendation and provided OPC with FY18 funding to procure a vendor to conduct the independent review.	12-31-2017
Improve MPD's accurate usage of BWCs IAW MPD's General Order and best practices.	Improve MPD's accurate usage of BWCs in accordance with MPD's General Order and best practices.	09-30-2018
Improve OPC's Social Media Presence	Improve OPC's Social Media Presence	09-30-2018