

# Office of Police Complaints FY2018

## FY2018 Performance Accountability Report

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

## FY18 Top Accomplishments

What is the accomplishment that your agency wants to highlight?	How did this accomplishment impact residents of DC?	How did this accomplishment impact your agency?
DCPC procured The Police Foundation to conduct the review of MPD's activities on Inauguration Weekend and their report was published supporting DCPC's original recommendations.	This provides transparency to the community members on MPD's activities on Inauguration weekend and supports DCPC's review of MPD's activities.	
Even with another 1% increase on last year's 77% increase in complaints, DCPC closed 87% of its cases within 180 days, averaging 104 days per case.	This continues to provide an effective and efficient process for community member complaints. However, DCPC is cautiously monitoring future budget and resource needs.	
DCPC tracked complainant and officer attitudinal changes from beliefs about the other party before mediation to after mediation.	When asked, "Do police officers treat the public fairly?" Complainants agreed 32% before mediation but when asked again after mediation, 49% agreed. This is evidence of community member's improved opinion of MPD's treatment of them after mediation, and helps DCPC evaluate the satisfaction of the mediation program.	

## 2018 Strategic Objectives

Objective Number	Strategic Objective
1	Resolve police misconduct complaints in an impartial, timely, and professional manner
2	Promote positive community-police interactions through public education and awareness.
3	Enhance OPC's mission to improve public confidence and community trust

Objective Number	Strategic Objective
4	Create and maintain a highly efficient, transparent and responsive District government.**

## 2018 Key Performance Indicators

Measure	Freq	Target	Q1	Q2	Q3	Q4	FY2018	KPI Status	Explanation
<b>1 - Resolve police misconduct complaints in an impartial, timely, and professional manner (2 Measures)</b>									
Percent of investigations completed within 180 days	Quarterly	60%	93.4%	87.8%	90%	90%	90.3%	Met	
Percent of complaint examiner decisions completed within 120 days	Quarterly	80%	100%	100%	100%	100%	100%	Met	
<b>2 - Promote positive community-police interactions through public education and awareness. (1 Measure)</b>									
Percent of complaints resolved through mediation program	Quarterly	10%	5.7%	13.3%	12%	8%	9.8%	Nearly Met	Investigators screen all cases for mediation. This year we raised our goal to 10% so 9.8 is a good start.
<b>3 - Enhance OPCs mission to improve public confidence and community trust (1 Measure)</b>									
Percent of policy recommendation reports published	Annually	100%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	100%	Met	

\*\*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.

## 2018 Workload Measures

Measure	Freq	Q1	Q2	Q3	Q4	FY 2018
<b>1 - Conduct complaint examiner In-Service Training (1 Measure)</b>						
Number of complaint examiners attended required training	Quarterly	2	0	6	1	9
<b>1 - Conduct management meetings (1 Measure)</b>						
Number of management meetings held	Quarterly	7	6	7	6	26
<b>1 - Investigator participating in continual professional development (4 Measures)</b>						

Measure	Freq	Q1	Q2	Q3	Q4	FY 2018
Number of investigators attending annual MPD professional development training	Quarterly	1	0	13	0	14
Number of investigators attending at least 2 external training sessions	Quarterly	0	3	4	0	7
Number of new investigators attending Reid Training	Quarterly	0	0	0	0	0
Number of presentations completed	Quarterly	3	3	2	4	12
<b>1 - Manage and monitor complaint examiner compliance (1 Measure)</b>						
Number of complaint examiner decisions processed	Quarterly	3	4	8	6	21
<b>2 - Communicate with a wide range of organizations, government agencies, social service providers, neighborhood associations, and advocacy groups to create partnerships (1 Measure)</b>						
Number of community partnerships created	Quarterly	2	2	1	0	5
<b>2 - Communicate with civic groups, government organizations, schools, advisory boards, etc. to schedule outreach events (1 Measure)</b>						
Number of outreach events held	Quarterly	9	4	7	8	28
<b>3 - Conduct regular meetings with MPD leadership to discuss policy change recommendations (1 Measure)</b>						
Number of meetings held with MPD	Quarterly	0	1	1	1	3
<b>3 - Research policing best practices (1 Measure)</b>						
Number of policy recommendations issued	Quarterly	0	13	4	5	22
<b>3 - Review all OPC complaints received to determine trends and/or patterns (2 Measures)</b>						
Number of complaints received	Annually	Annual Measure	Annual Measure	Annual Measure	Annual Measure	780
Number of contacts	Quarterly	208	467	440	481	1596

## 2018 Strategic Initiatives

Title	Description	Complete to Date	Status Update	Explanation
<b>INVESTIGATION (1 Strategic Initiative)</b>				

Title	Description	Complete to Date	Status Update	Explanation
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.	Complete	OPC began tracking MPD's compliance with their own GO and best practices. OPC reported compliance by case in our FY18 Mid Year report and will again in our FY18 Annual Report.	
<b>OUTREACH (1 Strategic Initiative)</b>				
Improve OPC's Social Media Presence	Improve OPC's Social Media Presence	Complete	OPC expanded its social media presence by creating and actively managing a Twitter account.	
<b>POLICY RECOMMENDATION (1 Strategic Initiative)</b>				
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.	Complete	The Police Foundation report was published on July 10, 2018.	