



OFFICE OF POLICE COMPLAINTS

FY 2023 PERFORMANCE ACCOUNTABILITY REPORT

JANUARY 16, 2024

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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 2023 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 2023 OPERATIONS

| Operation Title | Operation Description |
|---|---|
| Resolve police misconduct complaints in an impartial, timely, and professional manner. | |
| Manage and monitor complaint examiner compliance: Daily Service | Ensure through continuous review and communication that the complaint examiners are complying with the review and analysis requirements and timeline. |
| Conduct complaint examiner In-Service Training: Key Project | Complaint examiners should be trained each fiscal year on any updates to the program and any new requirements. |
| Investigator participating in continual professional development: Key Project | 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. |
| Conduct management meetings: Daily Service | Investigation managers meet to ensure that the cases are being investigated with the best techniques and best practices and that they are timely. |
| Promote positive community-police interactions through public education and awareness. | |
| Communicate with civic groups, government organizations, schools, advisory boards, etc. to schedule outreach events: Daily Service | Employ outreach activities to ensure that the community knows about the Office of Police Complaints and its services. |
| Communicate with a wide range of organizations, government agencies, social service providers, neighborhood associations, and advocacy groups to create partnerships: Daily Service | Employ effective communication strategies through social media, contacts, and media relations to build community partnerships. |
| Enhance OPCs mission to improve public confidence and community trust. | |
| Review all OPC complaints received to determine trends and/or patterns: Daily Service | 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. |
| Research policing best practices: Daily Service | 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. |
| Conduct regular meetings with MPD leadership to discuss policy change recommendations: Daily Service | With the cooperation of MPD, conduct regular meetings with MPD leadership to discuss the implementation status of OPC's policy recommendations. |

4 2023 KEY PERFORMANCE INDICATORS AND WORKLOAD MEASURES

Key Performance Indicators

| Measure | Directionality | FY 2021 | FY 2022 | FY 2023 Q1 | FY 2023 Q2 | FY 2023 Q3 | FY 2023 Q4 | FY 2023 | FY 2023 Target | Was 2023 KPI Met? | Explanation of Unmet KPI |
|---|----------------|---------|---------|------------|------------|------------|------------|---------|----------------|-------------------|---|
| 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% | 93.8% | 93% | 88.8% | 93.3% | 92.1% | 75% | Met | |
| Percent of complaint examiner decisions completed within 120 days | Up is Better | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | Met | |
| 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% | 100% | 66.7% | 66.7% | 75% | 76% | 100% | Unmet | Record increase in number of complaints received. |
| Enhance OPCs mission to improve public confidence and community trust. | | | | | | | | | | | |
| Number of policy recommendation reports published | Up is Better | 4 | 5 | 0 | 2 | 0 | 3 | 5 | 5 | Met | |

Workload Measures

| Measure | FY 2021 | FY 2022 | FY 2023 Q1 | FY 2023 Q2 | FY 2023 Q3 | FY 2023 Q4 | FY 2023 |
|---|---------|---------|----------------|----------------|----------------|----------------|---------|
| Conduct complaint examiner In-Service Training | | | | | | | |
| Number of complaint examiners attended required training | 9 | 8 | 0 | 0 | 0 | 0 | 0 |
| Conduct management meetings | | | | | | | |
| Number of management meetings held | 23 | 24 | 6 | 7 | 5 | 5 | 23 |
| Investigator participating in continual professional development | | | | | | | |
| Number of investigators attending annual MPD professional development training | 20 | 4 | 12 | 11 | 15 | 11 | 49 |
| Number of investigators attending at least 2 external training sessions | 9 | 9 | 2 | 2 | 2 | 2 | 8 |
| Number of new investigators attending Reid Training | 2 | 3 | 1 | 0 | 3 | 0 | 4 |
| Number of presentations completed | 2 | 3 | 0 | 0 | 0 | 3 | 3 |
| Manage and monitor complaint examiner compliance | | | | | | | |
| Number of complaint examiner decisions processed | 17 | 13 | 2 | 3 | 2 | 1 | 8 |
| Number of rapid resolution referrals | 63 | 27 | 4 | 6 | 5 | 2 | 17 |
| Number of cases withdrawn by the complainant | 17 | 27 | 5 | 5 | 5 | 7 | 22 |
| Number of Policy Training Referrals | 15 | 35 | 8 | 9 | 15 | 8 | 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 | 0 | 0 | 0 | 0 |
| Communicate with civic groups, government organizations, schools, advisory boards, etc. to schedule outreach events | | | | | | | |
| Number of outreach events held | 30 | 25 | 7 | 5 | 4 | 8 | 24 |
| Conduct regular meetings with MPD leadership to discuss policy change recommendations | | | | | | | |
| Number of meetings held with MPD | 4 | 4 | 1 | 2 | 1 | 1 | 5 |
| Research policing best practices | | | | | | | |
| Number of policy recommendations issued | 9 | 11 | 0 | 18 | 0 | 8 | 26 |
| Review all OPC complaints received to determine trends and/or patterns | | | | | | | |
| Number of complaints received | 827 | 796 | Annual Measure | Annual Measure | Annual Measure | Annual Measure | 883 |
| Number of contacts | 1,047 | 442 | 83 | 77 | 86 | 56 | 302 |
| Number of mediations referred | 38 | 40 | 7 | 5 | 8 | 7 | 27 |
| Numbers of mediations not held | 6 | 11 | 2 | 2 | 2 | 5 | 11 |