Agency Office of Police Complaints Agency Code FH0 Fiscal Year 2017

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

interactions.

2017 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 OPCs mission to improve public confidence and community trust |
| 4 | Create and maintain a highly efficient, transparent and responsive District government.** |

2017 Key Performance Indicators

| Measure | New Measure/ Benchmark Year | Frequency of Reporting | Add Data Fields (if applicable) | FY 2014 Actual | FY 2015 Target | FY 2015 Actual | FY 2016 Target | FY 2016 Actual | FY 2017 Target |
|---|--------------------------------------|------------------------------|---------------------------------------|--------------------------------|--------------------------------|--------------------------------|--------------------------------|--------------------------------|--------------------------------|
| 1 - Resolve police mis | sconduct co | mplaints in | an imparti | al,timely, and | professional | manner (3 | Measures) | | |
| Percent of investigations completed within 180 days | | Quarterly | | Not available | 60% | 39.14% | 60% | 69.5% | 60% |
| Percent of complaint examiner decisions completed within 120 days | | Quarterly | | Not available | 80% | 100% | 80% | 100% | 80% |
| Percent of examiners trained | ~ | Quarterly | | Not available | Not available | Not available | Not available | New Measure | 100% |
| 2 - Promote positive (1 Measure) | community- | police inte | ractions thr | ough public e | education and | awareness. | | | |
| Percent of complaints resolved through mediation program | | Quarterly | | Not available | 9% | 11.94% | 9% | 12.9% | 9% |
| 3 - Enhance OPCs mi | ssion to imp | rove public | confidence | e and commu | nity trust (1 | Measure) | | | |
| Percent of policy recommendation reports published | | Quarterly | | Not available | 100% | 100% | 100% | 100% | 100% |
| 4 - Create and mainta | ain a highly | efficient, t | ransparent | and responsi | ve District gov | /ernment.** | (9 Measures |) | |
| Contracts/Procurement- Expendable Budget spent on Certified Business Enterprises | ¥ | | | Forthcoming October 2017 | Forthcoming October 2017 | Forthcoming October 2017 | Forthcoming October 2017 | Forthcoming October 2017 | Forthcoming October 2017 |
| Contracts/Procurement- Contracts lapsed into retroactive status | ~ | | | Forthcoming October 2017 | Forthcoming October 2017 | Forthcoming October 2017 | Forthcoming October 2017 | Forthcoming October 2017 | Forthcoming October 2017 |
| Budget- Local funds unspent | ~ | | | Forthcoming October 2017 | Forthcoming October 2017 | Forthcoming October 2017 | Forthcoming October 2017 | Forthcoming October 2017 | Forthcoming October 2017 |
| Budget- Federal Funds returned | ~ | | | Forthcoming October 2017 | Forthcoming October 2017 | Forthcoming October 2017 | Forthcoming October 2017 | Forthcoming October 2017 | Forthcoming October 2017 |
| Customer Service- Meeting Service Level Agreements | ~ | | | Forthcoming October 2017 | Forthcoming October 2017 | Forthcoming October 2017 | Forthcoming October 2017 | Forthcoming October 2017 | Forthcoming October 2017 |
| Human Resources- Vacancy Rate | ~ | | | Forthcoming October 2017 | Forthcoming October 2017 | Forthcoming October 2017 | Forthcoming October 2017 | Forthcoming October 2017 | Forthcoming October 2017 |
| Human Resources- Employee District residency | ~ | | | Forthcoming October 2017 | Forthcoming October 2017 | Forthcoming October 2017 | Forthcoming October 2017 | Forthcoming October 2017 | Forthcoming October 2017 |
| Human Resources- Employee Onboard Time | ~ | | | Forthcoming October 2017 | Forthcoming October 2017 | Forthcoming October 2017 | Forthcoming October 2017 | Forthcoming October 2017 | Forthcoming October 2017 |

| Performance Management- Employee Performance Plan Completion | • | Forthcoming October 2017 | Forthcoming October 2017 | Forthcoming October 2017 | Forthcoming October 2017 | Forthcoming October 2017 | Forthcoming October 2017 |
|---|---|--------------------------------|--------------------------------|--------------------------------|--------------------------------|--------------------------------|--------------------------------|

2017 Operations

| Operations Header | Operations Title | Operations Description | Type of Operations |
|---|--|--|-----------------------|
| 1 - Resolve police | misconduct complaints in an impartial,timely, and professional manne | r (5 Activities) | |
| INVESTIGATION | Conduct monthly case reviews with investigators | | Daily Service |
| INVESTIGATION | Manage and monitor complaint examiner compliance | Merit determination should be completed within 120 days from assignment. | Daily Service |
| TRAINING AND EMPLOYEE DEVELOPMENT | Conduct complaint examiner In-Service Training | This will be a new operations for FY17 | Key Project |
| TRAINING AND EMPLOYEE DEVELOPMENT | Investigator participating in continual professional development | | Key Project |
| INVESTIGATION | NEAR Act Compliance | | Key Project |
| 2 - Promote posit (2 Activities) | ive community-police interactions through public education and aware | ness. | |
| OUTREACH | Communicate with civic groups, government organizations, schools, advisory boards, etc. to schedule outreach events | | Daily Service |
| OUTREACH | Communicate with a wide range of organizations, government agencies, social service providers, neighborhood associations, and advocacy groups to create partnerships | | Daily Service |
| 3 - Enhance OPCs | s mission to improve public confidence and community trust (3 Activitie | es) | |
| POLICY RECOMMENDATION | Review all OPC complaints received to determine trends and/or patterns | | Daily Service |
| POLICY RECOMMENDATION | Research policing best practices | | Daily Service |
| POLICY RECOMMENDATION | Conduct regular meetings with MPD leadership to discuss policy change recommendations | | Daily Service |

2017 Workload Measures

| Measure | New Measure/ Benchmark Year | Add Historical and Target Data (FY17) | Numerator Title | Units | Frequency of Reporting | FY 2014 | FY 2015 | FY 2016 Actual |
|---|--------------------------------------|--|---|-----------------------------------|------------------------------|------------------|------------------|-------------------|
| 1 - Conduct monthly case | e reviews w | ith investiga | tors (1 Measure) | | | | | |
| Number of meetings held | ~ | | Number of meetings held | Number of meetings held | Quarterly | Not available | Not available | New Measure |
| 1 - Investigator participa | iting in cont | inual profes | sional development (4 M | easures) | | | | |
| Number of presentations completed | ~ | | Number of presentations completed | Number of presentations completed | Quarterly | Not available | Not available | New Measure |
| Number of new investigators attending Reid Training | | | Number of new investigators attending Reid Training | Investigators | Quarterly | Not available | Not available | 2 |
| Number of investigators attending annual MPD professional development training | | | Number of investigators attending annual MPD professional development training | Investigators | Quarterly | Not available | Not available | 10 |
| Number of investigators attending at least 2 external training sessions | | | Number of investigators attending at least 2 external training sessions | Investigators | Quarterly | Not available | Not available | 10 |
| 1 - Manage and monitor | complaint e | xaminer con | npliance (1 Measure) | | | | | |
| Number of complaint examiner decisions processed | | | Number of complaint examiner decisions processed | decisions | Quarterly | Not available | Not available | 30 |

| 2 - Communicate with a v | | organizations, government agencie | es, social service pro | oviders, ne | ighborhoo | d associat | tions, |
|--|----------------|--|--|-------------|------------------|------------------|--------------|
| Number of community partnerships created | | Number of community partnerships created | Number of community partnerships created | Quarterly | Not available | Not available | 15 |
| 2 - Communicate with civ Measure) | vic groups, go | vernment organizations, schools, ad | dvisory boards, etc. | to schedul | e outreacl | n events (| (1 |
| Number of outreach events held | | Number of outreach events held | Number of outreach events held | Quarterly | Not available | Not available | 32 |
| 3 - Conduct regular meet | ings with MPI | leadership to discuss policy chang | e recommendation: | s (1 Meası | ıre) | | |
| Number of meetings held with MPD | ~ | Number of meetings held with MPD | Number of meetings held with MPD | Quarterly | Not available | Not available | New Measu |
| 3 - Research policing bes | t practices (| Measure) | | | | · | |
| Number of policy recommendations issued | ~ | Number of policy recommendations | recommendations | Quarterly | Not available | Not available | New Measu |
| 3 - Review all OPC comple | aints received | to determine trends and/or patter | ns (2 Measures) | | | | |
| Number of complaints received | | Number of complaints received | Complaints | Quarterly | Not available | Not available | 105 |
| Number of contacts | | Number of contacts | Contacts | Quarterly | Not available | Not available | 166 |

2017 Strategic Initiatives

| Strategic Initiative Title | Strategic Initiative Description | Proposed Completion Date | | | | |
|-----------------------------------|--|--------------------------------|--|--|--|--|
| INVESTIG | ATION (2 Strategic initiative-operation links) | | | | | |
| Develop NEAR Act Procedures | The Neighborhood Engagement Achieves Results Act of 2015 was enacted on June 30, 2016. The Act expanded OPC's jurisdiction to include additional referral options, made OPC the sole receiver of complaints, allows for OPC to audit MPD and DCHAPD's, and requires OPC to report on all of use of force data by December 2017. | 12-30-2017 | | | | |
| Body Worn Camera Processes | nera | | | | | |
| OUTREAC | H (1 Strategic Initiative-Operation Link) | | | | | |
| Protest Monitoring | OPC's statutory authority dictates that our office monitor MPD's interactions with First Amendment Assembly participants. OPC will develop procedures to have teams of First Amendment Assembly observers present at Inauguration Day 2017 (January 20, 2017) to ensure that no First Amendment Assembly participants' rights are violated. | 03-31-2017 | | | | |
| POLICY R | ECOMMENDATION (1 Strategic Initiative-Operation Link) | | | | | |
| Research Analysis | With the implementation of the NEAR Act and the President's Task Force on 21st Century Policing Final Report, data reporting and transparency in data are a main component of better policing. OPC will hire a Research Analyst to develop new opportunities in data reporting of OPC's data and MPD's data to provide additional recommendations for better policing practices. | 12-30-2017 | | | | |

Created on Dec. 15, 2015 at 4:14 PM (EST). Last updated by Fowler-Finn, MeghanMarie (OSSE) on March 14, 2016 3:19 PM at 3:19 PM (EDT). Owned by Fowler-Finn, MeghanMarie (OSSE).