

Office of Police Complaints FY2019

Agency Office of Police Complaints

Agency Code FH0

Fiscal Year 2019

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

2019 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.

2019 Key Performance Indicators

Measure	Directionality	FY 2016 Actual	FY 2017 Actual	FY 2018 Actual	FY 2019 Target
1 - Resolve police misconduct complaints in an impartial, timely, and professional manner. (2 Measures)					
Percent of investigations completed within 180 days	Up is Better	69.5%	84.3%	90.3%	65%
Percent of complaint examiner decisions completed within 120 days	Up is Better	100%	100%	100%	90%
2 - Promote positive community-police interactions through public education and awareness. (1 Measure)					
Percent of complaints resolved through mediation program	Up is Better	12.9%	11.4%	9.8%	10%
3 - Enhance OPCs mission to improve public confidence and community trust. (1 Measure)					
Percent of policy recommendation reports published	Up is Better	100%	100%	100%	100%
4 - Create and maintain a highly efficient, transparent and responsive District government. (4 Measures)					
HR MANAGEMENT - Percent of eligible employees completing and finalizing a performance plan in PeopleSoft (Updated by OCA)	Up is Better	100%	100%	100%	100%
HR MANAGEMENT - Percent of eligible employee performance evaluations completed and finalized in PeopleSoft (Updated by OCA)	Up is Better	100%	100%	100%	100%
CONTRACTS AND PROCUREMENT - Percent of Small Business Enterprise (SBE) annual goal spent (Updated by OCA)	Up is Better	344%	173%	Waiting on Data	100%

Measure	Directionality	FY 2016 Actual	FY 2017 Actual	FY 2018 Actual	FY 2019 Target
IT POLICY AND FOIA COMPLIANCE - Percent of FOIA Requests Processed in more than 25 business days - statute requirements allow 15 business days and a 10 day extension	Down is Better	Not Available	0%	Waiting on Data	0%

2019 Operations

Operations Header	Operations Title	Operations Description	Type of Operations
1 - Resolve police misconduct complaints in an impartial, timely, and professional manner. (4 Activities)			
INVESTIGATION	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
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
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
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
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
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
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 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
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,	Daily Service

Operations Header	Operations Title	Operations Description	Type of Operations
		updated legal impacts to better serve the community in ensuring the District police forces are operating with the best practices and procedures.	
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

2019 Workload Measures

Measure	FY 2016	FY 2017	FY 2018
1 - Conduct complaint examiner In-Service Training (1 Measure)			
Number of complaint examiners attended required training	10	6	9
1 - Conduct management meetings (1 Measure)			
Number of management meetings held	Not Available	31	26
1 - Investigator participating in continual professional development (4 Measures)			
Number of investigators attending annual MPD professional development training	Not Available	100	14
Number of investigators attending at least 2 external training sessions	10	16	7
Number of new investigators attending Reid Training	2	4	0
Number of presentations completed	Not Available	40	12
1 - Manage and monitor complaint examiner compliance (4 Measures)			
Number of complaint examiner decisions processed	30	14	21
Number of rapid resolution referrals	Not Available	Not Available	Not Available
Number of Policy Training Referrals	Not Available	Not Available	Not Available
Number of cases withdrawn by the complainant	Not Available	Not Available	Not Available
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	15	17	5
2 - Communicate with civic groups, government organizations, schools, advisory boards, etc. to schedule outreach events (1 Measure)			

Measure	FY 2016	FY 2017	FY 2018
Number of outreach events held	32	50	28
3 - Conduct regular meetings with MPD leadership to discuss policy change recommendations (1 Measure)			
Number of meetings held with MPD	Not Available	3	3
3 - Research policing best practices (1 Measure)			
Number of policy recommendations issued	1	18	22
3 - Review all OPC complaints received to determine trends and/or patterns (2 Measures)			
Number of complaints received	438	791	780
Number of contacts	1448	1522	1596

2019 Strategic Initiatives

Strategic Initiative Title	Strategic Initiative Description	Proposed Completion Date
Investigator participating in continual professional development (1 Strategic Initiative)		
OPC Staff Presentations	OPC is often asked to consult or present on our model operations across the nation.	09-30-2019
Research policing best practices (1 Strategic Initiative)		
NEAR Act - Use of Force Reporting	With the authority under the NEAR Act requiring MPD to provide OPC with use of force data and OPC's authority to audit and report on MPD's use of force data, OPC hopes, with its Use of Force Report recommendations, for MPD to implement better use of force data collection practices and reporting.	09-30-2019