

# Office of Police Complaints FY2022

Agency Office of Police Complaints

Agency Code FHO

Fiscal Year 2022

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

## 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.

## Key Performance Indicators (KPIs)

Measure	Directionality	FY 2019 Actual	FY 2020 Actual	FY 2021 Actual	FY 2022 Target
<b>1 - Resolve police misconduct complaints in an impartial, timely, and professional manner. (2 Measures)</b>					
Percent of investigations completed within 180 days	Up is Better	85%	86.3%	89.9%	75%
Percent of complaint examiner decisions completed within 120 days	Up is Better	100%	100%	100%	100%
<b>2 - Promote positive community-police interactions through public education and awareness. (1 Measure)</b>					
Percent of mediations completed within 30 days of referral	Up is Better	New in 2021	New in 2021	99.5%	100%
<b>3 - Enhance OPCs mission to improve public confidence and community trust. (1 Measure)</b>					
Percent of policy recommendation reports published	Up is Better	100%	100%	98.7%	100%

## Operations

Operations Title	Operations Description	Type of Operations
<b>1 - Resolve police misconduct complaints in an impartial, timely, and professional manner. (4 Activities)</b>		
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
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
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
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
<b>2 - Promote positive community-police interactions through public education and awareness. (2 Activities)</b>		
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
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
<b>3 - Enhance OPCs mission to improve public confidence and community trust. (3 Activities)</b>		
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
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
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

## Workload Measures (WMs)

Measure	FY 2019 Actual	FY 2020 Actual	FY 2021 Actual
<b>1 - Conduct complaint examiner In-Service Training (1 Measure)</b>			
Number of complaint examiners attended required training	8	8	9

Measure	FY 2019 Actual	FY 2020 Actual	FY 2021 Actual
<b>1 - Conduct management meetings (1 Measure)</b>			
Number of management meetings held	28	31	23
<b>1 - Investigator participating in continual professional development (4 Measures)</b>			
Number of investigators attending at least 2 external training sessions	8	8	9
Number of investigators attending annual MPD professional development training	15	11	20
Number of new investigators attending Reid Training	4	0	2
Number of presentations completed	7	7	2
<b>1 - Manage and monitor complaint examiner compliance (4 Measures)</b>			
Number of rapid resolution referrals	17	98	63
Number of complaint examiner decisions processed	23	18	17
Number of cases withdrawn by the complainant	33	18	17
Number of Policy Training Referrals	30	33	15
<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	1	1	0
<b>2 - Communicate with civic groups, government organizations, schools, advisory boards, etc. to schedule outreach events (1 Measure)</b>			
Number of outreach events held	51	42	30
<b>3 - Conduct regular meetings with MPD leadership to discuss policy change recommendations (1 Measure)</b>			
Number of meetings held with MPD	5	4	4
<b>3 - Research policing best practices (1 Measure)</b>			
Number of policy recommendations issued	12	8	9
<b>3 - Review all OPC complaints received to determine trends and/or patterns (4 Measures)</b>			
Number of complaints received	879	841	827
Numbers of mediations not held	New in 2021	New in 2021	6
Number of mediations referred	New in 2021	New in 2021	38
Number of contacts	1748	1746	1047