

Office of Police Complaints FY2017

FY2017 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.

FY17 Top Accomplishments

Accomplishment	Impact on Agency	Impact on Residents
FY2017 saw 773 complaints filed – the highest number of complaints filed in the history of the agency, and far surpassing any previous year. The 77% increase in complaints resulted in a tremendous increase in work flow, yet OPC maintained an average investigation completion time of just 109 days.	OPC accomplished this by continuing to streamline the investigations process by making investigations and processes more efficient.	Community members received the shortest average investigation time frame despite the large increase in complaints.
One hundred percent of officers and 94% of complainants surveyed thought the mediator was helpful after a mediation session was held. Ninety-two percent of officers agreed that the mediation session was a fair forum to discuss the complainant's issues initiating the complaint.	OPC continues to survey mediation participants before and after a mediation session to gauge the quality of mediation services provided. OPC also continually conducts market research within the mediation industry to procure the most highly qualified mediators.	The community members and officers receive a fair, satisfactory, helpful process to discuss the misunderstandings that led to a complaint in order to transform future perceptions of the other party.
OPC began tracking BWC statistics in FY17 and have valid data to report on MPD's BWC usage compliance within BWC footage appearing in OPC cases. OPC will report the data outcomes in its FY17 Annual Report.	Investigators and the Research Analyst, early in FY17, brainstormed how this data could be tracked and made statistically valid for reporting purposes. OPC investigators diligently reported their observations and that data was statistically screened and scrubbed in order to verify the results.	Community members will be given the transparent data on how MPD is complying with their own BWC usage policy as OPC sees it in the footage reviewed in OPC investigations.

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	Freq	Target	Q1	Q2	Q3	Q4	FY 2017	KPI Status	Explanation
1 - Resolve police misconduct complaints in an impartial, timely, and professional manner (3 Measures)									
Percent of investigations completed within 180 days	Quarterly	60%	75%	78.7%	89.7%	93.9%	84.3%	Met	
Percent of complaint examiner decisions completed within 120 days	Quarterly	80%	100%	100%	100%	100%	100%	Neutral Measure	
Percent of examiners trained	Quarterly	100	0	0	0	100	100	Met	
2 - Promote positive community-police interactions through public education and awareness. (1 Measure)									
Percent of complaints resolved through mediation program	Quarterly	9%	13.5%	13.6%	10.9%	7.5%	11.4%	Neutral Measure	
3 - Enhance OPCs mission to improve public confidence and community trust (1 Measure)									
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.

2017 Workload Measures

Measure	Freq	Q1	Q2	Q3	Q4	FY 2017
1 - Conduct management meetings (1 Measure)						
Number of management meetings held	Quarterly	7	7	10	7	31
1 - Investigator participating in continual professional development (4 Measures)						
Number of presentations completed	Quarterly	30	3	3	4	40
Number of new investigators attending Reid Training	Quarterly	0	0	4	0	4
Number of investigators attending annual MPD professional development training	Quarterly	4	0	12	0	16
Number of investigators attending at least 2 external training sessions	Quarterly	0	8	3	3	14
1 - Manage and monitor complaint examiner compliance (1 Measure)						
Number of complaint examiner decisions processed	Quarterly	3	1	5	5	14

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	Quarterly	15	0	0	2	17
2 - Communicate with civic groups, government organizations, schools, advisory boards, etc. to schedule outreach events (1 Measure)						
Number of outreach events held	Quarterly	10	9	23	8	50
3 - Conduct regular meetings with MPD leadership to discuss policy change recommendations (1 Measure)						
Number of meetings held with MPD	Quarterly	1	1	0	1	3
3 - Research policing best practices (1 Measure)						
Number of policy recommendations issued	Quarterly	6	3	6	3	18
3 - Review all OPC complaints received to determine trends and/or patterns (2 Measures)						
Number of complaints received	Quarterly	147	176	231	237	791
Number of contacts	Quarterly	212	293	531	486	1522

2017 Strategic Initiatives

Title	Description	Complete to Date	Status Update	Explanation
INVESTIGATION (2 Strategic initiatives)				
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.	75-99%	OPC will publish its FY17 annual report later this month illustrating the impact the NEAR Act has had on OPC operations and MPD's compliance. In Dec 2017, OPC will publish the Use of Force report in compliance with the NEAR Act mandates.	OPC will publish its FY17 annual report later this month illustrating the impact the NEAR Act has had on OPC operations and MPD's compliance. In Dec 2017, OPC will publish the Use of Force report in compliance with the NEAR Act mandates.
Body Worn Camera Processes	Develop policies and procedures that incorporate body worn camera footage into investigation processes.	Complete	OPC's annual report which will be published later this month shows trends of MPD's compliance with BWC usage policies and general orders.	
OUTREACH (1 Strategic Initiative)				
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	Complete	OPC deployed 11 First Amendment Assembly observers for the Inauguration Day protests on January 20, 2017. OPC issued a report of its observations on February 27, 2017 recommending that MPD review its SOP for handling First	

	<p>of First Amendment Assembly observers present at Inauguration Day 2017 (January 20, 2017) to ensure that no First Amendment Assembly participants' rights are violated.</p>		<p>Amendment assemblies and procure an independent consultant to review its activities on January 20, 2017. OPC deployed First Amendment Assembly observers for the Women's March on January 21, 2017. OPC also observed the March for Life and the Stop the Gag rally but had no significant observations.</p>
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POLICY RECOMMENDATION (1 Strategic Initiative)

<p>Research Analysis</p>	<p>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.</p>	<p>Complete</p>	<p>OPC's Research Analyst is on board and fully functioning. The Research Analyst has allowed the agency to produce fully developed statistics with transparent interpretative analysis. This was evident in OPC's agency performance and budget hearings. OPC has already drafted its FY17 Annual Report that will be published on October 30 - 2 months earlier than the statutory reporting mandate of December 30.</p>	
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