Agency Office of Police Complaints Agency Code FH0 Fiscal Year 2021

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

Summary of 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.

2021 Accomplishments

Accomplishment	Impact on Agency	Impact on Residents
The Office of Police Complaints exceeded the goal for completing investigations within 180 days. The target was 75% and the actual number was 89.9%.	The investigators at the Office of Police Complaints work hard to process their cases and meet the goal of resolving cases within 180 days.	By ensuring that cases are investigated quickly, yet still fully, the Office of Police Complaints can maintain the trust of the community. Those who file complaints have a resolution quickly and know that there complaint was investigated.
The Office of Police Complaints held 30 outreach events.	The agency worked hard to find virtual opportunities for community outreach. While in-person outreach opportunities may open up over the next year, the knowledge gained on how to successfully conduct outreach virtually will enable the agency to keep all options for outreach open.	Even in a year when COVID continued to complicate holding outreach events, The Office of Police Complaints made sure to reach out to the community to ensure they knew about the complaint process and the services that the agency could provide to them.

2021 Key Performance Indicators

Measure	Frequency	FY 2019 Actual	FY 2020 Actual	FY 2021 Target	FY 2021 Quarter 1	FY 2021 Quarter 2	FY 2021 Quarter 3	FY 2021 Quarter 4	FY 2021 Actual	Was 2021 KPI Met?	Explanation For Unmet KPI
1 - Resolve police mis	sconduct compl	aints in an i	mpartial, ti	mely, and p	rofessional n	nanner. (2 M	easures)				
Percent of investigations completed within 180 days	Quarterly	85%	86.3%	75%	74%	88%	97.4%	93.3%	89.9%	Met	
Percent of complaint examiner decisions completed within 120 days	Quarterly	100%	100%	100%	100%	100%	100%	100%	100%	Met	
2 - Promote positive	community-pol	ice interact	ions throug	gh public ec	lucation and	awareness.	(1 Measure)				
Percent of mediations completed within 30 days of referral	Quarterly	New in 2021	New in 2021	New in 2021	100%	100%	100%	87.5%	99.5%	New in 2021	
3 - Enhance OPCs mi	ssion to improve	e public cor	nfidence an	d communi	ity trust. (1 M	leasure)					
Percent of policy recommendation reports published	Quarterly	100%	100%	100%	100%	100%	100%	20%	98.7%	Nearly Met	Staffing changes lead to issuing 4 policy recommendation reports in FY21 instead of 5. DCPC expects to be back on track with 5 reports in FY22 now that staffing issues have resolved.

2021 Workload Measures

Measure	FY 2019 Actual	FY 2020 Actual	FY 2021 Quarter 1	FY 2021 Quarter 2	FY 2021 Quarter 3	FY 2021 Quarter 4	FY 2021 Actual
1 - Conduct complaint examiner In-Service Training	(1 Measure)						
Number of complaint examiners attended required training	8	8	0	0	0	9	9
1 - Conduct management meetings (1 Measure)							
Number of management meetings held	28	31	7	6	6	4	23
1 - Investigator participating in continual profession	al development	(4 Measures)					
Number of investigators attending annual MPD professional development training	15	11	0	12	0	8	20
Number of investigators attending at least 2 external training sessions	8	8	0	3	2	4	9
Number of new investigators attending Reid Training	4	0	0	0	2	0	2
Number of presentations completed	7	7	0	0	0	2	2

Measure	FY 2019 Actual	FY 2020 Actual	FY 2021 Quarter 1	FY 2021 Quarter 2	FY 2021 Quarter 3	FY 2021 Quarter 4	FY 2021 Actual
1 - Manage and monitor complaint examiner comp	liance (4 Measur	es)			·		'
Number of complaint examiner decisions processed	23	18	6	6	2	3	17
Number of rapid resolution referrals	17	98	25	12	7	19	63
Number of cases withdrawn by the complainant	33	18	4	3	5	5	17
Number of Policy Training Referrals	30	33	5	5	4	1	15
2 - Communicate with a wide range of organization partnerships (1 Measure)	ns, government a	gencies, socia	l service provid	ers, neighborho	od associations, a	and advocacy gro	oups to create
Number of community partnerships created	1	1	0	0	0	0	0
2 - Communicate with civic groups, government of	ganizations, sch	ools, advisory	boards, etc. to	schedule outread	h events (1 Meas	sure)	
Number of outreach events held	51	42	8	8	5	9	30
3 - Conduct regular meetings with MPD leadership	to discuss policy	change recom	mendations (1	Measure)			
Number of meetings held with MPD	5	4	1	1	1	1	4
3 - Research policing best practices (1 Measure)							
Number of policy recommendations issued	12	8	3	0	0	6	9
3 - Review all OPC complaints received to determine	ne trends and/or	patterns (4 Me	easures)				
Number of complaints received	879	841	Annual Measure	Annual Measure	Annual Measure	Annual Measure	827
Number of contacts	1748	1746	226	422	246	153	1047
Number of mediations referred	New in 2021	New in 2021	10	8	12	8	38
Numbers of mediations not held	New in 2021	New in 2021	1	2	3	0	6

2021 Operations

Operations Title	Operations Description	Type of Operations
1 - Resolve police misconduct complaints in an impartia	al, timely, and professional manner. (4 Activities)	
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
nvestigator 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
2 - Promote positive community-police interactions thr	rough public education and awareness. (2 Activities)	
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
3 - Enhance OPCs mission to improve public confidence	e and community trust. (3 Activities)	
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