



OFFICE OF POLICE COMPLAINTS

FY 2024 PERFORMANCE ACCOUNTABILITY REPORT

JANUARY 15, 2025

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1 OFFICE OF POLICE COMPLAINTS

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

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.

2 2024 ACCOMPLISHMENTS

Accomplishment	Impact on Agency	Impact on Residents
In Fiscal Year 2024 OPC referred 55 cases for mediation. This is the highest number of referrals since 2019, prior to the COVID-19 quarantine.	OPC contracts with independent mediators to conduct mediations between community members and police officers. The higher number of mediation referrals resulted in an increased cost to the agency for mediations.	OPC's mission also includes helping bridge the gap in understanding that often exists between community members and DC's police forces. OPC's mediation program helps facilitate meaningful conversations to eliminate any misunderstandings between complainants and officers.
In Fiscal Year 2024 OPC received 942 complaints and completed 435 investigations. These are record numbers for the agency.	The higher volume of complaints and completed investigations resulted in a tremendous increase in workflow for OPC, but we still managed to maintain a low average investigation completion time of 125 days.	The higher volume of complaints and completed investigations helped increase the public's trust in DC's police forces by demonstrating to community members that OPC provides a reliable complaint system that holds police officers accountable for misconduct.

3 2024 OBJECTIVES

Strategic Objective

Resolve police misconduct complaints in an impartial, timely, and professional manner.

Promote positive community-police interactions through public education and awareness.

Enhance OPCs mission to improve public confidence and community trust.

Create and maintain a highly efficient, transparent, and responsive District government.

4 2024 OPERATIONS

Operation Title	Operation Description
Resolve police misconduct complaints in an impartial, timely, and professional manner.	
Manage and monitor complaint examiner compliance: Daily Service	Ensure through continuous review and communication that the complaint examiners are complying with the review and analysis requirements and timeline.
Conduct complaint examiner In-Service Training: Key Project	Complaint examiners should be trained each fiscal year on any updates to the program and any new requirements.
Investigators participating in continual professional development: Key Project	Each investigator participates in continuous professional development trainings, workshops, outreach opportunities, or mentoring to develop their technical and industry investigating skills as well as best practices.
Conduct management meetings: Daily Service	Investigation managers meet to ensure that the cases are being investigated with the best techniques and best practices and that they are timely.
Promote positive community-police interactions through public education and awareness.	
Communicate with civic groups, government organizations, schools, advisory boards, etc. to schedule outreach events: Daily Service	Employ outreach activities to ensure that the community knows about the Office of Police Complaints and its services.
Communicate with a wide range of organizations, government agencies, social service providers, neighborhood associations, and advocacy groups to create partnerships: Daily Service	Employ effective communication strategies through social media, contacts, and media relations to build community partnerships.
Enhance OPCs mission to improve public confidence and community trust.	
Review all OPC complaints received to determine trends and/or patterns: Daily Service	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.
Research policing best practices: Daily Service	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.
Conduct regular meetings with MPD leadership to discuss policy change recommendations: Daily Service	With the cooperation of MPD, conduct regular meetings with MPD leadership to discuss the implementation status of OPC's policy recommendations.

5 2024 KEY PERFORMANCE INDICATORS AND WORKLOAD MEASURES

Key Performance Indicators

Measure	Directionality	FY 2022	FY 2023	FY 2024 Q1	FY 2024 Q2	FY 2024 Q3	FY 2024 Q4	FY 2024	FY 2024 Target	Was 2024 KPI Met?	Explanation of Unmet KPI
Resolve police misconduct complaints in an impartial, timely, and professional manner.											
Percent of investigations completed within 180 days	Up is Better	94.2%	92.1%	91.8%	88.2%	94.8%	87.9%	90.3%	75%	Met	
Percent of complaint examiner decisions completed within 120 days	Up is Better	100%	100%	100%	100%	100%	100%	100%	100%	Met	
Promote positive community-police interactions through public education and awareness.											
Percent of mediations completed within 30 days of referral	Up is Better	93.1%	76%	100%	80%	85%	64%	77.1%	100%	Unmet	In FY24, OPC conducted the most mediations since FY19. With this increase, the number of mediations that were rescheduled due to officer or complainant scheduling conflicts also increased.
Enhance OPCs mission to improve public confidence and community trust.											
Number of policy recommendation reports published	Up is Better	5	5	0	0	1	4	5	5	Met	
Create and maintain a highly efficient, transparent, and responsive District government.											
Percent of new hires that are District residents	Up is Better	New in 2023	20%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	66.7%	20%	Met	
Percent of new hires that are current District residents and received a high school diploma from a DCPS or a District Public Charter School, or received an equivalent credential from the District of Columbia	Up is Better	New in 2023	25%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	0%	20%	Unmet	In FY24 the number of qualified applicants for open positions who graduated from DCPS or District Public Charter Schools was significantly lower than usual.
Percent of employees that are District residents	Up is Better	New in 2023	45.5%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	45.8%	40%	Met	

Key Performance Indicators (continued)

Measure	Directionality	FY 2022	FY 2023	FY 2024 Q1	FY 2024 Q2	FY 2024 Q3	FY 2024 Q4	FY 2024	FY 2024 Target	Was 2024 KPI Met?	Explanation of Unmet KPI
Percent of required contractor evaluations submitted to the Office of Contracting and Procurement on time.	Up is Better	New in 2023	New in 2023	Annual Measure	Annual Measure	Annual Measure	Annual Measure	No applicable incidents	-	-	
Percent of agency staff who were employed as Management Supervisory Service (MSS) employees prior to 4/1 of the fiscal year that had completed an Advancing Racial Equity (AE204) training facilitated by ORE within the past two years.	Up is Better	New in 2023	New in 2023	Annual Measure	Annual Measure	Annual Measure	Annual Measure	100%	100%	Met	

Workload Measures

Measure	FY 2022	FY 2023	FY 2024 Q1	FY 2024 Q2	FY 2024 Q3	FY 2024 Q4	FY 2024
Conduct complaint examiner In-Service Training							
Number of complaint examiners attended required training	8	0	0	0	0	0	0
Conduct management meetings							
Number of management meetings held	24	23	5	5	4	5	19
Investigators participating in continual professional development							
Number of presentations completed	3	3	0	1	1	4	6
Number of investigators attending annual MPD professional development training	4	49	0	0	9	9	18
Number of investigators attending at least 2 external training sessions	9	8	5	2	2	2	11
Number of new investigators attending Reid Training	3	4	3	0	1	0	4
Manage and monitor complaint examiner compliance							
Number of complaint examiner decisions processed	13	8	1	4	3	4	12
Number of rapid resolution referrals	27	17	7	4	12	8	31
Number of cases withdrawn by the complainant	27	22	7	4	4	10	25
Number of Policy Training Referrals	35	40	6	16	3	5	30
Communicate with a wide range of organizations, government agencies, social service providers, neighborhood associations, and advocacy groups to create partnerships							
Number of community partnerships created	0	0	0	0	0	1	1
Communicate with civic groups, government organizations, schools, advisory boards, etc. to schedule outreach events							
Number of outreach events held	25	24	6	5	4	10	25
Conduct regular meetings with MPD leadership to discuss policy change recommendations							
Number of meetings held with MPD	4	5	0	0	0	0	0
Research policing best practices							
Number of policy recommendations issued	11	26	0	0	0	8	8
Review all OPC complaints received to determine trends and/or patterns							
Number of complaints received	796	883	Annual Measure	Annual Measure	Annual Measure	Annual Measure	942
Number of contacts	442	302	51	46	61	59	217
Number of mediations referred	40	27	10	21	16	15	62
Numbers of mediations not held	11	11	0	5	4	3	12