
Office of Police Complaints

www.policecomplaints.dc.gov

Telephone: 202-727-3838

Description	FY 2010 Actual	FY 2011 Approved	FY 2012 Proposed	% Change from FY 2011
Operating Budget	\$2,587,177	\$2,057,589	\$2,051,138	-0.3
FTEs	23.2	23.2	23.2	0.0

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 D.C. 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 DCHA's Office of Public Safety proposing reforms that will promote greater police accountability by reducing the level of police misconduct or improving the citizen complaint process.

The agency's FY 2012 proposed budget is presented in the following tables:

FY 2012 Proposed Gross Funds Operating Budget, by Revenue Type

Table FH0-1 contains the proposed FY 2012 agency budget compared to the FY 2011 approved budget. It also provides FY 2009 and FY 2010 actual expenditures.

Table FH0-1
(dollars in thousands)

Appropriated Fund	Actual FY 2009	Actual FY 2010	Approved FY 2011	Proposed FY 2012	Change from FY 2011	Percent Change*
General Fund						
Local Funds	2,434	2,587	2,058	2,051	-6	-0.3
Total for General Fund	2,434	2,587	2,058	2,051	-6	-0.3
Gross Funds	2,434	2,587	2,058	2,051	-6	-0.3

*Percent change is based on whole dollars.

Note: If applicable, for a breakdown of each Grant (Federal and Private), Special Purpose Revenue type and Intra-District agreement please refer to Schedule 80 Agency Summary by Revenue Source in the FY 2012 Operating Appendices located on the Office of the Chief Financial Officer's website.

FY 2012 Proposed Full-Time Equivalents, by Revenue Type

Table FH0-2 contains the proposed FY 2012 FTE level compared to the FY 2011 approved FTE level by revenue type. It also provides FY 2009 and FY 2010 actual data.

Table FH0-2

Appropriated Fund	Actual FY 2009	Actual FY 2010	Approved FY 2011	Proposed FY 2012	Change from FY 2011	Percent Change
General Fund						
Local Funds	19.6	23.2	23.2	23.2	0.0	0.0
Total for General Fund	19.6	23.2	23.2	23.2	0.0	0.0
Total Proposed FTEs	19.6	23.2	23.2	23.2	0.0	0.0

FY 2012 Proposed Operating Budget, by Comptroller Source Group

Table FH0-3 contains the proposed FY 2012 budget at the Comptroller Source Group (object class) level compared to the FY 2011 approved budget. It also provides FY 2009 and FY 2010 actual expenditures.

Table FH0-3
(dollars in thousands)

Comptroller Source Group	Actual FY 2009	Actual FY 2010	Approved FY 2011	Proposed FY 2012	Change from FY 2011	Percent Change*
11 - Regular Pay - Cont Full Time	1,084	1,076	1,152	1,208	55	4.8
12 - Regular Pay - Other	287	482	319	311	-8	-2.4
13 - Additional Gross Pay	2	20	17	17	0	0.0
14 - Fringe Benefits - Current Personnel	238	252	273	305	32	11.7
15 - Overtime Pay	0	0	3	0	-3	-100.0
Subtotal Personal Services (PS)	1,612	1,830	1,764	1,840	77	4.3
20 - Supplies and Materials	24	21	14	9	-5	-33.3
31 - Telephone, Telegraph, Telegram, Etc.	13	8	0	0	0	N/A
32 - Rentals - Land and Structures	448	383	0	0	0	N/A
34 - Security Services	50	45	0	0	0	N/A
35 - Occupancy Fixed Costs	0	3	0	0	0	N/A
40 - Other Services and Charges	166	35	104	75	-29	-28.2
41 - Contractual Services - Other	100	235	153	110	-44	-28.5
70 - Equipment and Equipment Rental	23	27	23	17	-5	-23.7
Subtotal Nonpersonal Services (NPS)	823	757	294	211	-83	-28.3
Gross Funds	2,434	2,587	2,058	2,051	-6	-0.3

*Percent change is based on whole dollars.

Program Description

The Office of Police Complaints operates through the following 4 programs:

Complaint Resolution – investigates, adjudicates, and mediates misconduct complaints against sworn officers of MPD and DCHAPD in a fair, impartial, and timely manner.

This program contains the following 3 activities:

- **Investigation** – investigates and produces reports related to complaints of misconduct against sworn MPD and DCHAPD officers;
- **Adjudication** – renders final determinations of police misconduct complaints against sworn officers of MPD and DCHAPD; and
- **Mediation** – provides a forum for complainants and subject officers to interact and, therefore, develop a better awareness and understanding of the incident that led to the filing of a misconduct complaint, and if possible, reach an agreement to resolve the conflict.

Public Relations – informs and educates the public through outreach concerning OPC's mission, authority, and processes to ensure that the agency's services can be fully accessed; performs liaison functions between the office, other District agencies, and the public.

Policy Recommendation – proposes to the Mayor, District Council, and Chiefs of Police for MPD and DCHAPD improvements to those elements of management of the law enforcement agencies that affect the incidence of police misconduct, such as recruitment, training, evaluation, discipline, and supervision of police officers.

Agency Management – provides for administrative support and the required tools to achieve operational and programmatic results. This program is standard for all agencies using performance-based budgeting.

Program Structure Change

The Office of Police Complaints has no program structure changes in the FY 2012 Proposed Budget.

FY 2012 Proposed Operating Budget and FTEs, by Program and Activity

Table FH0-4 contains the proposed FY 2012 budget by program and activity compared to the FY 2011 approved budget. It also provides the FY 2010 actual data.

Table FH0-4

(dollars in thousands)

Program/Activity	Dollars in Thousands				Full-Time Equivalents			
	Actual FY 2010	Approved FY 2011	Proposed FY 2012	Change from FY 2011	Actual FY 2010	Approved FY 2011	Proposed FY 2012	Change from FY 2011
(1000) Agency Management								
(1010) Personnel	9	0	0	0	0.0	0.0	0.0	0.0
(1015) Training and Employee Development	20	20	9	-11	0.0	0.0	0.0	0.0
(1030) Property Management	437	9	4	-5	0.0	0.0	0.0	0.0
(1040) Information Technology	47	41	29	-12	0.0	0.0	0.0	0.0
(1070) Fleet Management	5	2	2	-1	0.0	0.0	0.0	0.0
(1085) Customer Service	70	0	99	99	0.9	0.0	2.0	2.0
(1090) Performance Management	498	470	559	89	4.1	4.0	5.0	1.0
Subtotal (1000) Agency Management	1,085	543	701	159	4.9	4.0	7.0	3.0
(2000) Complaint Resolution								
(2010) Investigation	1,170	1,209	1,053	-156	16.6	16.5	13.5	-3.0
(2020) Adjudication	38	73	58	-15	0.0	0.0	0.0	0.0
(2030) Mediation	0	6	6	0	0.0	0.0	0.0	0.0
No Activity Assigned	75	0	0	0	0.0	0.0	0.0	0.0
Subtotal (2000) Complaint Resolution	1,283	1,288	1,117	-170	16.6	16.5	13.5	-3.0
(3000) Public Relations								
(3010) Outreach	84	71	70	-1	0.9	1.0	1.0	0.0
Subtotal (3000) Public Relations	84	71	70	-1	0.9	1.0	1.0	0.0
(4000) Policy Recommendation								
(4010) Policy Recommendation	135	156	162	6	0.9	1.8	1.8	0.0
Subtotal (4000) Policy Recommendation	135	156	162	6	0.9	1.8	1.8	0.0
Total Proposed Operating Budget	2,587	2,058	2,051	-6	23.2	23.2	23.2	0.0

(Change is calculated by whole numbers and numbers may not add up due to rounding)

Note: For more detailed information regarding the proposed funding for the activities within this agency's programs, please see Schedule 30-PBB Program Summary by Activity in the FY 2012 Operating Appendices located on the Office of the Chief Financial Officer's website.

FY 2011 Proposed Budget Changes

Intra-Agency Adjustments: The Office of Police Complaints (OPC) increased personal services by \$77,734 due to annual increases in steps and fringe benefits. Additionally, the agency increased its supply budget by \$1,000. The agency was able to absorb these costs by reducing overtime by \$3,000 and identifying efficiencies of \$75,734 in its nonpersonal services budget.

Transfers Out: The Local funds budget was decreased by \$17,492 due to the transfer of Local portion of the information technology assessment to the Office of the Chief Technology (OCTO).

Intra-Agency Adjustment: An increase of \$17,000 was provided in other services and charges in multiple programs.

FY 2011 Approved Budget to FY 2012 Proposed Budget, by Revenue Type

Table FH0-5 itemizes the changes by revenue type between the FY 2011 approved budget and the FY 2012 proposed budget.

Table FH0-5

(dollars in thousands)

	PROGRAM	BUDGET	FTE
LOCAL FUNDS: FY 2011 Approved Budget and FTE		2,058	232
Shift: FTEs from Complaint Resolution to Agency Management	Complaint Resolution	-130	-3.0
Shift: FTEs from Complaint Resolution to Agency Management	Agency Management Program	130	3.0
Cost Increase: Step increase and associated fringe benefits	Multiple Programs	78	0.0
Cost Decrease: Overtime	Complaint Resolution	-3	0.0
Cost Increase: Supplies	Complaint Resolution	1	0.0
Cost Decrease: Other services and charges	Multiple Programs	-29	0.0
Cost Decrease: Contracts	Multiple Programs	-44	0.0
Cost Decrease: Equipment	Multiple Programs	-3	0.0
FY 2012 Initial Adjusted Budget		2,058	232
Cost Decrease: Supplies	Multiple Programs	-5	0.0
Cost Decrease: Equipment	Complaint Resolution	-2	0.0
Cost Increase: Other services and charges	Multiple Programs	17	0.0
Transfer Out: Transfer Local portion of the IT assessment to OCTO	Agency Management Program	-17	0.0
LOCAL FUNDS: FY 2012 Proposed Budget and FTE		2,051	232
Gross for FH0 - Office of Police Complaints		2,051	232

(Change is calculated by whole numbers and numbers may not add up due to rounding)

Agency Performance Plan

The agency's performance plan has the following objectives for FY 2012:

Objective 1: Resolve police misconduct complaints in an impartial, timely, and professional manner.

Objective 2: Promote positive community-police interactions through public education and awareness.

Objective 3: Effect police reform by issuing four policy recommendations to the Mayor, the District Council, MPD, and DCHA.

Objective 4: Improve the agency's customer service.

Agency Performance Measures

Measure	FY 2009 Actual	FY 2010 Target	FY 2010 Actual	FY 2011 Projection	FY 2012 Projection	FY 2013 Projection
Percentage of investigations completed and reports produced by the agency within six months	74.9	70	58.3%	75	75	75
Percentage of Complaint Examiner decisions issued within 120 days	100	90	81.8%	90	90	90
Percentage of complaints resolved through mediation ¹	9.9	8.5	8.9%	9	9	9
Number of outreach activities sponsored or attended by OPC	27	22	24	24	24	24

Performance Plan Endnotes:

1. This measure is also an industry measure. In assessing the effectiveness of mediation programs used by different police oversight agencies, experts in the field consider the percentage of all complaints that were successfully mediated by an oversight agency. See Samuel Walker, Carol Archbold, and Leigh Herbst, *Mediating Citizen Complaints Against Police Officers: A Guide for Police and Community Leaders* (Washington, D.C: Government Printing Office, (2002). With 9.9 percent of its complaints resolved through mediation in FY 2009, OPC's performance places it at or near the top when compared to other mediation programs in the United States.

