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# Office of Police Complaints

[www.policecomplaints.dc.gov](http://www.policecomplaints.dc.gov)

Telephone: 202-727-3838

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Description	FY 2012 Actual	FY 2013 Approved	FY 2014 Proposed	% Change from FY 2013
Operating Budget	\$1,908,675	\$2,091,473	\$2,110,487	0.9
FTEs	22.1	23.2	23.2	0.0

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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 2014 proposed budget is presented in the following tables:

## FY 2014 Proposed Gross Funds Operating Budget, by Revenue Type

Table FH0-1 contains the proposed FY 2014 agency budget compared to the FY 2013 approved budget. It also provides FY 2011 and FY 2012 actual expenditures.

**Table FH0-1**  
(dollars in thousands)

Appropriated Fund	Actual FY 2011	Actual FY 2012	Approved FY 2013	Proposed FY 2014	Change from FY 2013	Percent Change*
<b>General Fund</b>						
Local Funds	1,770	1,909	2,091	2,110	19	0.9
<b>Total for General Fund</b>	<b>1,770</b>	<b>1,909</b>	<b>2,091</b>	<b>2,110</b>	<b>19</b>	<b>0.9</b>
<b>Private Funds</b>						
Private Donations	0	0	0	0	0	N/A
<b>Total for Private Funds</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>N/A</b>
<b>Gross Funds</b>	<b>1,770</b>	<b>1,909</b>	<b>2,091</b>	<b>2,110</b>	<b>19</b>	<b>0.9</b>

\*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 2014 Operating Appendices** located on the Office of the Chief Financial Officer's website.

## FY 2014 Proposed Full-Time Equivalents, by Revenue Type

Table FH0-2 contains the proposed FY 2014 FTE level compared to the FY 2013 approved FTE level by revenue type. It also provides FY 2011 and FY 2012 actual data.

**Table FH0-2**

Appropriated Fund	Actual FY 2011	Actual FY 2012	Approved FY 2013	Proposed FY 2014	Change from FY 2013	Percent Change
<b>General Fund</b>						
Local Funds	21.7	22.1	23.2	23.2	0.0	0.0
<b>Total for General Fund</b>	<b>21.7</b>	<b>22.1</b>	<b>23.2</b>	<b>23.2</b>	<b>0.0</b>	<b>0.0</b>
<b>Total Proposed FTEs</b>	<b>21.7</b>	<b>22.1</b>	<b>23.2</b>	<b>23.2</b>	<b>0.0</b>	<b>0.0</b>

## FY 2014 Proposed Operating Budget, by Comptroller Source Group

Table FH0-3 contains the proposed FY 2014 budget at the Comptroller Source Group (object class) level compared to the FY 2013 approved budget. It also provides FY 2011 and FY 2012 actual expenditures.

**Table FH0-3**  
(dollars in thousands)

<b>Comptroller Source Group</b>	<b>Actual FY 2011</b>	<b>Actual FY 2012</b>	<b>Approved FY 2013</b>	<b>Proposed FY 2014</b>	<b>Change from FY 2013</b>	<b>Percent Change*</b>
11 - Regular Pay - Continuing Full Time	951	994	1,258	1,301	43	3.4
12 - Regular Pay - Other	423	448	272	287	15	5.5
13 - Additional Gross Pay	17	4	17	5	-12	-70.6
14 - Fringe Benefits - Current Personnel	248	259	334	350	16	4.7
15 - Overtime Pay	0	20	0	0	0	N/A
<b>Subtotal Personal Services (PS)</b>	<b>1,639</b>	<b>1,725</b>	<b>1,881</b>	<b>1,942</b>	<b>62</b>	<b>3.3</b>
20 - Supplies and Materials	10	0	10	10	0	0.0
31 - Telephone, Telegraph, Telegram, Etc.	5	2	3	3	0	0.0
40 - Other Services and Charges	22	116	71	42	-29	-41.2
41 - Contractual Services - Other	85	52	113	103	-9	-8.2
70 - Equipment and Equipment Rental	10	15	15	11	-4	-27.8
<b>Subtotal Nonpersonal Services (NPS)</b>	<b>132</b>	<b>184</b>	<b>211</b>	<b>168</b>	<b>-43</b>	<b>-20.2</b>
<b>Gross Funds</b>	<b>1,770</b>	<b>1,909</b>	<b>2,091</b>	<b>2,110</b>	<b>19</b>	<b>0.9</b>

\*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 2014 proposed budget.

## FY 2014 Proposed Operating Budget and FTEs, by Program and Activity

Table FH0-4 contains the proposed FY 2014 budget by program and activity compared to the FY 2013 approved budget. It also provides the FY 2012 actual data.

**Table FH0-4**

(dollars in thousands)

Program/Activity	Dollars in Thousands				Full-Time Equivalents			
	Actual FY 2012	Approved FY 2013	Proposed FY 2014	Change from FY 2013	Actual FY 2012	Approved FY 2013	Proposed FY 2014	Change from FY 2013
<b>(1000) Agency Management</b>								
(1015) Training and Employee Development	9	19	5	-14	0.0	0.0	0.0	0.0
(1030) Property Management	4	0	0	0	0.0	0.0	0.0	0.0
(1040) Information Technology	4	17	13	-4	0.0	0.0	0.0	0.0
(1070) Fleet Management	0	1	4	3	0.0	0.0	0.0	0.0
(1085) Customer Service	141	43	45	1	1.9	1.0	1.0	0.0
(1090) Performance Management	546	578	571	-7	4.8	4.0	4.0	0.0
No Activity Assigned	14	0	0	0	0.0	0.0	0.0	0.0
<b>Subtotal (1000) Agency Management</b>	<b>717</b>	<b>658</b>	<b>637</b>	<b>-21</b>	<b>6.6</b>	<b>5.0</b>	<b>5.0</b>	<b>0.0</b>
<b>(2000) Complaint Resolution</b>								
(2010) Investigation	956	1,116	1,166	50	12.8	15.5	15.5	0.0
(2020) Adjudication	14	29	29	0	0.0	0.0	0.0	0.0
(2030) Mediation	6	48	40	-8	0.0	0.0	0.0	0.0
<b>Subtotal (2000) Complaint Resolution</b>	<b>976</b>	<b>1,193</b>	<b>1,235</b>	<b>42</b>	<b>12.8</b>	<b>15.5</b>	<b>15.5</b>	<b>0.0</b>
<b>(3000) Public Relations</b>								
(3010) Outreach	72	84	82	-2	1.0	1.2	1.2	0.0
<b>Subtotal (3000) Public Relations</b>	<b>72</b>	<b>84</b>	<b>82</b>	<b>-2</b>	<b>1.0</b>	<b>1.2</b>	<b>1.2</b>	<b>0.0</b>
<b>(4000) Policy Recommendation</b>								
(4010) Policy Recommendation	144	156	155	-1	1.7	1.5	1.5	0.0
<b>Subtotal (4000) Policy Recommendation</b>	<b>144</b>	<b>156</b>	<b>155</b>	<b>-1</b>	<b>1.7</b>	<b>1.5</b>	<b>1.5</b>	<b>0.0</b>
<b>Total Proposed Operating Budget</b>	<b>1,909</b>	<b>2,091</b>	<b>2,110</b>	<b>19</b>	<b>22.1</b>	<b>23.2</b>	<b>23.2</b>	<b>0.0</b>

(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 2014 Operating Appendices** located on the Office of the Chief Financial Officer's website.

## **FY 2014 Proposed Budget Changes**

The Office of Police Complaints' (OPC) proposed FY 2014 gross budget is \$2,110,487, which represents a 0.9 percent increase over its FY 2013 approved gross budget of \$2,091,473. The budget is comprised entirely of Local funds.

### **Current Services Funding Level**

The Current Services Funding Level (CSFL) is a Local funds ONLY representation of the true cost of operating District agencies, before consideration of policy decisions. The CSFL reflects changes from the FY 2013 approved budget across multiple programs, and it estimates how much it would cost an agency to continue its current programs and operations into the following fiscal year. The initial adjustments in the budget proposal represent changes that should be compared to the FY 2014 CSFL budget and not necessarily changes made to the FY 2013 Local funds budget. The FY 2014 CSFL adjustments to the FY 2013 Local funds budget are described in table 5 of this agency's budget chapter. Please see the CSFL Development section within Volume 1: Executive Summary for more information regarding the methodology used and components that comprise the CSFL.

OPC's FY 2014 CSFL budget is \$2,110,487, which represents a \$19,014, or 0.9 percent, increase over the FY 2013 approved Local funds budget of \$2,091,473.

### **Major CSFL Cost Drivers**

The FY 2014 CSFL calculated for OPC included an adjustment entry that is not described in detail on table 5. This adjustment was made for an increase of \$14,025 in personal services to account for the Fringe Benefit growth rate adjustment of 4.2 percent year-over-year growth, and \$4,989 in nonpersonal services based on the Consumer Price Index factor of 2.4 percent. During the development of the CSFL, some adjustments such as these were categorized as "other adjustments".

### **Agency Budget Submission**

**Increase:** OPC's budget proposal includes a net increase of \$59,496 in Local funds, across multiple programs, for scheduled step increases, salary adjustments, and Fringe Benefit adjustments.

**Decrease:** OPC's Local funds budget for the Agency Management program includes a net reduction of \$31,104 primarily for Other Services and Charges. Additional Gross Pay decreased by \$19,119, across multiple programs, to align with OPC's projections for terminal leave. A decrease of \$9,273 to Local to cover projected step increases.

### **Mayor's Proposed Budget**

**Cost-of-Living Adjustment:** This agency received a proposed cost-of-living adjustment (COLA) in Local funds, which will be applied centrally from the Workforce Investments account. For more information about the COLA, please see the Workforce Investments chapter contained in Volume 3 (Agency Budget Chapters – Part II) of the FY 2014 Proposed Budget and Financial Plan.

### **District's Proposed Budget**

The Office of Police Complaints has no changes from the FY 2014 Mayor's proposed budget to the FY 2014 District's proposed budget.

## FY 2013 Approved Budget to FY 2014 Proposed Budget, by Revenue Type

Table FH0-5 itemizes the changes by revenue type between the FY 2013 approved budget and the FY 2014 proposed budget.

**Table FH0-5**  
(dollars in thousands)

	PROGRAM	BUDGET	FTE
<b>LOCAL FUNDS: FY 2013 Approved Budget and FTE</b>		<b>2,091</b>	<b>23.2</b>
Other CSFL Adjustments	Multiple Programs	19	0.0
<b>LOCAL FUNDS: FY 2014 Current Services Funding Level Budget (CSFL)</b>		<b>2,110</b>	<b>23.2</b>
Increase: Personal services for salary steps, and Fringe Benefits	Multiple Programs	59	0.0
Decrease: Net reduction includes decrease primarily in Other Services and Charges	Agency Management	-31	0.0
Decrease: Reduction of Additional Gross Pay to align with projected needs	Multiple Programs	-19	0.0
Decrease: To nonpersonal services to cover projected step increases	Multiple Programs	-9	0.0
<b>LOCAL FUNDS: FY 2014 Agency Budget Submission</b>		<b>2,110</b>	<b>23.2</b>
No Changes		0	0.0
<b>LOCAL FUNDS: FY 2014 Mayor's Proposed Budget</b>		<b>2,110</b>	<b>23.2</b>
No Changes		0	0.0
<b>LOCAL FUNDS: FY 2014 District's Proposed Budget</b>		<b>2,110</b>	<b>23.2</b>
<b>Gross for FH0 - Office of Police Complaints</b>		<b>2,110</b>	<b>23.2</b>

(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 2014:

**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:** Enhance OPC's ability to effect police reform by issuing policy recommendations to the Mayor, the District Council, MPD, and DCHA.

### KEY PERFORMANCE INDICATORS

Measure	FY 2011 Actual	FY 2012 Target	FY 2012 Actual	FY 2013 Projection	FY 2014 Projection	FY 2015 Projection
Percent of investigations completed and reports produced by the agency within six months	57.1%	75%	60.6%	60%	60%	60%
Percent of Complaint Examiner decisions issued within 120 days	42.9%	90%	92.9%	80%	80%	80%
Percent of complaints resolved through mediation <sup>1</sup>	8.7%	9%	7.6%	9%	9%	9%
Number of outreach activities sponsored or attended by OPC	24	24	27	24	24	24

#### Performance Plan Endnotes:

<sup>1</sup>This Key Performance Indicator 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*, U.S. Department of Justice, Office of Community Oriented Policing Services at 40 (2002). With 8.7 percent of its complaints resolved through mediation in FY 2011, OPC's performance places it at or near the top when compared to other mediation programs in the United States.