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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 2011 Actual	FY 2012 Approved	FY 2013 Proposed	% Change from FY 2012
Operating Budget	\$1,770,245	\$2,051,138	\$2,091,473	2.0
FTEs	21.7	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 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 reforms that will promote greater police accountability by reducing the level of police misconduct or improving the citizen complaint process.

The agency's FY 2013 proposed budget is presented in the following tables:

## FY 2013 Proposed Gross Funds Operating Budget, by Revenue Type

Table FH0-1 contains the proposed FY 2013 agency budget compared to the FY 2012 approved budget. It also provides the FY 2010 and FY 2011 actual expenditures.

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

Appropriated Fund	Actual FY 2010	Actual FY 2011	Approved FY 2012	Proposed FY 2013	Change from FY 2012	Percent Change*
<b>General Fund</b>						
Local Funds	2,587	1,770	2,051	2,091	40	2.0
<b>Total for General Fund</b>	<b>2,587</b>	<b>1,770</b>	<b>2,051</b>	<b>2,091</b>	<b>40</b>	<b>2.0</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>2,587</b>	<b>1,770</b>	<b>2,051</b>	<b>2,091</b>	<b>40</b>	<b>2.0</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 2013 Operating Appendices located on the Office of the Chief Financial Officer's website.

## FY 2013 Proposed Full-Time Equivalents, by Revenue Type

Table FH0-2 contains the proposed FY 2013 FTE level compared to the FY 2012 approved FTE level by revenue type. It also provides FY 2010 and FY 2011 actual data.

**Table FH0-2**

Appropriated Fund	Actual FY 2010	Actual FY 2011	Approved FY 2012	Proposed FY 2013	Change from FY 2012	Percent Change
<b>General Fund</b>						
Local Funds	23.2	21.7	23.2	23.2	0.0	0.0
<b>Total for General Fund</b>	<b>23.2</b>	<b>21.7</b>	<b>23.2</b>	<b>23.2</b>	<b>0.0</b>	<b>0.0</b>
<b>Total Proposed FTEs</b>	<b>23.2</b>	<b>21.7</b>	<b>23.2</b>	<b>23.2</b>	<b>0.0</b>	<b>0.0</b>

## FY 2013 Proposed Operating Budget, by Comptroller Source Group

Table FH0-3 contains the proposed FY 2013 budget at the Comptroller Source Group (object class) level compared to the FY 2012 approved budget. It also provides FY 2010 and FY 2011 actual expenditures.

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

<b>Comptroller Source Group</b>	<b>Actual FY 2010</b>	<b>Actual FY 2011</b>	<b>Approved FY 2012</b>	<b>Proposed FY 2013</b>	<b>Change from FY 2012</b>	<b>Percent Change*</b>
11 - Regular Pay - Continuing Full Time	1,076	951	1,208	1,258	50	4.2
12 - Regular Pay - Other	482	423	311	272	-39	-12.6
13 - Additional Gross Pay	20	17	17	17	0	0.0
14 - Fringe Benefits - Current Personnel	252	248	305	334	29	9.6
15 - Overtime Pay	0	0	0	0	0	N/A
<b>Subtotal Personal Services (PS)</b>	<b>1,830</b>	<b>1,639</b>	<b>1,840</b>	<b>1,881</b>	<b>40</b>	<b>2.2</b>
20 - Supplies and Materials	21	10	9	10	1	7.1
31 - Telephone, Telegraph, Telegram, Etc.	8	5	0	3	3	N/A
32 - Rentals - Land and Structures	383	0	0	0	0	N/A
34 - Security Services	45	0	0	0	0	N/A
35 - Occupancy Fixed Costs	3	0	0	0	0	N/A
40 - Other Services and Charges	35	22	75	71	-4	-5.2
41 - Contractual Services - Other	235	85	110	113	3	2.7
70 - Equipment and Equipment Rental	27	10	17	15	-3	-16.4
<b>Subtotal Nonpersonal Services (NPS)</b>	<b>757</b>	<b>132</b>	<b>211</b>	<b>211</b>	<b>0</b>	<b>0.0</b>
<b>Gross Funds</b>	<b>2,587</b>	<b>1,770</b>	<b>2,051</b>	<b>2,091</b>	<b>40</b>	<b>2.0</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 2013 proposed budget.

## FY 2013 Proposed Operating Budget and FTEs, by Program and Activity

Table FH0-4 contains the proposed FY 2013 budget by program and activity compared to the FY 2012 approved budget. It also provides the FY 2011 actual data.

**Table FH0-4**

(dollars in thousands)

Program/Activity	Dollars in Thousands				Full-Time Equivalents			
	Actual FY 2011	Approved FY 2012	Proposed FY 2013	Change from FY 2012	Actual FY 2011	Approved FY 2012	Proposed FY 2013	Change from FY 2012
<b>(1000) Agency Management Program</b>								
(1015) Training and Employee Development	4	9	19	10	0.0	0.0	0.0	0.0
(1030) Property Management	6	4	0	-4	0.0	0.0	0.0	0.0
(1040) Information Technology	22	29	17	-12	0.0	0.0	0.0	0.0
(1070) Fleet Management	1	2	1	-1	0.0	0.0	0.0	0.0
(1085) Customer Service	97	99	43	-56	0.0	2.0	1.0	-1.0
(1090) Performance Management	521	559	578	19	3.7	5.0	4.0	-1.0
<b>Subtotal (1000) Agency Management Program</b>	<b>651</b>	<b>701</b>	<b>658</b>	<b>-43</b>	<b>3.7</b>	<b>7.0</b>	<b>5.0</b>	<b>-2.0</b>
<b>(2000) Complaint Resolution</b>								
(2010) Investigation	877	1,053	1,116	63	15.4	13.5	15.5	2.0
(2020) Adjudication	31	58	29	-29	0.0	0.0	0.0	0.0
(2030) Mediation	3	6	48	42	0.0	0.0	0.0	0.0
<b>Subtotal (2000) Complaint Resolution</b>	<b>911</b>	<b>1,117</b>	<b>1,193</b>	<b>76</b>	<b>15.4</b>	<b>13.5</b>	<b>15.5</b>	<b>2.0</b>
<b>(3000) Public Relations</b>								
(3010) Outreach	70	70	84	14	0.9	1.0	1.2	0.2
<b>Subtotal (3000) Public Relations</b>	<b>70</b>	<b>70</b>	<b>84</b>	<b>14</b>	<b>0.9</b>	<b>1.0</b>	<b>1.2</b>	<b>0.2</b>
<b>(4000) Policy Recommendation</b>								
(4010) Policy Recommendation	139	162	156	-6	1.6	1.8	1.5	-0.2
<b>Subtotal (4000) Policy Recommendation</b>	<b>139</b>	<b>162</b>	<b>156</b>	<b>-6</b>	<b>1.6</b>	<b>1.8</b>	<b>1.5</b>	<b>-0.2</b>
<b>Total Proposed Operating Budget</b>	<b>1,770</b>	<b>2,051</b>	<b>2,091</b>	<b>40</b>	<b>21.7</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 2013 Operating Appendices** located on the Office of the Chief Financial Officer's website.

## **FY 2013 Proposed Budget Changes**

The Office of Police Complaints' (OPC) proposed FY 2013 gross budget is \$2,091,473, which represents a 2.0 percent increase over its FY 2012 approved gross budget of \$2,051,138. 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 2012 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 2013 CSFL budget and not necessarily changes made to the FY 2012 Local funds budget. The FY 2013 CSFL adjustments to the FY 2012 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 2013 CSFL budget is \$2,084,274, which represents a \$33,136, or 1.6 percent, increase over the FY 2012 approved Local funds budget of \$2,051,138.

### **Initial Adjusted Budget**

**Cost Increase:** In Local funds, OPC increased personal services by \$4,304 due to projected increases in steps and Fringe Benefits. The agency also established a \$3,000 budget to cover Requests for Telecom Services (RTS) provided by the Office of the Chief Technology Officer (OCTO). Additionally, the agency increased its Contractual Services budget by \$820 and Supplies by \$478.

**Cost Decrease:** In Local funds, reductions of \$5,394 in Other Services and Charges and \$3,208 in Equipment were made to compensate for increased costs in personal services for salary, steps, and Fringe Benefits.

**Correct:** In Local funds, OPC moved \$96,334 and 2.0 full-time employee (FTE) positions from the Agency Management program to the Complaint Resolution program. This correction places the expenses within the program where the work was being performed by the two FTEs.

### **Additionally Adjusted Budget**

**Technical Adjustments:** Adjustment of Fringe Benefits to restore the District Government contribution for employee health insurance from 72 percent, implemented in the FY 2011 budget, to 75 percent in FY 2013, resulting in an increase of \$7,199 to OPC's Local funds.

## FY 2012 Approved Budget to FY 2013 Proposed Budget, by Revenue Type

Table FH0-5 itemizes the changes by revenue type between the FY 2012 approved budget and the FY 2013 proposed budget.

**Table FH0-5**

(dollars in thousands)

	PROGRAM	BUDGET	FTE
<b>LOCAL FUNDS: FY 2012 Approved Budget and FTE</b>		<b>2,051</b>	<b>23.2</b>
Fringe Benefit Rate Adjustment	Multiple Programs	21	0.0
Consumer Price Index	Multiple Programs	4	0.0
Personal Services Growth Factor	Multiple Programs	8	0.0
<b>FY 2013 Current Services Funding Level Budget (CSFL)</b>		<b>2,084</b>	<b>23.2</b>
Cost Increase: Adjustment for salary, step increases, and Fringe Benefits costs	Multiple Programs	4	0.0
Cost Increase: Request for Telecommunication Service (RTS) fees	Agency Management Program	3	0.0
Cost Increase: Adjustment to Contractual Services	Multiple Programs	1	0.0
Cost Increase: Adjustment to Supplies (less than \$500)	Multiple Programs	0	0.0
Cost Decrease: Adjustment to Other Services and Charges	Multiple Programs	-5	0.0
Cost Decrease: Adjustment to Equipment	Multiple Programs	-3	0.0
Correct: FTEs from Agency Management	Complaint Resolution	96	2.0
Correct: FTEs moved to Complaint Resolution	Agency Management Program	-96	-2.0
<b>FY 2013 Initial Adjusted Budget</b>		<b>2,084</b>	<b>23.2</b>
Technical Adjustment: Health Care Contribution	Multiple Programs	7	0.0
<b>FY 2013 Additionally Adjusted Budget</b>		<b>2,091</b>	<b>23.2</b>
<b>LOCAL FUNDS: FY 2013 Proposed Budget and FTE</b>		<b>2,091</b>	<b>23.2</b>
<b>Gross for FH0 - Office of Police Complaints</b>		<b>2,091</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 2013:

**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.

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## Agency Performance Measures

Measure	FY 2010 Actual	FY 2011 Actual	FY 2012 Projection	FY 2013 Projection	FY 2014 Projection
Percent of investigations completed and reports produced by the agency within six months.	65.73%	57.14%	75%	75%	75%
Percent of Complaint Examiner decisions issued within 120 days.	81.82%	42.86%	90%	90%	90%
Percent of complaints resolved through mediation. <sup>1</sup>	9.03%	8.70%	9%	9%	9%
Number of outreach activities sponsored or attended by OPC.	24	24	24	24	24

### Performance Plan Endnotes:

1. 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 9.03 percent of its complaints resolved through mediation in FY 2010, OPC's performance places it at or near the top when compared to other mediation programs in the United States.