

The following documents reflect community complaints and internal APD complaints and are allegations only. No findings or determinations have been made.

To learn more about the Austin Police Oversight's investigative process, click here:
<https://www.austintexas.gov/page/complaints-process>

This document is a community complaint and are allegations only. No findings or determinations have been made.

Complaint Number: 2025-2527	Date of Complaint: 11/1/2025
Complainant's Name (if given):	Anonymous <input checked="" type="checkbox"/>
Nature or complaint: Improper Police Procedure	
Austin Police Officers Involved: Allen AP10453	Unknown: <input type="checkbox"/>
<p>Complaint:</p> <p>The Complainant alleges:</p> <p>To Whom It May Concern,</p> <p>I am writing to express my deep frustration and concern with the current state of the Austin Police Department. It has become increasingly clear that this department no longer prioritizes the safety of its citizens. I routinely witness homeless individuals assaulting others downtown and openly violating laws without consequence, while officers seem far more focused on issuing tickets for expired registrations.</p> <p>This misplaced prioritization has contributed to making our city more dangerous. I respect and support real law enforcement — departments like Fort Worth PD demonstrate what effective policing looks like — but it is disheartening to see how far Austin PD has declined in both focus and community trust.</p> <p>Additionally, during a recent encounter, the responding officer asked questions about my personal plans and gatherings that were unrelated to the situation at hand that made me uncomfortable. While his conduct did not cross any explicit line, his demeanor and tone reflected a clear misuse of authority and an unnecessary intrusion into unrelated matters. I want this documented on public record as a formal warning: this officer's behavior suggests a tendency toward power misuse that may lead to future issues if left unchecked.</p> <p>While I understand that complaints like this may go unheard, I hope someone within the department recognizes how urgently the people of Austin need their police to return to the core mission of public safety and protection.</p> <p>Officer Description:</p> <p>Do you remember any details about the officer(s) you'd like to share?: Yes</p> <p>Name: T Allen</p> <p>Physical description:</p> <p>Race: White or Euro American</p>	

Gender: Male

Badge number:

What was the officer wearing?: Uniform

What kind of transportation was the officer using?: Patrol car or motorcycle

Austin Police Oversight Disposition: Community Concern

This document is a community complaint and are allegations only. No findings or determinations have been made.

Complaint Number: 2025-2528	Date of Complaint: 11/1/2025
Complainant's Name (if given):	Anonymous <input type="checkbox"/>
Nature or complaint: Discourtesy or Improper Conduct	
Austin Police Officers Involved:	Unknown: <input type="checkbox"/>
<p>Complaint:</p> <p>The complainant alleges:</p> <p>On October 30th, 2025, I was arrested for public intoxication and brought to the Austin Police Department facility for booking. During processing, officers used dangerous and excessive force against me:</p> <ul style="list-style-type: none"> • I was handcuffed to a wheelchair • Officers placed a fabric bag over my head TWICE, restricting my breathing • Officers strangled me by applying pressure to my throat/neck area - I could not breathe and was choking • My thumb was severely injured during restraint • I repeatedly told officers I have epilepsy, making strangulation life-threatening <p>A female officer with short reddish-blond hair and glasses was present. The area under my chin remains sore from strangulation, and my thumb requires medical attention which I am seeking. Placing bags over heads and strangulation are not legitimate restraint techniques. These actions endangered my life and constitute assault. I request full investigation, review of booking area footage, identification of all officers involved, preservation of all evidence, and disciplinary action against the officers involved.</p> <p>Officer Description:</p> <p>Do you remember any details about the officer(s) you'd like to share?: Yes</p> <p>Name:</p> <p>Physical description: Woman with short, reddish blonde hair with potentially glasses and other men there were mostly men, but her specifically</p> <p>Race: White or Euro American</p> <p>Gender: Non-binary</p> <p>Badge number:</p> <p>What was the officer wearing?: Uniform</p> <p>What kind of transportation was the officer using?</p>	
Office of Police Oversight Disposition: Community Concern	

This document is a community complaint and are allegations only. No findings or determinations have been made.

Complaint Number: 2025-2529	Date of Complaint: 11/3/2025
Complainant's Name (if given):	Anonymous <input type="checkbox"/>
Nature or complaint: Delayed Police Response	
Austin Police Officers Involved:	Unknown: <input checked="" type="checkbox"/>
<p>Complaint:</p> <p>The Complainant alleges:</p> <p>From an email thread between 311 customer service and the complainant The complainant alleges:</p> <p>This message is from [REDACTED] [REDACTED] Several of us in the neighborhood have contacted 311 this evening, November 2, about the ongoing excessive noise, loud music, and shouting coming from [REDACTED]. Despite multiple reports, nothing has been done, and the disturbance has continued for hours tonight.</p> <p>It's extremely frustrating to take the time to report this and see no response at all. What does it take for the city to actually enforce noise ordinances and provide some relief to nearby residents? What's the point of calling 311 if nothing happens?</p> <p>311 Response: Good Morning,</p> <p>Thank you for contacting Austin 311. We appreciate you taking the time to email us the noise concern coming from [REDACTED]. We are sorry to hear the noise complaint was not addressed, but we are happy to assist. The Austin Police Department handles noise disturbances. If you would like to make a complaint against the Austin Police Department, you can file a complaint by phone at 512-972-2676 or email policeoversight@austintexas.gov.</p> <p>Please note, noise complaints can be submitted directly to Austin Police using the Non-Emergency Noise Complaint service request in the Austin 311 Mobile app. It is located under the header Sound & Noise Complaints. Issues received via email are reviewed within 24 hours, which could delay the response if you are reporting a time sensitive issue.</p>	

If you have any other city related questions or concerns, please contact us by phone, email or mobile app, any time. We are available via phone 24/7 and all "E-mail or "Other SR" mobile app submissions will be reviewed in the order they are received.

Thanks again for contacting Austin 3-1-1,

Complainant email directly to APO:

Was this addressed? Did you ever send someone to the house last night?

Austin Police Oversight Disposition: Community Concern

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Complaint Number: 2025-2530	Date of Complaint: 11/3/2025
Complainant's Name (if given):	Anonymous <input type="checkbox"/>
Nature or complaint: Improper Police Procedure	
Austin Police Officers Involved: Fisher, Zakary (AP9165)	Unknown: <input type="checkbox"/>
<p>Complaint:</p> <p>██████████s demand to the City of Austin regarding the Austin Police Department's unlawful violations of its civil and constitutional rights regarding its real property located at ██████████ ██████████ and ██████████ demand to the City of Austin regarding Austin Police Department's unlawful violations of his civil and constitutional rights regarding criminal trespass citation ██████████, which alleges that he trespassed on ██████████ real property located at ██████████.</p> <p>To Whom It May Concern:</p> <p>I represent ██████████ and his company ██████████ (██████████), purchaser of the following real property on August 23, 2023 by the enclosed Warranty Deed, recorded as Document No. ██████████ in the Official Public Records of Travis County, Texas:</p> <p>Lot 9, Block 3, ██████████, a subdivision in Travis County, Texas, according to the Map or Plat of record in Volume 530, Pages 1-4, of the Deed Records, of Travis County, Texas, TOGETHER WITH one-half of the adjacent vacated street and alley, said street and alley having been vacated by Ordinance No. ██████████, ██████████ of the Deed Records of Travis County, Texas; known locally as ██████████</p> <p>This brings us to the events of October 11, 2025, when ██████████ returned to the Property with APD, knowing full well that she had lost the petition for a writ of mandamus and that she has no title or possessory rights to the Property. It is not entirely clear whether she simply broke into the front unit at the Property or had the assistance of the APD to do so, but she ended up in possession of the front unit and changed the locks on that unit. She apparently called APD and reported ██████████ as trespassing on the Property, which again is exclusively owned by his company, the Owner.</p> <p>Officer Zakary Fisher appears to have been the lead APD officer on October 11, 2025. He spoke with ██████████ who leases the rear unit at the Property, as well as with attorney ██████████ ██████████ from my office by telephone. ██████████ had provided him with a copy of the vacated February 20, 2025 order, which of course she knew was of no force or effect given the subsequent order entered on May 1, 2025. Curiously, she had also provided Fisher with a copy of the Petition for Writ of Mandamus filed on her behalf by her attorney. The very existence of the Petition/or Writ of Mandamus indicates clearly that she had later lost whatever rights the vacated February</p>	

20, 2025 order had given her, but in any case, the May 1, 2025 order was actually attached to that petition had Officer Fisher bothered to look. Even with those papers in her hand, had they been examined by APD, [REDACTED] clearly had no right to title or possession of any part of the Property. [REDACTED] also told the officers that it was proof of foul play that Owner's enclosed Warranty Deed states that Owner only paid \$10 for the Property, and [REDACTED] heard one of the officers agree with [REDACTED] that it was "suspicious" that the Warranty Deed states that Grantor conveyed the Property to Owner "for and in consideration of the sum of TEN AND NO/100 DOLLARS and other and good and valuable considerations" Of course, for any real estate lawyer licensed in the State of Texas, this is not suspicious at all. In fact, it is standard in Texas to recite "\$10.00 and other good and valuable consideration" in a deed as the consideration to support the conveyance and NOT the actual purchase price, which in this case was \$400,000. [REDACTED] also heard [REDACTED] tell the officers this same allegation on March 27, 2025 when he was being removed from his company's Property. This is a great example of why APD does not need to be practicing civil real estate law, adjudicating title to real property like a court, while on patrol and answering 911 calls. When lawyer [REDACTED] spoke with Officer Fisher, Fisher made contradictory statements, saying first that the APD would only get involved in possession issues when it was very clear who was correct, but then that he was confused by the paperwork and that it was not clear to him who should be in possession. He told [REDACTED] that he thought that this was really a matter best left to the County Constable. And yet, Officer Fisher left Pleasant in possession of the front unit of the Property and a tenant of the Owner in the rear unit. Therefore, APO was used by P [REDACTED] to assist with her knowingly wrongful trespass and attempt to secure unlawful possession of the Property, which is owned exclusively by Owner.

Austin Police Oversight Disposition: Community Concern

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Complaint Number: 2025-2532	Date of Complaint: 11/4/2025
Complainant's Name (if given):	Anonymous <input type="checkbox"/>
Nature or complaint: Discourtesy or Improper Conduct	
Austin Police Officers Involved: Bynum AP5611	Unknown: <input type="checkbox"/>
Complaint: The complainant alleges: Case number 25-2730683 Bynum AP5611 Detective Bynum closed the complainant's auto theft case due to lack of evidence. The complainant provided video evidence to APD and they have done nothing about it. They closed the case out without informing the complainant.	
Office of Police Oversight Disposition: Supervisory Referral	

This document is a community complaint and are allegations only. No findings or determinations have been made.

Complaint Number: 2025-2534	Date of Complaint: 11/4/2025
Complainant's Name (if given):	Anonymous <input checked="" type="checkbox"/>
Nature or complaint: Improper Police Procedure	
Austin Police Officers Involved: Washington AP8678	Unknown: <input type="checkbox"/>
<p>Complaint:</p> <p>The Complainant alleges:</p> <p>We had called the police in regards to a theft at 3713 tudor blvd in which a guest had stolen about 60.00 from the market in our lobby. We confronted the guest they cussed out my agent. APD was called we received a response 2 hours later. Which is fine non emergency however the two officers who showed up could care less and came up with every excuse in the world to leave. Oh well you will need to evict him, this guest was only here for 7 days. Oh well he's leaving tomorrow so he's paid so he doesn't have to. In regards to the theft we were told that it wasn't that much and he isn't going to be arrested.</p> <p>So I can go steal 60 dollars worth of items and its whatever according to officers at APD> I was only able to get one badge number 8678.</p> <p>The officers never spoke to the subject, never verified his identify or attempted to make contact. Told us to call tomorrow if he doesn't leave.</p> <p>I get it Austin is busy, and there are other issues. But at this point, this is why NW Austin is becoming the way it is. The flippant attitude of officers on any crime.... I don't need to be contacted. But these officers do need to be spoken with and reviewed.</p> <p>Officer description: Name: Physical description: Race: Black, Afro-Caribbean, or African American Gender: Male Badge number: 8678 What was the officer wearing?: Uniform What kind of transportation was the officer using?: Patrol car or motorcycle</p>	
Austin Police Oversight Disposition: Community Concern	

This document is a community complaint and are allegations only. No findings or determinations have been made.

Complaint Number: 2025-2536	Date of Complaint: 11/6/2025
Complainant's Name (if given):	Anonymous <input type="checkbox"/>
Nature or complaint: Improper Police Procedure	
Austin Police Officers Involved: Elias Robles, AP7231	Unknown: <input type="checkbox"/>
<p>Complaint:</p> <p>The Complainant alleges:</p> <p>I am writing to formally report an incident that occurred on the evening of November 5, 2025, between approximately 6:00 PM and 7:00 PM, involving Officer Robles and a resident of our community, ██████████, who resides in apartment ██████.</p> <p>██████████ contacted our emergency maintenance line stating he was locked out of his apartment. I, ██████████ Property Manager, answered the on-call phone and informed ██████████ that our staff does not perform lockouts and that he would need to contact a locksmith. He explained that he had his key but could not enter because the top deadbolt was locked and expressed concern that something might have happened to his wife, who typically opens the door for him. Due to the nature of his concern, I advised him to contact the police department to conduct a wellness check, as our staff does not perform such checks without law enforcement present.</p> <p>Following his call to the police, ██████████ also contacted emergency maintenance. Our Lead Maintenance Technician, ██████████, explained to him that maintenance could not perform a lockout and that police would need to gain access if there was a safety concern. ██████████ also stated he could go afterward to secure the door once officers had entered.</p> <p>During that same call, Officer Robles informed ██████████ that he had already kicked in the door and requested that ██████████ come over to secure the unit. ██████████ immediately responded to the property. Upon his arrival, however, he discovered that no forced entry had occurred, the officers had already left, and ██████████ had gained access after his wife woke up and opened the door.</p> <p>While we deeply value the partnership between our community and local law enforcement, I must express concern that an officer misrepresented the situation to prompt a maintenance response. Our team follows strict safety and liability protocols and does not perform lockouts or attempt to gain entry when a deadbolt is engaged, as we cannot verify who is inside or what circumstances may be occurring. These procedures are in place to protect both residents and staff.</p>	

Having an officer provide false information to our maintenance personnel creates unnecessary confusion, undermines established safety protocols, and erodes the trust and communication that are essential between property management and law enforcement. I respectfully request that this incident be reviewed and that appropriate measures be taken to ensure accurate communication in the future.

Austin Police Oversight Disposition: Community Concern

This document is a community complaint and are allegations only. No findings or determinations have been made.

Complaint Number: 2025-2537	Date of Complaint: 11/6/2025
Complainant's Name (if given):	Anonymous <input type="checkbox"/>
Nature or complaint: Discourtesy or Improper Conduct	
Austin Police Officers Involved:	Unknown: <input type="checkbox"/>
<p>Complaint:</p> <p>The complainant alleges:</p> <p>There was an incident that took place on 10 October 2025. Her son was involved in a violent act from a 'family' friend. She called the police to file a report. The officer who she spoke to advised her to have CPS do the investigation because he wasn't going to press charges on her friend. She thought once CPS was done with their investigation that the officer would then file charges, but she said that Sgt. Knouse told her she misunderstood him. She is upset that Sgt. Knouse is refusing to file charges against her friend. She has attempted to reach Sgt. Knouse Lt., but everyone she talks to ends up referring her back to Sgt. Knouse.</p> <p>The case number is: 25-2830621 The audio recording: 25-2860022</p>	
Office of Police Oversight Disposition: Supervisory Referral	

This document is a community complaint and are allegations only. No findings or determinations have been made.

Complaint Number: 2025-2538	Date of Complaint: 11/6/2025
Complainant's Name (if given):	Anonymous <input type="checkbox"/>
Nature or complaint: Improper Police Procedure	
Austin Police Officers Involved:	Unknown: <input checked="" type="checkbox"/>
<p>Complaint:</p> <p>The Complainant alleges:</p> <p>His friend stole his television he purchased 45 years ago. The complainant files a police report and feels the officer isn't doing anything about it. The complainant is upset that his friend (after admitting he stole the television) isn't arrested for the crime. To add insult to injury, he was arrested for assault because he states his friend who stole his television, lied to the police about the complainant assaulting the friend. This is unfair. –</p> <p>11/07/2025 02:02 PM</p> <p>There are two cases tied to this complaint:</p> <p>25-9025426 25-2731303</p>	
Austin Police Oversight Disposition: Formal Complaint	

This document is a community complaint and are allegations only. No findings or determinations have been made.

Complaint Number: 2025-2543	Date of Complaint: 11/9/2025
Complainant's Name (if given):	Anonymous <input type="checkbox"/>
Nature or complaint: Discourtesy or Improper Conduct	
Austin Police Officers Involved:	Unknown: <input checked="" type="checkbox"/>
<p>Complaint:</p> <p>The complainant alleges:</p> <p>I was hit on the 35 service road by E Cesar Chavez, the lady that hit me did not have insurance or a form of identification, when she told me I called the cops, before they arrived her mother had also gotten there and began to talk to me instead of letting her daughter, when the officer arrived he asked for her identification she gave him a passport and an address that was not the same as the one she gave me, the cop then told the two other women that they did not have to worry about anything because my insurance would take care of everything after that the mother of the girl said she no longer had to talk to me when we had not yet resolved anything about my car, the officer left and the lady said that if I wanted anything done we could follow her to her house, which we refused to do because we did not feel safe doing that. Nothing was ever fixed and the ladies no longer contacted us</p> <p>This is the number the mother gave me [REDACTED]</p>	
Office of Police Oversight Disposition: Supervisory Referral	

This document is a community complaint and are allegations only. No findings or determinations have been made.

Complaint Number: 2025-2544	Date of Complaint: 11/10/2025
Complainant's Name (if given):	Anonymous <input type="checkbox"/>
Nature or complaint: Delayed Police Response	
Austin Police Officers Involved:	Unknown: <input checked="" type="checkbox"/>
<p>Complaint:</p> <p>The Complainant alleges:</p> <p>This message is from Anonymous. [REDACTED]</p> <p>I'm sure you could care less....however I must report that I had occasion to call the police while I was at work the other day. I reported a domestic dispute which involved a pistol carried by one of the subjects. Two hours after I called, the police called me back to see if we still needed them. Two hours! Three hours later they showed up, the subjects were gone, obviously, and the police stayed about 4 seconds didn't want to talk to me about what should be done in the event this would happen again, knowing that the police would be nowhere anytime soon. This is such a disappointment. Makes me feel extremely unsafe in this city. The police were rude, curt and it was obvious they didn't care. Shame on you! And you wonder why the public is increasingly against you? Are you kidding? I am furious at the treatment I received or lack of treatment. You want respect? And how do you have time to pull me over for allegedly not using a turn signal while domestic violence involving a handgun is ignored. Think of the message you are giving. I am utterly disgusted! Again, shame on you.</p>	
Austin Police Oversight Disposition: Community Concern	

This document is a community complaint and are allegations only. No findings or determinations have been made.

Complaint Number: 2025-2545	Date of Complaint: 11/10/2025
Complainant's Name (if given):	Anonymous <input checked="" type="checkbox"/>
Nature or complaint: Improper Police Procedure	
Austin Police Officers Involved:	Unknown: <input checked="" type="checkbox"/>
<p>Complaint:</p> <p>The Complainant alleges:</p> <p>Dear APD,</p> <p>My paralegal was involved in a rear ender crash this past Monday morning. The other driver called APD who then arrived at the scene and took the information in order to make a report. On Tuesday, my paralegal [REDACTED] received a phone call from a man who was from Crash Resource Referral Service. He had information about her crash that he could only have received from APD. He called her several times and today he put a lady on the call who informed [REDACTED] that they were a referral service for law firms. When [REDACTED] tried to find out which firms, they hung up the phone. The phone number that called [REDACTED] is [REDACTED], and [REDACTED].</p> <p>Apparently, someone in APD is disclosing or selling the information of accident victims as soon as the information is entered into the APD database. The company that contacts accident victims is doing so on behalf of law firms in violation of Texas Penal Code 38.12.</p> <p>Please contact me to discuss this matter</p>	
Austin Police Oversight Disposition: Community Concern	

This document is a community complaint and are allegations only. No findings or determinations have been made.

Complaint Number: 2025-2546	Date of Complaint: 11/10/2025
Complainant's Name (if given):	Anonymous <input type="checkbox"/>
Nature or complaint: Discourtesy or Improper Conduct	
Austin Police Officers Involved:	Unknown: <input checked="" type="checkbox"/>
<p>Complaint:</p> <p>The complainant alleges:</p> <p>On Saturday night, I was involved in a physical altercation at Highland Night Club on 4th Street. Although I had been drinking, I was fully conscious and coherent throughout the incident. By the time an officer arrived and made his presence known, I was already pinned down and not resisting.</p> <p>Despite this, the officer proceeded to handle me in an excessive, aggressive, and unnecessary manner. He threw me onto the ground, pressed his knee on my neck, and continued to manhandle me even while I was verbally stating that I was cooperating. I repeatedly told him that I was complying and not resisting, but he ignored me entirely.</p> <p>As a result of his actions, I sustained injuries and pain to my shoulders, back, and neck, as well as multiple scrapes and bleeding that were caused by the officer's force, not from the fight itself. The officer made no attempt to assess the situation or determine whether force was warranted before using this level of aggression.</p> <p>His actions caused me not only physical pain but also emotional distress, fear, and humiliation. I consider this behavior unprofessional, excessive, and a violation of proper policing standards. I am seeking medical attention for my injuries and will be involving legal counsel regarding this incident. I respectfully request a formal review and thorough investigation into the officer's conduct.</p> <p>Officer Description:</p> <p>Name: Mccrae Physical description: N/A Race: White or Euro American Gender: Male Badge number: 6331 What was the officer wearing?: Uniform</p>	

What kind of transportation was the officer using?: On foot

Office of Police Oversight Disposition: Community Concern

This document is a community complaint and are allegations only. No findings or determinations have been made.

Complaint Number: 2025-2551	Date of Complaint: 11/12/2025
Complainant's Name (if given):	Anonymous <input type="checkbox"/>
Nature or complaint: Discourtesy or Improper Conduct	
Austin Police Officers Involved:	Unknown: <input checked="" type="checkbox"/>
<p>Complaint:</p> <p>The complainant alleges:</p> <p>She saw a Black Ford explorer license 1462533 Unit 1408 cut off a vehicle to get onto the express lane, then road in the emergency lane kicking up pylons which hit other vehicles. He did not have lights or sirens engaged.</p>	
Office of Police Oversight Disposition: Community Concern	

This document is a community complaint and are allegations only. No findings or determinations have been made.

Complaint Number: 2025-2552	Date of Complaint: 11/12/2025
Complainant's Name (if given):	Anonymous <input type="checkbox"/>
Nature or complaint: Discourtesy or Improper Conduct	
Austin Police Officers Involved:	Unknown: <input checked="" type="checkbox"/>
<p>Complaint:</p> <p>The Complainant alleges:</p> <p>An Austin Police Department Officer, in the morning hours, caused a public disturbance, with sirens. The officer continued to engage and lock, innocent persons and property, that continued to work inside of restricted zones and districts of government. The Austin Police Department Officer was asked not to engage the persons and property of innocent persons. The Austin Police Department Officer continued in harassing behaviors, and drove, through the work environment, to act in harassment by an Officer.</p>	
Austin Police Oversight Disposition: Community Concern	

This document is a community complaint and are allegations only. No findings or determinations have been made.

Complaint Number: 2025-2554	Date of Complaint: 11/12/2025
Complainant's Name (if given):	Anonymous <input type="checkbox"/>
Nature or complaint: Discourtesy or Improper Conduct	
Austin Police Officers Involved:	Unknown: <input checked="" type="checkbox"/>
<p>Complaint:</p> <p>The complainant alleges:</p> <p>Dear Members of the Police Oversight, Transportation Department, and City Leadership, My name is [REDACTED] and I am a resident of North Austin, born in this city in 1980. I am writing to air a severe, systemic, and deeply personal grievance regarding the routine, unauthorized, and unpunished use of federally protected handicapped parking spaces across our city. As an individual living with the complex disease and disability of Multiple Sclerosis (MS), I rely on these spaces to navigate the world outside my home.</p> <p>Frankly, I am past the point of frustration; I am growing resentful. The necessity of using these spots is not a luxury or a convenience; it is a critical component of my daily survival, especially given that the relentless Texas heat can utterly destroy my core ability to function. Yet, on a daily basis, I observe a widespread disregard for these laws, and crucially, a complete breakdown in their enforcement.</p> <p>The Problem: A Culture of Impunity</p> <p>I have dutifully called 311 multiple times regarding these violations. The result, I must report, has been zero discernible change. When a citizen with a federally recognized disability repeatedly reports a legally actionable offense to no effect, it signals a systemic failure in the city's mechanisms for citizen assistance and regulatory enforcement.</p> <p>The issues I observe are varied, yet all speak to a culture of impunity:</p> <ul style="list-style-type: none"> * Commercial Misuse: Food and package delivery drivers frequently use these critical spaces as temporary loading zones. This practice is not only illegal but reflects a baffling prioritization of speed over the civil rights of disabled citizens. These spots are for accessibility, not temporary convenience. * The "Rain" and "Dash-In" Excuse: I routinely see young, able-bodied individuals using these spots because it's raining, or non-disabled parents using them as a convenient "drop-off" point while they wait in the car. (A prime example is the commercial area near Masterson Pass.) This casual, self-entitled theft of access is infuriating. It's not their job to understand MS, but it is the city's job to educate and enforce the law. * The Special Event Conundrum: This is arguably the most insulting form of violation because it often involves city-sanctioned activity. I experienced an egregious example at an event at Pease Park. An official (or someone acting with perceived authority), utilizing cones, attempted to 	

designate the federally protected handicapped parking as a "temporary loading zone." I was told that I needed to drive a significant distance away and take a shuttle.

> I respectfully—and I use that word loosely—informed the individual that this was a federally protected parking spot, not a temporary loading zone, and that given my disability, I would be parking in the designated spot directly in front of the event.

>

The sheer audacity to tell a visibly disabled person that they should exert the debilitating energy to take a shuttle so an event could have more room for convenience is beyond the pale. My polite refusal and assertion of my legal right in that hot moment is a battle I should never have to fight.

A Call for Corrective Guidance and Oversight

I am writing this email not to simply complain, but to demand tangible corrective action. I would welcome any guidance if I am incorrect about the legal standing of these spots—but I am quite certain that federal law regarding accessibility supersedes a local event organizer's preference for a loading zone.

My request is clear and direct:

* Enforcement Policy Review: The Police Oversight and APD must investigate why repeated 311 calls are failing to trigger effective enforcement action. We need patrolling and active ticketing, not just a logging system that leads to nothing.

* Policy Clarity for Permits: The Transportation Department and relevant city offices must immediately implement a non-negotiable policy that any city-issued event permit explicitly states: Handicapped parking spaces (blue-lined/signed) are not to be moved, blocked, or repurposed for any reason, including loading/unloading, staging, or temporary event convenience. Furthermore, any blocking device (cones, barriers) placed in these spots by an event organizer must result in an immediate fine and permit revocation.

* Educational Outreach: A public information campaign, or at the very least, a clear directive to major delivery companies, needs to stress that these spots are NOT delivery zones.

I refuse to be an unpaid, self-appointed traffic cop who risks confrontation with citizens for simply trying to park where the law says I can. My energy is finite, and it must be conserved for basic functions, not for arguing with people who are, quite literally, stealing my access to public life.

I look forward to not just an acknowledgment of this email, but a concrete plan of action that will restore the functionality and integrity of disabled parking in Austin. Let's bring a bit of justice, a touch of common sense, and, dare I say, a modicum of politeness back to our public spaces.

Sincerely and Expecting Action,

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

Office of Police Oversight Disposition: Community Concern

This document is a community complaint and are allegations only. No findings or determinations have been made.

Complaint Number: 2025-2557	Date of Complaint: 11/12/2025
Complainant's Name (if given):	Anonymous <input type="checkbox"/>
Nature or complaint: Discourtesy or Improper Conduct	
Austin Police Officers Involved: Rachel Hamilton, AP10087	Unknown: <input type="checkbox"/>
<p>Complaint:</p> <p>The Complainant alleges:</p> <p>Crime Scene Specialist/Forensic Scientist Rachel Hamilton 10087 has been heard by multiple people, multiple times making statements saying she hopes people die when a Check Welfare Urgent or Attempted Suicide HS comes in, or saying that first responders on scene should "give up already" doing CPR on the subject, and making jokes about killing subjects that had shot themselves and had not died yet ("If he's going to miss, I'll just do it for him" was the quote from her). There are multiple witnesses (other Crime Scene Specialists and a Supervisor) that have heard her make these comments but the other specialists didn't make complaints and the Supervisor did not take any disciplinary action.</p> <p>She also looks through scene photographs of suicides/death investigations/homicides that she had no involvement in and brings people around her cubicle to look at the pictures with her and will make inappropriate jokes and disrespectful comments about the scene or decedent.</p> <p>I'm someone in the same office as her, and on 11/03/2025, I was dispatched to a suicide (253071434) and Hamilton said to me from across the office "Can't wait to look at your pictures tomorrow!"</p> <p>I've shared this information with two supervisors and have made complaints about her behavior and actions before but I haven't seen any improvement in the way she acts or the things she says about death scenes/decedents.</p> <p>I've included the case number for the suicide I responded to that I mentioned earlier incase you need me to not be anonymous. Again, I'd prefer to stay anonymous but if that prevents action from being taken then I can be contacted.</p>	
Austin Police Oversight Disposition: Community Concern	

This document is a community complaint and are allegations only. No findings or determinations have been made.

Complaint Number: 2025-2558	Date of Complaint: 11/12/2025
Complainant's Name (if given):	Anonymous <input type="checkbox"/>
Nature or complaint: Discourtesy or Improper Conduct	
Austin Police Officers Involved:	Unknown: <input checked="" type="checkbox"/>
Complaint: The complainant alleges: This message is from [REDACTED] Hello. Whoever was in the patrol vehicle 9498 on 11/12 at 2:45 was speeding in a school zone off of S. 1st near Dittmar. This patrol car was tailgating me and sped past me going at least 10 miles over the speed limit. They should be AT LEAST talked to.	
Office of Police Oversight Disposition: Community Concern	

This document is a community complaint and are allegations only. No findings or determinations have been made.

Complaint Number: 2025-2559	Date of Complaint: 11/12/2025
Complainant's Name (if given):	Anonymous <input type="checkbox"/>
Nature or complaint: Discourtesy or Improper Conduct	
Austin Police Officers Involved: Jesus Carrillo, AP4031	Unknown: <input type="checkbox"/>
<p>Complaint:</p> <p>The Complainant alleges:</p> <p>"Hello [REDACTED] There is currently an open investigation naming you as a subject in a harassment case. This letter is to inform you that the communication with the complainant shall stop from this point forward to avoid criminal charges. If the harassing communication, whether verbal, written or by an intimidating presence continues, an investigation and possible criminal charges will follow. Please disengage all communication with the complainant immediately. If you wish to contact the Detective assigned to this case or have a legitimate reason for communication with the complainant, you can contact the Austin Police Department and reference case #25-9030080. Thank you, Detective Carrillo #4031 Austin Police Department Region 3 Investigations 512-974-4945"</p> <p>When I spoke to the detective on the phone he said the complainant was a person named "[REDACTED]" who was claiming that I had sent threatening messages to her. She claims that the messages were sent to her by someone else.</p> <p>I am asserting that I never sent the messages in question to the complainant, and there is no evidence that I sent the messages in question to the complainant or that the messages in question were addressed to the complainant or about the complainant.</p> <p>I am asserting that the complainant is lying and filed a false police report, and would like for that to be investigated.</p>	
Austin Police Oversight Disposition: Supervisory Referral	

This document is a community complaint and are allegations only. No findings or determinations have been made.

Complaint Number: 2025-2560	Date of Complaint: 11/12/2025
Complainant's Name (if given):	Anonymous <input type="checkbox"/>
Nature or complaint: Discourtesy or Improper Conduct	
Austin Police Officers Involved: Reeves AP9403	Unknown: <input type="checkbox"/>
Complaint: Officer Kristopher Reeves AP9403 made an incorrect statement on an accident report and the complainant has not been assisted in getting that corrected. - [REDACTED] 11/12/2025 03:31 PM Case ID 251451316 Crash ID 2025-237061	
Office of Police Oversight Disposition: Supervisory Referral	

This document is a community complaint and are allegations only. No findings or determinations have been made.

Complaint Number: 2025-2561	Date of Complaint: 11/13/2025
Complainant's Name (if given):	Anonymous <input type="checkbox"/>
Nature or complaint: Discourtesy or Improper Conduct	
Austin Police Officers Involved:	Unknown: <input type="checkbox"/>
<p>Complaint:</p> <p>The Complainant alleges:</p> <p>They have made several attempts to contact APD, and file reports related to fraud and harassment.</p> <p>In June 2025, they filed a noise complaint against their neighbor. An officer responded to the complainant's house and told the complainant there was not any noise. The complainant stated that they attempted to explain that their neighbor is surveilling their home, but the officer did not believe them.</p> <p>In mid-October, they filed a report about harassment and smoke detector tampering. They stated a female detective called over the phone and stated there was nothing they could do about the report because there was not enough information, though the complainant reported having evidence.</p> <p>In a separate incident in mid-October at night, the complainant stated police were outside of their home flashing lights through a window. The complainant could not recall what the officers were wearing, but stated they were sure it was APD officers.</p> <p>Additionally, the complainant reported filing a report about medical bill fraud and never received a follow-up call from an APD detective about the report.</p> <p>The complainant was not able to provide specific dates or times for these incidents. The complainant's main concern is that APD officers are not doing their job.</p>	
Austin Police Oversight Disposition: Community Concern	

This document is a community complaint and are allegations only. No findings or determinations have been made.

Complaint Number: 2025-2562	Date of Complaint: 11/13/2025
Complainant's Name (if given):	Anonymous <input type="checkbox"/>
Nature or complaint: Discourtesy or Improper Conduct	
Austin Police Officers Involved: Frank Creasey, AP6631	Unknown: <input type="checkbox"/>
<p>Complaint:</p> <p>The Complainant alleges:</p> <p>I am filing a complaint regarding Officer Frank Creasey's handling of a motor vehicle accident that occurred on July 7, 2024, in Travis County.</p> <p>The police report prepared by Officer Creasey incorrectly identifies us as the at-fault party, stating that we ran a red light. This is false. Both of us were knocked unconscious during the collision and therefore never had the opportunity to provide our statements. Officer Creasey relied solely on his initial assessment at the scene without later contacting us or verifying the facts.</p> <p>We have clear video evidence showing that the other driver ran the red light—a fact later confirmed by the driver's own insurance company. Despite this, we spent over two months (since August 8, 2025) attempting to reach Officer Creasey by phone and email, receiving no response.</p> <p>The report was finally corrected in mid-October 2025, but only after we sought assistance from our local representative. This incident caused significant distress and delayed justice in our case. I respectfully request that this matter be formally reviewed to ensure accountability and prevent similar errors in the future.</p>	
Austin Police Oversight Disposition: Supervisory Referral	

This document is a community complaint and are allegations only. No findings or determinations have been made.

Complaint Number: 2025-2565	Date of Complaint: 11/13/2025
Complainant's Name (if given):	Anonymous <input type="checkbox"/>
Nature or complaint: Improper Police Procedure	
Austin Police Officers Involved:	Unknown: <input checked="" type="checkbox"/>
<p>Complaint: "My experience with Austin police department has been traumatizing . I received a call from a sergeant stating that they received a 911 call that I was being held hostage. I quickly informed him that was not true at all. He asked me to go outside with the officers there and to stay on the phone until I got to them. I walked outside with my children because the sergeant on the phone stated that they just wanted to see us and make sure that we were safe. Once I went outside the officers pulled me to their car and made me wait there while they searched my home. I explained an argument that the other party and I had. After listening to my story the officers allowed me and my children to go back inside and did not question me anymore. I decided to go back outside and watch from a distance as they pursued the other party. I asked the officer what was going to happen now and he said the other party would be arrested for evading and that was it. After they caught the other party and realized their story was similar with mine, the officer spoke with my mom and brother. Shortly after, I was under arrest. The officer threatened me with jail confirming that the only way I'd not go is if I changed my story. I was coerced into changing my story into what my mother thought happened. I fully explained that no guns were involved and I was told that the gun could be released back into my possession, shortly after, I was placed in handcuffs and asked if there was anything else I wanted to say. I told the officer no because it didn't matter because he was already taking me to jail. I then asked is it going to change me going to jail and he suggested with his body language yes. He then said he would need to read me my Miranda and asked for the new story. After telling him what he wanted to hear, he let me go. There were 2 officers involved in this coercion. Neither officer gave me their name/card, nor did I receive a case #. It wasn't until that following Monday that I received a letter from my apartments stating that I was a danger to the community based on what was said in the police report. The report states that I called 911 which is not true. I was told a detective would come out and talk to me, no one came. It looked like they were so disgustingly eager to participate in a hostage situation and they did not want to leave without one. I was going to be arrested after already being let go because the other party did not say there was a hostage situation. It was clear that had I not told a lie that I would have been arrested. My mother was not present for the argument, but the officers took to her words as if she was a witness. They wanted the situation to be her story, but she was not involved. Officers should not be able to invoke fear like this and get away with it.</p>	
Austin Police Oversight Disposition: Formal Complaint	

This document is a community complaint and are allegations only. No findings or determinations have been made.

Complaint Number: 2025-2566	Date of Complaint: 11/17/2025
Complainant's Name (if given):	Anonymous <input type="checkbox"/>
Nature or complaint: Harassment	
Austin Police Officers Involved:	Unknown: <input checked="" type="checkbox"/>
<p>Complaint:</p> <p>The Complainant alleges:</p> <p>This report outlines a series of incidents in which I believe I have been subject to repeated tracking, intimidation, and potential harassment by a group of individuals who may include members of a local gang and possibly officers with the Austin Police Department (APD).</p> <p>I understand these claims may be difficult to substantiate; however, I respectfully request that this report, the accompanying videos, and my statements be reviewed carefully before any conclusions are drawn. My intent are that these concerns are documented and investigated appropriately.</p> <p>Incident 1. March 3, 2025 Location: MoPac Expressway and Braker Lane Time: Approximately 7:00 a.m. (Note: dash camera time stamp displays 6:00 a.m. due to daylight savings adjustment)</p> <p>Two APD patrol vehicles were observed passing my vehicle on both sides at high speed with lights and sirens activated. Traffic at that time was minimal due to the holiday, and all vehicles were traveling at or above the speed limit. I was driving in the right lane in preparation to exit onto Braker Lane.</p> <p>One officer passed on my right - near an on ramp - while the other passed on my left. It is my understanding that motorists are expected to yield to the right when an emergency vehicle approaches. If I had done so in this instance, a collision would likely have occurred due to the officers positioning.</p> <p>Given the context of prior incidents, I have reason to believe this maneuver may have been intended as an intimidation tactic. However, I request that this matter be reviewed objectively.</p> <p>Incident 2. May 7, 2025 Location: Commute from work ([REDACTED])</p>	

Time: Approximately 4:00 p.m.

Upon leaving my workplace, I observed an unmarked vehicle make a sudden U-turn in a nearby driveway. The driver, whom I believe to be a law enforcement officer, appeared to be observing me.

During my 20-25 minute commute home, I observed between 10-15 marked patrol vehicles along my route, an unusually high number compared to prior experience. Given recent events, this raised concerns of deliberate surveillance or intimidation.

Additionally Home Incidents

I have also documented several suspicious events captured by my home security cameras, which I believe demonstrate a pattern of intimidation.

- Unfamiliar Male With Dog: A man and his Golden Retriever were recorded performing what appeared to be a deliberate “routine” in my driveway. This individual has not been seen in the area before or since.
- Individuals Interacting With Yard Trees: Multiple videos show individuals intentionally touching or posing near one of our crepe myrtle trees while staring toward our cameras.
- Pedestrian Comment: One recording captures a passerby on the phone saying “Are they messing with us?”- a statement I believe to be related to ongoing harassment as I know exactly why he made that statement that day.
- Staged Incidents: Several recordings depict individuals pretending to point or gesture toward my property in exaggerated ways, seemingly aware of the cameras.
- Driveway Incident: A man appeared to stage an argument/fight with children in our driveway before pausing and facing directly toward the cameras.
- Recent Highway Incident: While traveling to Dallas, a group of motorcyclists passed our vehicle; I observed visible firearms on some riders, which I interpreted as a further act of intimidation.

Request for action

I understand that proving these claims may be difficult; however, I believe the pattern and nature of these events warrant review and possible investigation. Tracking, following, and coordinated acts of intimidation are illegal under both state and federal law.

All supporting videos have NOT been included as the files are too large. Please advise on how to proceed.

I only ask that this information be evaluated objectively and that appropriate steps be taken to determine whether misconduct or coordinated harassment is occurring.

Austin Police Oversight Disposition: Community Concern

This document is a community complaint and are allegations only. No findings or determinations have been made.

Complaint Number: 2025-2567	Date of Complaint: 11/17/2025
Complainant's Name (if given):	Anonymous <input type="checkbox"/>
Nature or complaint: Discourtesy or Improper Conduct	
Austin Police Officers Involved: Karl Krycia, AP7775	Unknown: <input type="checkbox"/>
<p>Complaint:</p> <p>The Complainant alleges:</p> <p>I am submitting this complaint to Internal Affairs regarding a misleading and unprofessional communication I received from an Austin Police Department staff member.</p> <p>On Friday, October 24, 2025, at 5:59 PM, I received an email from Karl Krycia (Austin PD Recruiting). The subject line of the email read: "Job Offer with the Austin Police Department." The body of the email also opened with the statement, "We are excited to offer you a position here at the Austin Police Department."</p> <p>However, the remainder of the message made it clear that this was not a job offer at all, but rather a solicitation to re-apply for the Police Academy. I was instructed to "apply now," review eligibility criteria, and sign up for pre-testing. At no point was an actual job offer being extended.</p> <p>The email is effectively click-bait, misleading, and unprofessional — especially coming from a law enforcement agency. Presenting a recruitment solicitation as a job offer is false, inappropriate, and does not reflect the level of integrity and transparency expected from APD communications.</p> <p>I am requesting that this matter be reviewed, including the appropriateness of the message's subject line, opening statement, and the conduct of the sender. I also request clarification on whether this type of communication aligns with APD policy and professional standards for recruitment outreach.</p>	
Austin Police Oversight Disposition: Community Concern	

This document is a community complaint and are allegations only. No findings or determinations have been made.

Complaint Number: 2025-2569	Date of Complaint: 11/17/2025
Complainant's Name (if given):	Anonymous <input type="checkbox"/>
Nature or complaint: Discourtesy or Improper Conduct	
Austin Police Officers Involved:	Unknown: <input checked="" type="checkbox"/>
<p>Complaint:</p> <p>The Complainant alleges:</p> <p>On 11/15/25, between 7:10 AM and 7:20 AM, at the Trinity Lutheran Church parking lot at 44th and Maybelle (northeast side) in Rosedale, APD vehicle 2693 appeared to be doing nothing but stalking me. When I started writing down the vehicle number for this complaint, APD vehicle 2693 left.</p> <p>Identify and reprimand the guilty officer so that he/she NEVER does that to me again anywhere. Otherwise, expect me to report the incident to APD's top brass and speak to it publicly, on record, on TV.</p> <p>Thanks in advance for your anticipated prompt assistance resolving this matter.</p>	
Austin Police Oversight Disposition: Community Concern	

This document is a community complaint and are allegations only. No findings or determinations have been made.

Complaint Number: 2025-2570	Date of Complaint: 11/17/2025
Complainant's Name (if given):	Anonymous <input type="checkbox"/>
Nature or complaint: Delayed Police Response	
Austin Police Officers Involved:	Unknown: <input checked="" type="checkbox"/>
<p>Complaint:</p> <p>The Complainant alleges:</p> <p>*Note the date of incident is arbitrary no date was provided in intake email</p> <p>The complainant alleges:</p> <p>To Whom It May Concern,</p> <p>I am a professor at the University of Texas at Austin. More than a month ago, I filed a police report (Report #252940790) regarding perjury that occurred during a Board of Adjustment hearing. This incident has directly affected me as a homeowner and has broader implications for development code interpretation across the entire city.</p> <p>Since filing the report, I have received no updates from APD. No investigator has contacted me or been assigned to the case. I have reached out to multiple agencies—including the City Attorney's Office, the City Clerk, and the Travis County Attorney—and all of them have stated that APD must first compile and submit the necessary evidence before they can take any action. As a resident, I am not permitted to submit evidence directly to those offices.</p> <p>This lack of action by APD represents a serious and unacceptable failure to address a matter of significant public importance and urgency. I respectfully request immediate attention to this report, assignment of an investigator, and confirmation that this case will be properly reviewed.</p> <p>Sincerely, </p>	
Austin Police Oversight Disposition: Supervisory Referral	

This document is a community complaint and are allegations only. No findings or determinations have been made.

Complaint Number: 2025-2572	Date of Complaint: 11/17/2025
Complainant's Name (if given):	Anonymous <input type="checkbox"/>
Nature or complaint: Improper Police Procedure	
Austin Police Officers Involved:	Unknown: <input checked="" type="checkbox"/>
<p>Complaint:</p> <p>The Complainant alleges:</p> <p>The complainant left his house in a Jeep with no registration. Officer AP9661 pulled the complainant over for no registration. The complainant stated there was a woman in the front seat of the officer's car who was in plain clothes and did not appear to be an officer. The officer spoke to him aggressively at first saying he needed to have pulled over more quickly. The complainant stated that the officer missed a lot of reasons that he could have ticketed him. He told the complainant to get out of his car to search him and his car without asking for his name, ID, running his plates or anything. The complainant stated his main complaint is the way he was handled. He doesn't understand why he was even pulled over and handcuffed if the officer wasn't going to give him a ticket for anything.</p>	
Austin Police Oversight Disposition: Community Concern	

This document is a community complaint and are allegations only. No findings or determinations have been made.

Complaint Number: 2025-2573	Date of Complaint: 11/17/2025
Complainant's Name (if given):	Anonymous <input type="checkbox"/>
Nature or complaint: Discourtesy or Improper Conduct	
Austin Police Officers Involved:	Unknown: <input checked="" type="checkbox"/>
Complaint: A man was trying to open her door and accusing her of stealing a package and came after her. He would not leave and the complainant felt threatened. The complainant called the police and Officer S Lopez seemed like she didn't really care about the complainants issue. The complainant saw the officer write a report on a piece of paper. The complainant did receive a case number on the same piece of paper. The complainant feels like this was a waste of her time. The complainant is upset that there was not more done about this man.	
Office of Police Oversight Disposition: Community Concern	

This document is a community complaint and are allegations only. No findings or determinations have been made.

Complaint Number: 2025-2574	Date of Complaint: 11/17/2025
Complainant's Name (if given):	Anonymous <input type="checkbox"/>
Nature or complaint: Improper Police Procedure	
Austin Police Officers Involved: Curtis Pandorf, AP6815	Unknown: <input type="checkbox"/>
<p>Complaint:</p> <p>The Complainant alleges:</p> <p>He was driving to a Dr Appointment this morning and witnessed a police unit make multiple traffic infractions and cut someone off in a black and white truck 3902. He did not have his lights or sirens engaged and there was nothing to indicate there was an emergency. He was speeding at least 15 mph over the speed limit, crossed lanes without using his turn signal, seemingly to catch an exit he was about to miss. Even after exiting he was speeding on the feeder road, going at least 75 in a 55mph zone.</p>	
Austin Police Oversight Disposition: Community Concern	

This document is a community complaint and are allegations only. No findings or determinations have been made.

Complaint Number: 2025-2575	Date of Complaint: 11/18/2025
Complainant's Name (if given):	Anonymous <input type="checkbox"/>
Nature or complaint: Discourtesy or Improper Conduct	
Austin Police Officers Involved: 8283 - Mihalik, Ryan, 8214 - McCollum, Tyler 8923 - La Barbera, Nicholas Unknown: <input type="checkbox"/>	
<p>Complaint:</p> <p>The Complainant alleges:</p> <p>APD Officer Barbera confiscated a ring he purchased and turned it into UTPD. Please see scanned letter for details.</p> <p>12/17/2025 02:03 PM From CCF:</p> <p>██████████ wrote a complaint from the Travis County jail alleging that an officer "Babera" may have stolen his ring. Daniel stated that Officer Babera told him that he was taking the ring and giving it to UTPD. Lt ██████████ (APD Retired) and current LT with UTPD forwarded the complaint letters which are attached. The complaint thinks the officer in question is Officer N. Labarbera #8923. After speaking with Officer Labarbera #8923 and Officer Mihalik #8283, I located Austin Police incident #24-0090993 in which ██████████ was arrested for an outstanding warrant. I checked the property report and located evidence tag #3100258-1 which was submitted as evidence by Officer Mihalik. The tag describes the evidence as a "Silver UT Football Championship Ring". I could not contact ██████████ directly because he is in Travis County Jail.</p> <p>After speaking with Officer Labarbera #8923 and Officer Mihalik #8283, I located Austin Police incident #24-0090993 in which ██████████ was arrested for an outstanding warrant. I checked the property report and located evidence tag #3100258-1 which was submitted as evidence by Officer Mihalik. The tag describes the evidence as a (Silver UT Football Championship Ring". I attempted to contact Daniel's sister (██████████) since her phone number was listed in the complaint letter from jail. ██████████ was very busy and going through a tough time wither son while on the phone and did not listen to anything I had to say and instead began to yell at me and hung up the phone in my face because I would not help her with an unrelated incident in which her son was in handcuffs with police while we were on the phone. ██████████ is currently in the TCSO Del Valle lock up. I attempted to speak to him on the phone but I can only speak in person. Based on his EDP history I believe going to him in person would only lead to more frivolous complaints.</p>	
Austin Police Oversight Disposition: Community Concern	

This document is a community complaint and are allegations only. No findings or determinations have been made.

Complaint Number: 2025-2576	Date of Complaint: 11/18/2025
Complainant's Name (if given):	Anonymous <input type="checkbox"/>
Nature or complaint: Improper Police Procedure	
Austin Police Officers Involved: Perez, Rose (AP7328)	Unknown: <input type="checkbox"/>
<p>Complaint: I am writing to file a complaint regarding Officer Perez (Badge #7328) for actions during incidents on November 18, 2025, at around 1:30 AM. and October 25th 2025 at or around 2:30am at the southpark meadows shopping center located at 9500 South IH 35 service Road Austin texas 78748</p> <p>Officer Perez 7328 October 25,2025 Around 2:30 AM Target Store Front</p> <p>While on Routine Patrols i [REDACTED] encountered a homeless white male subject loitering in front of target upon making contact we informed the individual that this is private property and that the shopping center was closed the subject refused to leave and i advised the subject that police will be called if he did not comply the subject stated that he did not care so i went ahead and called for police assistance upon arrival Police officer Perez #7328 had a very offput attitude she did not make contact with security whatsoever and went directly to the subject, rudely gesturing for security to leave the area without even asking our security team what happened . due to the amount of homeless that commit crime and loiter on property Security requested a criminal trespass notice and a case number before leaving, in which officer Pérez denied. The subject then claimed he had a seizure, so police requested EMS. EMS arrived, assessed the subject, and determined the seizure occurred two days prior, stating no treatment was needed. EMS then left the property. Police later provided the case number to security but denied the trespass request, stating the subject had not done anything wrong we again advised her that he was actively trespassing due to him refusing to leave she again ignored us . Police were then observed patting down the subject, placing him in the front seat of the patrol vehicle, and leaving the property.</p> <p>also on 11-18-2025 at or around 1:30am While on routine patrol, our security team detained a banned Black male subject, [REDACTED], who was and continues to commit crimes trespassing,</p>	

theft and acting very irate towards the general public yelling death threats even having this subject arrested before we have consistently had to deal with this subject on numerous occasions with this subject being VERY hostile towards our security team as well as the general public. on this occasion this subject was waving a shovel and refusing to leave due to the subjects refusal to leave his extreme aggression and active Criminal trespass fearing for our safety as well as the general public i detained the subject in handcuffs immediately calling police for assistance, Officer Perez called us from a private phone and told us it was unlawful to place the subject in handcuffs —even after explaining the situation and our numerous dealing with him letting her know he had an active criminal trespass, and was actively refusing to leave being aggressive and waving a shovel in a threatening manner . Officer Perez was extremely unprofessional not trying to truly assess the situation she flat out refused to respond to the call stating no units would be sent and instructed us to remove the handcuffs from a mentally irate and potentially dangerous subject . as security officers who have a passion for protecting property and people we felt completely abandoned by those who swore an oath to protect us left our team handling a potentially dangerous situation without law enforcement support. We are concerned this created a serious safety risk. We ask that this incident be reviewed and appropriate steps be taken to prevent similar situations in the future.

Officer Perez continues to display poor judgement ,Unprofessional conduct , and appears to have issues with assisting others, no matter how small a situation is she swore an oath to protect and serve and needs to be reminded of this

Austin Police Oversight Disposition: Community Concern

This document is a community complaint and are allegations only. No findings or determinations have been made.

Complaint Number: 2025-2577	Date of Complaint: 11/19/2025
Complainant's Name (if given):	Anonymous <input type="checkbox"/>
Nature or complaint: Discourtesy or Improper Conduct	
Austin Police Officers Involved:	Unknown: <input checked="" type="checkbox"/>
<p>Complaint:</p> <p>The Complainant alleges:</p> <p>I was pulling out of my neighborhood on Normal Trail attempting to turn left via the middle turning median lane. As I was pulling out to get into the middle, a motorcycle cop was traveling on the other side of slaughter and moved in the middle section where they would be turning left. As I was pulling out they made a u-turn in that middle section, moving out of their lane and into mine. It was incredibly dangerous maneuver and scared me and my kids that were in the car. There was another motorcycle officer in the middle section as well. That is a very busy intersection in the morning and I feel if they are going to be camped out there, they need to follow traffic laws and be cognizant of safety.</p> <p>11/20/2025 08:48 AM The numbers on the motorcycles 2935 and 3931</p>	
Austin Police Oversight Disposition: Supervisory Referral	

This document is a community complaint and are allegations only. No findings or determinations have been made.

Complaint Number: 2025-2581	Date of Complaint: 11/20/2025
Complainant's Name (if given):	Anonymous <input type="checkbox"/>
Nature or complaint: Delayed Police Response	
Austin Police Officers Involved:	Unknown: <input checked="" type="checkbox"/>
<p>Complaint:</p> <p>The Complainant alleges:</p> <p>Observed a drunk driver leave the pool at my apartment complex and get into a car with a handle of vodka. Car was barely operational and he hit several curbs throughout the complex. I called 911 as soon as I saw him get in the car. APD failed to show up in a timely manner despite me staying on the phone and following this vehicle through the complex for over 10 minutes.</p> <p>I'm requesting contact from a supervisor.</p>	
Austin Police Oversight Disposition: Supervisory Referral	

This document is a community complaint and are allegations only. No findings or determinations have been made.

Complaint Number: 2025-2582	Date of Complaint: 11/20/2025
Complainant's Name (if given):	Anonymous <input type="checkbox"/>
Nature or complaint: Discourtesy or Improper Conduct	
Austin Police Officers Involved:	Unknown: <input checked="" type="checkbox"/>
<p>Complaint:</p> <p>The Complainant alleges:</p> <p>Suspicious immigrant of foreign country, appearing as an employee, of Austin Police Department. Location, Ed Bluestein and Loyola.</p>	
Austin Police Oversight Disposition: Community Concern	

This document is a community complaint and are allegations only. No findings or determinations have been made.

Complaint Number: 2025-2583	Date of Complaint: 11/19/2025
Complainant's Name (if given):	Anonymous <input type="checkbox"/>
Nature or complaint: Discourtesy or Improper Conduct	
Austin Police Officers Involved:	Unknown: <input checked="" type="checkbox"/>
<p>Complaint:</p> <p>Hello,</p> <p>My name is [REDACTED] and I live in the [REDACTED] I have serious and ongoing safety concerns about this property, and I have tried dozens of times to reach out to our APD District Representative, Officer Navor Martinez, without any response.</p> <p>A man has moved into [REDACTED] without being the property owner, and he has listed this address on his driver's license. The owner lives across the street and is extremely difficult to contact. Since this individual moved in, the property has become a hub of daily drug activity, potential squatting, and dangerous behavior, including:</p> <ul style="list-style-type: none"> • Numerous individuals arriving daily with bags to collect what we believe are drugs, at all hours of the day and night • People appearing intoxicated or homeless; several visibly using needles, smoking substances, and ingesting drugs in the front yard • Video evidence of drug use on November 16, which was reported to APD • Frequent smoke and drug odor from the backyard and carport • Aggressive shouting, escalating arguments, and behavior consistent with meth use • A known history of violence at this property, including a prior shooting related to a drug deal • A dog kept on bare pavement with no sanitary relief area, now causing strong odors affecting surrounding homes <p>What I've Done So Far:</p> <ul style="list-style-type: none"> • Left a tip to the CoA narcotics division • Filed a Code Enforcement report with 311 • Attempted to contact Officer Martinez by phone dozens of times, but no returned calls <p>What I Am Requesting:</p> <ol style="list-style-type: none"> 1. That this matter be escalated internally, since the District Rep assigned to me is unresponsive. 2. That APD's Nuisance Abatement Unit be notified / activated to investigate [REDACTED] 3. That there be increased patrols or outreach regarding this property. Pressure needs to be put on the property owner to bring the home into compliance or remove unauthorized occupants 	

4. Assistance or follow-up — I'm happy to meet, provide my video documentation, or walk APD through what I've recorded.

This is a serious public safety issue, and I don't feel like the normal channels are working. Please let me know how we can move forward.

Thank you for your time and attention.

Sincerely,

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██████████

Office of Police Oversight Disposition: Community Concern

This document is a community complaint and are allegations only. No findings or determinations have been made.

Complaint Number: 2025-2584	Date of Complaint: 11/20/2025
Complainant's Name (if given):	Anonymous <input type="checkbox"/>
Nature or complaint: Excessive Force	
Austin Police Officers Involved:	Unknown: <input checked="" type="checkbox"/>
Complaint: She was arrested after kicking a security officer. Officers Zerwig and Cebra were aggressive and used force when arresting her. See written complaint form for full details.	
Austin Police Oversight Disposition: Formal Complaint	

This document is a community complaint and are allegations only. No findings or determinations have been made.

Complaint Number: 2025-2586	Date of Complaint: 11/21/2025
Complainant's Name (if given):	Anonymous <input type="checkbox"/>
Nature or complaint: Bias Based Policing	
Austin Police Officers Involved: Jacob Rainier (AP10377)	Unknown: <input type="checkbox"/>
<p>Complaint:</p> <p>The complainant alleges:</p> <p>He was doing deliveries after getting gas. He pulled out of the gas station and an officer started following him. The complainant believes he was being followed because he is black. He stopped quickly at a flashing red light, didn't see any cars and proceeded. He was pulled over. He asked the officer what the probable cause was for pulling him over. The officer told him he had been following him for a while watching him drive and issued him a ticket. The complainant stated he believed he was being racially profiled. He has been doing deliveries in a lot of different cities and this has never happened to him before.</p> <p>Ticket number E18689048 Rainer AP10377</p>	
Office of Police Oversight Disposition: Formal Complaint	

This document is a community complaint and are allegations only. No findings or determinations have been made.

Complaint Number: 2025-2587	Date of Complaint: 11/24/2025
Complainant's Name (if given):	Anonymous <input type="checkbox"/>
Nature or complaint: Discourtesy or Improper Conduct	
Austin Police Officers Involved:	Unknown: <input checked="" type="checkbox"/>
<p>Complaint:</p> <p>The Complainant alleges:</p> <p>The complainant was driving an acquaintance and her friend home in exchange for some gas money. He was pulled over by officer M. Guzman AP15905 in the entrance to the parking lot at the Pappasito's on IH 35. He was taken to jail for driving without a license. The complainant was questioned by officer Guzman and his supervisor about things unrelated to the driving stop. He got his numbers off of his phone and then went to jail. When he got out of jail the complainant did not receive his phone back. The complainant has looked up his phone's location and has seen it on what he believes is the officers home address. The complainant believes they are doing an illegal investigation of his phone. He hasn't seen a warrant for the phone and did not consent to his phone being taken. He believes he was taken to jail only for the officer to take his phone. The complainant has all his information in that phone and not having it is disrupting his life.</p>	
Austin Police Oversight Disposition: Community Concern	

This document is a community complaint and are allegations only. No findings or determinations have been made.

Complaint Number: 2025-2588	Date of Complaint: 11/22/2025
Complainant's Name (if given):	Anonymous <input type="checkbox"/>
Nature or complaint: Delayed Police Response	
Austin Police Officers Involved:	Unknown: <input checked="" type="checkbox"/>
<p>Complaint:</p> <p>The complainant alleges:</p> <p>On 11/21/25 at approximately 2:35-2:50 I was victim of an attempted aggravated assault with a gun being pointed at me and to the victim being chased. I called 911 at 2:50pm. While on phone the dispatcher was demanding the physical address and repeatedly told him 5 times I don't know the physical address, that I was a [REDACTED] at [REDACTED] off of [REDACTED] [REDACTED] and [REDACTED] then when I was being blocked in by the unidentified black Nissan I began to scream because the offenders were shouting in Spanish, "mata los" which is kill them and then the back passenger came from out of the car and pointed the gun straight at me and then towards the victim. The 911 operator said are you safe and I said no when is the police coming. Finally the perpetrators moved from my car and began pursuit of the victim towards the ApplBees. That's when my [REDACTED] came out of the school and we returned back into [REDACTED]. However, where both dispatch and officer neglected my safety was when no one showed up until approximately 3:35-3:40 because the first officer on scene said that the dispatcher from 911. This is unacceptable and I will be filing more complaints to the entire APD, APD 911 dispatch unit. If my [REDACTED] wouldn't have come back, my life could have been taken if the perpetrators returned. Since the dispatcher is claiming I was not freaking hysterical nor life threatening. Someone needs to reach out to let me know that this unacceptable response time, and safety of the police department is suppose to provide is clearly non-existent at [REDACTED] in Austin, Tx. Our [REDACTED] also has video surveillance to demonstrate the complete negligence of the safety of my life. Police Report Number: 25-3250929</p>	
Office of Police Oversight Disposition: Formal Complaint	

This document is a community complaint and are allegations only. No findings or determinations have been made.

Complaint Number: 2025-2589	Date of Complaint: 11/22/2025
Complainant's Name (if given):	Anonymous <input type="checkbox"/>
Nature or complaint: Improper Police Procedure	
Austin Police Officers Involved:	Unknown: <input checked="" type="checkbox"/>
<p>Complaint: On 22nd Nov 2025 , I went to Enza nails and lashes to get a manicure and pedicure. After my toes were done, I requested that my hands service be done as well. During the process, I was dissatisfied with the work being done on my toes and expressed my concerns politely. The employee became disrespectful and left the area. The manager then came to try to fix the situation, but when it was time for my hands, the staff claimed no one was available and treated me as if they no longer wanted to provide service. I asked the salon staff to remove the work entirely so I could leave and go to another salon, as I did not want to pay for a service I was dissatisfied with. At that point, the manager locked the salon door, physically preventing me from leaving. They then threatened to call the police if I did not pay for the service. I eventually paid under duress because of the threat, but I believe this payment was coerced and that I was wrongfully detained</p> <p>When the police arrived, they told me I still had to pay, claiming "theft of service." explained that I had requested the service be removed and that I did not intend to steal anything. I believe the police misapplied the law, treating me as if I had committed a crime when I had not. 1 am filing this complaint to ensure that:</p> <ol style="list-style-type: none"> 1. The police action is reviewed for misapplication of law and improper conduct. 2. My account of being unlawfully detained at the salon is officially documented. 3. Future incidents like this are prevented for myself and others. <p>I have documentation including receipts, witness information, and a detailed timeline of events.</p> <p>Requested Outcome:</p> <ul style="list-style-type: none"> • Review and investigation of the police officers' handling of the situation • Recognition that the salon's actions constituted unlawful detention / false imprisonment • Guidance or corrective action for the officers involved 	
Austin Police Oversight Disposition: Community Concern	

This document is a community complaint and are allegations only. No findings or determinations have been made.

Complaint Number: 2025-2590	Date of Complaint: 11/24/2025
Complainant's Name (if given):	Anonymous <input type="checkbox"/>
Nature or complaint: Discourtesy or Improper Conduct	
Austin Police Officers Involved:	Unknown: <input checked="" type="checkbox"/>
<p>Complaint:</p> <p>The Complainant alleges:</p> <p>Had to generically remind them of the first amendment and the fifth amendment. Your officers always have a bad attitude with me. One has even insinuated sexual vibes as I have previously wrote about before but it was ignored by a supervisor— no tolerance for gay, DL voyeurism as I have caught officers in the act recently to add on doing it. But anyways, I was talked to by two white, overweight, straight police officers that were overheated and thought they were ICE officers. They gave me the wrong instructions, weren't clear, and left without making a report. Failing to do their 60k a year job. Mental health matters. Especially men's.</p>	
Austin Police Oversight Disposition: Community Concern	

This document is a community complaint and are allegations only. No findings or determinations have been made.

Complaint Number: 2025-2591	Date of Complaint: 11/23/2025
Complainant's Name (if given):	Anonymous <input type="checkbox"/>
Nature or complaint: Discourtesy or Improper Conduct	
Austin Police Officers Involved: Yosef Aziz (AP10162)	Unknown: <input type="checkbox"/>
<p>Complaint:</p> <p>The Complainant alleges:</p> <p>This message is from [REDACTED] [REDACTED]] Hello,</p> <p>I am writing to file a complaint against Officer Aziz for an unprofessional stop where he jeopardized my safety and the safety of the passenger I was transporting. Case #253270293.</p> <p>In the middle of the night, officer Aziz followed me lane for lane and turn for turn while I was trying to escort a passenger during an Uber ride.</p> <p>If the officer is going to stop me for something, then he needs to turn his lights on from the outset, NOT go on an aggravated stalking expedition prior to a stop!</p> <p>I had very good reason to believe that when someone follows me so particularly like that, they're apt to cause trouble and adversely affect my safety in some way. I have even filed a separate police report for stolen property - a phone and my car dash cam(!) -- from inside my vehicle -- with my car parked right outside my own house! And this occurred not too long ago!</p> <p>I have had people throw drinks at my car, throw rocks, road ragers get out and start yelling and making obscene gestures outside my car and threaten to beat me up, punch my car, people try to run into me while a driver was drunk or otherwise inattentive, even a person who shot at me once!</p> <p>I had good reason to believe my safety was affected by Mr. Aziz following me around the way that he did AT NIGHT without his siren lights on.</p> <p>His unprofessional stop frightened not only me, but the passenger I was transporting that night! My job entails transporting my passenger SAFELY. We do NOT need this kind of danger introduced into our lives!</p>	

And all this for what... trying to run a city grift because of what will be a very expensive repair on my car? Obviously an Uber driver has loads of cash that he can dispense on the less than minimum wage salary that he makes!

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Austin Police Oversight Disposition: Community Concern

This document is a community complaint and are allegations only. No findings or determinations have been made.

Complaint Number: 2025-2592	Date of Complaint: 11/24/2025
Complainant's Name (if given):	Anonymous <input type="checkbox"/>
Nature or complaint: Improper Police Procedure	
Austin Police Officers Involved:	Unknown: <input checked="" type="checkbox"/>
<p>Complaint:</p> <p>Good morning, [REDACTED]</p> <p>This letter is to be immediately entered into the official case record. I will be requesting a certified copy, so I advise you to ensure that nothing is omitted or altered.</p> <p>I am also formally reminding you that your conduct — and the conduct of your office — is now subject to review by the Texas Bar Association. Any attempt to minimize, conceal, or misrepresent information will be documented and reported accordingly.</p> <p>On Sunday, 11/23/2025, at approximately 9:00 a.m., three officers appeared at my residence. One of them forced entry into my apartment without consent, without a warrant, without probable cause, and in direct violation of constitutional protections. He walked through private rooms, woke tenants, and interrogated them with inappropriate and irrelevant questions.</p> <p>This constitutes a clear abuse of authority, an unlawful entry, and a violation of my Fourth Amendment rights. There is no legal justification for this conduct, and your office's failure to control or correct it is unacceptable.</p> <p>Additionally, officers — including Officer Santiago from the Austin Police Department — have continued to harass me both physically and through unsolicited messages. This behavior is unacceptable, unprofessional, and potentially criminal. I am putting you on notice that Officer Santiago must immediately stop contacting me, stop messaging me, and stop showing up at my residence without lawful cause. His ongoing behavior is being fully documented.</p> <p>The fact that your office has allowed this to continue raises serious concerns about negligence, misconduct, and improper supervision.</p> <p>I have stated clearly — repeatedly — that I will not cooperate with officers who behave unlawfully,</p>	

especially after I clarified that the initial statements stemmed from a personal dispute and did not represent an actual threat. Your continued refusal to acknowledge this has resulted in unnecessary escalation and risk.

Therefore, I am demanding, not requesting, the following information for immediate filing of a formal complaint:

- Full legal names of the three officers involved
- Badge numbers
- Unit and supervisor information
- The reason for their presence at my home
- All documentation or reports they generated referencing me

Your failure to provide this information promptly will be noted as intentional obstruction.

Let me also make this perfectly clear:

Your officers' actions have put my 9-month-old child at risk by showing up without cause and acting

recklessly inside and around my home. If any further harassment occurs, I will pursue every available

legal avenue — including civil action — against the individuals involved and your office for failure to

supervise and prevent misconduct.

I am formally instructing you to order your officers — including Officer Santiago — to cease all contact,

intimidation, harassment, or communication with me.

I have no intention of participating in or supporting a department that chooses to violate the law rather

than uphold it.

I expect written confirmation that this letter has been added in full to the official case file.

Sincerely,

██████████

Austin Police Oversight Disposition: Community Concern

This document is a community complaint and are allegations only. No findings or determinations have been made.

Complaint Number: 2025-2593	Date of Complaint: 11/24/2025
Complainant's Name (if given):	Anonymous <input type="checkbox"/>
Nature or complaint: Discourtesy or Improper Conduct	
Austin Police Officers Involved:	Unknown: <input checked="" type="checkbox"/>
Complaint: The Complainant alleges: There is an officer in an online group, wishing death on people and doxxing their business because they were against LGBTQ	
Austin Police Oversight Disposition: Community Concern	

This document is a community complaint and are allegations only. No findings or determinations have been made.

Complaint Number: 2025-2595	Date of Complaint: 11/24/2025
Complainant's Name (if given):	Anonymous <input type="checkbox"/>
Nature or complaint: Improper Police Procedure	
Austin Police Officers Involved: Cadena AP8510, Perez AP8583	Unknown: <input type="checkbox"/>
Complaint: Parking enforcement came to sight requesting permits. Parking enforcement called APD. Officer Cadena AP 8510 and officer Perez AP 8583 arrived, spoke with the complainant and parking enforcement officers. He produced his ID to parking enforcement although no crime had been committed. The ID of the complainant, client and employee was given to parking enforcement for violation for citation. The complainant asked what crime was committed and Officer Cadena stated he no longer wanted to speak to the complainant. The complainant asked the officers to ID themselves but the officers just pointed to their name plates.	
Office of Police Oversight Disposition: Community Concern	

This document is a community complaint and are allegations only. No findings or determinations have been made.

Complaint Number: 2025-2596	Date of Complaint: 11/24/2025
Complainant's Name (if given):	Anonymous <input type="checkbox"/>
Nature or complaint: Bias Based Policing	
Austin Police Officers Involved: Franklin AP7108, De Los Santos AP6439 Unknown: <input type="checkbox"/>	
<p>Complaint:</p> <p>The Complainant alleges:</p> <p>From an email titled "Austin PD civil rights violation- Black victim with video evidence, no legal help"</p> <p>Hello,</p> <p>My name is [REDACTED] I am a Black man from New York currently in Austin, TX. I am writing in a state of fear and urgency because I believe my civil rights have been violated by the Austin Police Department, and so far no one will help me, despite the fact that I have clear video and audio evidence.</p> <p>On 11/14 around 9:05 PM, while staying at the Super 8 by Wyndham in North Austin, I was swarmed by seven Austin Police officers and arrested by Officer Franklin #7108. Supervisor De La Rosa stood over me in the hotel lobby, yelling in my face and using fear and intimidation to force me to give my name.</p> <p>They claimed I "fit the description" of a man suspected of strangling a woman or women. But people are saying the suspect is either a white male, Filipino male, or Mexican male with NO dreads and NO tattoos. I am none of those things. I am a Black man with a different appearance altogether. I believe I was racially profiled and targeted with no real basis.</p> <p>I was cuffed, surrounded, and questioned without being read my Miranda rights after I initially refused to give my ID. I only gave my name because I was terrified for my safety and my life. They refused to review hotel camera footage even when I begged them to. Later, Officer Franklin circled the hotel and stopped directly in front of me again, making me feel stalked and hunted.</p> <p>My Fourth, Fifth, and Fourteenth Amendment rights were violated. I am not sleeping, I feel constantly watched, and I am genuinely scared something worse could happen to me.</p>	

Civil rights lawyers, local media, and organizations are ignoring this so far—even though I have video and audio proof from the hotel and my phone.

I am begging for anyone brave enough to:

- Review my evidence,
- Help protect me,
- And expose what happened, so this does not get buried.

Please contact me as soon as possible:

[REDACTED]
[REDACTED]
[REDACTED]

Austin Police Oversight Disposition: Community Concern

This document is a community complaint and are allegations only. No findings or determinations have been made.

Complaint Number: 2025-2599	Date of Complaint: 11/24/2025
Complainant's Name (if given):	Anonymous <input type="checkbox"/>
Nature or complaint: Improper Police Procedure	
Austin Police Officers Involved: Santeford, Amanda (AP5967)	Unknown: <input type="checkbox"/>
<p>Complaint: Incident Date & Time: June 4th, 2025, approximately 3:34 PM Location: Downtown Austin – Sixth Street (George Sector) Involved Officer: Officer Amanda Santeford, Badge #5967</p> <p>?</p> <p>Complaint Summary:</p> <p>On June 4th, 2025, at approximately 3:34 PM, I, [REDACTED] was standing on a public sidewalk on Sixth Street in downtown Austin, conversing with a civilian while monitoring nearby contracted properties.</p> <p>During this time, Officer Amanda Santeford (Badge #5967), who was patrolling the George Sector, yelled toward us, asking if we were on our property, and ordered us to “get moving now” if not. Despite complying and continuing lawful duties on public property, Officer Santeford remained in the area and continued to monitor my activity.</p> <p>Shortly thereafter, she re-engaged me on the public sidewalk, demanding identification without providing a lawful basis for the stop. When I asked the reason for the stop, she stated it was because I was not standing on property contracted under my security company, and therefore, I had “no right to stand in public.” I explained that my presence was lawful as part of my duties to monitor multiple nearby contracted properties, and that no special authority prohibited me from standing in a public area while performing my job.</p> <p>Officer Santeford refused to acknowledge this explanation and continued demanding identification, while ignoring visible illegal activity occurring nearby, including individuals openly using drugs and loitering. When I questioned why I was being singled out while such behavior went unaddressed, Officer Santeford responded dismissively, stating “that’s not your job,” and continued to press for my identification.</p> <p>Her tone and demeanor escalated the encounter unnecessarily. She asked whether I was angry and made belittling remarks, creating an unprofessional and hostile interaction. After I lawfully</p>	

refused to provide identification (as no reasonable suspicion or probable cause was presented), Officer Santeford later filed a complaint with the Texas Department of Public Safety (DPS) alleging I had entered bar establishments while on duty and failed to identify myself. DPS reviewed the matter and found no violations on my part, clearing me of any wrongdoing.

This incident, along with repeated reports from my officers regarding Officer Santeford's pattern of harassment, demonstrates ongoing unprofessional behavior and misuse of authority. Officer Santeford's actions have created unnecessary tension between law enforcement and private security professionals who work cooperatively to maintain safety in the downtown area.

?

Requested Action:

I am requesting that the Austin Police Department formally review Officer Santeford's conduct, including her interactions with myself and other licensed security personnel under my supervision. Her repeated, unwarranted engagements, verbal escalation, and filing of an unfounded complaint to DPS constitute harassment and a misuse of authority.

I further request that this complaint be formally documented and investigated through the appropriate channels within Internal Affairs or the Office of Police Oversight, and that corrective measures or retraining be considered to prevent further incidents of this nature.

11/25/2025 04:03 PM

Officer Description from online form:

Name: Amanda Santeford

Physical description: Blonde, 5,8, tattoo arm sleeve

Race: White or Euro American

Gender: Female

Badge number: 5967

What was the officer wearing?: Uniform

What kind of transportation was the officer using?: Patrol car or motorcycle

Austin Police Oversight Disposition: Formal Complaint