



OFFICE OF POLICE OVERSIGHT

NOTICE OF COMPLAINT

October 21, 2022

ICMS #: 2022-0944

On October 18, 2022, the OPO received an online complaint.

The complainant alleges: At around [REDACTED] on [REDACTED], both my boyfriend and I heard someone yell from the parking garage of the [REDACTED] apartment complex [REDACTED]. We were startled by the sudden sound so late at night, figuring it was someone messing with us, so we began to walk away from the scene. However, about 30 seconds later, we heard a college-aged girl scream from the parking garage, "Help me! Help me!" At least eight people heard the screams. They were shrieks of terror like none I have ever heard before. It was the scream of someone desperate for help. Then, some people also heard banging coming from the garage. A person in the group of us who heard the yells, proceeded to call 911. About ten minutes after the first shrieks were heard, I, along with two other people, heard sobbing coming from the parking garage. The individual was unresponsive to any attempt we made to call out to her. When the police finally pulled up, I told him the situation, and then he proceeded to drive away and never come back. Then, several minutes later, two other officers pulled up. They were anything but concerned and told us that there was essentially nothing they could do because "Only two people called 911." I was unaware that there had to be a minimum number of 911 calls to be taken seriously. After I told the officers that we definitely heard shrieks coming from the garage, they went inside and drove around for a few minutes. After driving around, they told us that they found nothing, and that it was "Halloween time" and that people pull pranks. They also said it was probably a "crazy transient." I can assure you that the screams we heard were real. They were of someone terrified for their safety. I truly believe we were not taken seriously because we were a group of college-aged students. A 911 call should always be taken seriously and investigated. If it had been one of the officers' daughters screaming for help, I'm sure they would have taken it much more seriously. I have lost any feelings of safety I previously had in Austin because now I do not trust that APD can protect me. What's the point of calling 911 if they can do nothing to help me?



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This notice of complaint is a request for Internal Affairs to initiate an investigation to determine if the employee conduct is within compliance of APD policy, Civil Service Rules, and Municipal Civil Service Rules.