



RECOMMENDATION

TO: Chief Lisa Davis, Austin Police Department
FROM: Director Gail McCant, Office of Police Oversight
DATE: March 27, 2025
SUBJECT: OPO Recommendation to Revise Form PD0007 - Supervisory Referral Form

Dear Chief Davis:

This memorandum is to provide feedback and recommendations for improving the Austin Police Department's (APD) Supervisory Referral Form PD0007.

The OPO has received feedback from complainants that their complaints processed as a Supervisor Referral (SR) are being closed by APD without direct conversation with an APD supervisor. This is occurring because some supervisors are blocking their phone numbers, preventing them from appearing on the complainant's Caller ID. When phone numbers are blocked or marked "private" on caller ID, it may discourage complainants from answering the call. Additionally, complainants report that when the number is blocked, no voicemail message is left to let them know who called or why.

Not all complaints received by the OPO require a full IAD Administrative Investigation. The OPO encourages APD to embrace the opportunity to foster positive community interactions when complainants simply request an APD supervisor to contact them to address their concerns via a phone conversation.

The OPO recommends APD revise the Supervisory Referral Form PD0007 to include the following required checkboxes when no direct conversation is had with the complainant:

Voice Message received:

- Left name and title
- Noted purpose for call
- Provided direct re-contact information

This proposed change will allow the Office of Police Oversight to proactively provide status updates to complainants when they contact OPO. I appreciate the collaborative relationship we share and the opportunity to provide input on APD's policies and practices that may benefit both the community and APD.

Sincerely,

Gail McCant
Director
Office of Police Oversight