



## OFFICE OF POLICE OVERSIGHT

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COMPLAINT HOTLINE: 512-972-2676

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



To learn more about the Office of Police Oversight's investigative process, click here:

<https://www.austintexas.gov/page/complaints-process>



# OFFICE OF POLICE OVERSIGHT

<b>Complaint Number:</b> 2024-1200	<b>Date of Complaint:</b> 12/2/2024
<b>Complainant's Name (if given):</b>	<b>Anonymous</b> <input type="checkbox"/>
<b>Nature of complaint:</b> Discourtesy or Improper Conduct	
<b>Austin Police Officers Involved:</b> Travis, Lee AP8146	<b>Unknown:</b> <input type="checkbox"/>
<b>Complaint:</b>  The complainant alleges:  The complainant went into Goodwill Thanksgiving morning. The doors were open, so she went in. She was trying on clothes and shopping. She was in the store no more than 10-15 minutes. At that point police approached her and yelled to put her hands on her head and get down on the ground. They handcuffed her, yanked her up, and took her outside and sat her down by their car. Then they asked her what she was doing there. She said she was shopping. They officers said the store was closed. The officer was being mean to her. She was telling them she was just there to shop, and they kept asking her questions. One of the officers came up and accused her of stealing a shirt. She asked them to stop talking to her, because they were being rude. She was really shaken up. The officers went in and watched the cameras, then said to uncuff her. She started walking away, and one of the officers said "Don't come back to this property". She was also searched and pat down by a male officer which she stated made her feel uncomfortable.  The officer names and badge numbers provided are: Travis AP8146 Dallgo AP8797 Vargas AP8968 Alurado AP10159	
<b>Office of Police Oversight Disposition:</b> Formal Complaint	



# OFFICE OF POLICE OVERSIGHT

<b>Complaint Number:</b> 2024-1202	<b>Date of Complaint:</b> 12/2/2024
<b>Complainant's Name (if given):</b>	<b>Anonymous</b> <input type="checkbox"/>
<b>Nature of complaint:</b> Discourtesy or Improper Conduct	
<b>Austin Police Officers Involved:</b> DeVries, Wesley AP7293	<b>Unknown:</b> <input type="checkbox"/>
<b>Complaint:</b>  The complainant alleges:  The complainant got a phone call 11/24/2024 11:44 am from 512-974-0000. He answered the call and a detective from APD was on the other line. He was calling in relation to a lawyer the complainant is in a divorce with. The detective was giving the complainant a cease and desist, told to stop texting, calling or contacting her. He was rude and unprofessional over the phone. The complainant said that he had not contacted her. The detective told the complainant there was an email sent threatening violence, along with a list of other uninvestigated allegations. The complainant maintained that he did not send the email and was simply in a divorce with this woman. The detective said he would file harassment charges against him if he continued to contact her outside of speaking about the divorce. The complainant stated that the way the detective treated him was odd, and after speaking to someone from 311 and to the front desk person at APD headquarter, he felt the interaction was strange and out of the ordinary. The front office person said, that it didn't sound like APD that contacted him. He had an arrest warrant issued 11/22 for a terroristic threat, then recalled on 11/26, but the detective who spoke with him failed to even mention there was an arrest warrant out for him. The complainant stated that he was not being treated fairly, and that the person he is getting divorced from may be influencing law enforcement.  Incident # 24-3261298 (terroristic threat) Detective Wesley Devries is who is allocated to this case and who the complainant believes he spoke to on the phone.	
<b>Office of Police Oversight Disposition:</b> Supervisory Referral	



# OFFICE OF POLICE OVERSIGHT

<b>Complaint Number:</b> 2024-1204	<b>Date of Complaint:</b> 12/3/2024
<b>Complainant's Name (if given):</b>	<b>Anonymous</b> <input type="checkbox"/>
<b>Nature of complaint:</b> Improper Police Procedure	
<b>Austin Police Officers Involved:</b> Acosta, Anthony AP7754	<b>Unknown:</b> <input type="checkbox"/>
<b>Complaint:</b>  The complainant alleges:  I was assaulted by my upstairs neighbor, Shawntae hall. I called police but they took over two hours to come by and when shown physical evidence of the incident he told me it was my fault for antagonizing her. here's what happened; this morning at 7:30 am I returned from dropping off my oldest daughter at school and I still had my four year old daughter with me. Shawntae was outside of her car and as soon as we got out she proceeded to yell/cuss at me saying I threw eggs at her car (eggs have been thrown at peoples cars here on Wilson multiple times this is not the first incident) I proceeded to tell her I did not do what she is accusing me of and that I've had those same issues ongoing. she proceeded to come towards me and my four year old daughter while continuing to yell/cuss. I then started recording her due to me feeling very unsafe with how she was approaching me and my four year old daughter. As I'm recording she continues to cuss/yell and then physically grabs my cell phone out of my hand pushing not only me, but my four year old daughter and she proceeds to throw my phone at the next door neighbors house with intention of breaking it. I then took my four year old daughter inside bc at this point she was very distraught, screaming and crying due to the harassment shawntae hall just unleashed onto us. I called the police, and when he finally arrived I showed officer Acosta the video of the incident and asked to file a temporary restraining order against her, he told me he would not do that, it's only a class c misdemeanor for inconvenience, I proceeded to re-show him the video of her following me, and he told me I was following her, I said sir no I was not me and my daughter are seen walking away and she is following us before she assaults both me and my daughter. He refused to acknowledge what was shown on video and left without even filing the report. I'm absolutely appalled at this situation, my four year old daughter is scared due to this incident, and we are left having to deal with someone who assaulted us and harassed us.  <b>Officer Description:</b> <b>Name:</b> A Acosta <b>Race:</b> Native Hawaiian or Other Pacific Islander <b>Gender:</b> Male <b>Badge number:</b> 7754	



# OFFICE OF POLICE OVERSIGHT

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

**Office of Police Oversight Disposition: Community Concern**





# OFFICE OF POLICE OVERSIGHT

<b>Complaint Number:</b> 2024-1207	<b>Date of Complaint:</b> 12/4/2024
<b>Complainant's Name (if given):</b>	<b>Anonymous</b> <input type="checkbox"/>
<b>Nature of complaint:</b> Excessive Force	
<b>Austin Police Officers Involved:</b> Peche, Joseph AP5953	<b>Unknown:</b> <input type="checkbox"/>
<b>Complaint:</b>  The complainant alleges:  [REDACTED] was injured by the police when arrested for obstructing a roadway by knocking over cones into the lane of travel. She has multiple bruises on both arms.  *PDF photos of injuries sustained uploaded to DCF*	
<b>Office of Police Oversight Disposition:</b> Supervisory Referral	



# OFFICE OF POLICE OVERSIGHT

<b>Complaint Number:</b> 2024-1209	<b>Date of Complaint:</b> 12/4/2024
<b>Complainant's Name (if given):</b>	<b>Anonymous</b> <input type="checkbox"/>
<b>Nature of complaint:</b> Improper Police Procedure	
<b>Austin Police Officers Involved:</b> Torres AP4407	<b>Unknown:</b>
<b>Complaint:</b>  The complainant alleges:  On May 31, 2023, I filed Incident Report 230-027-3353, which detailed harassment, Fraud , financial Crimes, and threats directed at My Self, Mr. ██████████, a 74-year-old disabled senior, by ██████████ and ██████████ Also owners of a House Flipping Company know as "BUILD THE ASSET" funded by FlagStar Bank The Actions involved an online title Theft Transaction of Don't Grant protected through an Automatic Stay from Divorce.  I mad several attempt to return the funds and had PHH Mortgage return the funds - Spartan Title has \$78,000. Build tHe asset Refused other Payments stating they wanted to flip and size the home instead The made several attempts to Force me and Mr. ██████ out of the home Including filing for wrongly eviction and other false complaints, Despite a finality of Judgment  The ongoing harassment and turning into conspiracy with an attorney on a Insurance Case, who it attempting to tie a 2021 claim to the title dispute to a third party who has no privity to the unenforceable contract because Don Grant couldn't sign his name when they took advantage of him  I attempted to report this ongoing fraud, Identity theft, conspiracy and abuse of a senior This report was ignored, never filed properly, and no investigation was conducted. The report outlined attempts by ██████████ and ██████ to illegally seize the property located at ██████████, including harassment through phone calls and in-person threats. Subsequent Incident Report and Lack of Action On June 28, 2023, I filed Incident Report 2032-5014707, reiterating the ongoing harassment and threats by ██████████ and ██████ This report also highlighted their wrongful attempts to execute a fraudulent eviction by falsely claiming that the property did not belong to us and that we were merely tenants. Despite the seriousness of these allegations and the documented evidence provided, the Austin Police Department failed to act appropriately or conduct a thorough investigation. Escalation of Conflicts and Retaliation	



## OFFICE OF POLICE OVERSIGHT

In August 2023, [REDACTED] and [REDACTED] filed a subsequent report alleging that we were the perpetrators. This appears to be an act of retaliation and is reflective of the Austin Police Department's failure to address our original complaints adequately.

This negligence contributed to a pattern of escalating harassment and fraudulent activities, including identity theft and insurance fraud, which could have been prevented had the police acted upon our initial reports.

### Fraudulent Activities and Collusion

Since the filing of our initial reports, we have been victims of identity theft and insurance fraud, including unauthorized access and attachment of third-party entities to our insurance policies.

These activities were facilitated by ongoing manipulation and conspiracy between [REDACTED] [REDACTED] and other parties, including an attorney handling a Nationwide settlement case. This attorney has attempted to tie the title dispute to the insurance settlement to evade liability and defraud us further.

### Failure to Protect and Investigate

The Austin Police Department's failure to investigate the complaints filed on May 31 and June 28, 2023, has allowed these fraudulent activities and harassment to continue unchecked.

Had the police acted in a timely and thorough manner, the harm we have suffered could have been prevented, including the illegal attempts to seize our property and the manipulation of legal and insurance proceedings.

### Attachments

a. I have attached the following documents as evidence:

- i. Copies of Incident Reports 230-027-3353 and 2032-5014707.
- ii. Evidence of harassment, threats, and fraudulent activities by [REDACTED] and [REDACTED]
- iii. Documentation of identity theft and unauthorized access to our insurance policies.
- iv. Relevant correspondence with the Texas Department of Insurance regarding these issues. -

Involvement and relevant Pleading used By opposing Counsel and My Insurance Documents Naming build the ASSETS BANK FLAGSTAR used by attorney to route settlement payments

The Insurance withheld thousands of dollars as a result of the illegal attachment to Build the asset - Then Maliciously had Mr [REDACTED] Prosecuted. despite the prior please reports and information provided to Torrez , My case was closed

The Austin Police Department's failure to investigate and address our complaints has caused irreparable harm and allowed fraudulent activities to proliferate. This negligence and inaction constitute a breach of their duty to protect and serve. Immediate corrective action is necessary to address these ongoing issues and hold the responsible parties accountable.

I declare under penalty of perjury that the foregoing is true and correct to the best of my knowledge, information, and belief.

Complainant named Officer Torrez

**Office of Police Oversight Disposition: Community Concern**



# OFFICE OF POLICE OVERSIGHT

<b>Complaint Number:</b> 2024-1212	<b>Date of Complaint:</b> 12/5/2024
<b>Complainant's Name (if given):</b>	<b>Anonymous</b> <input type="checkbox"/>
<b>Nature of complaint:</b> Discourtesy or Improper Conduct	
<b>Austin Police Officers Involved:</b> <b>Golding, Chad AP8400</b>	<b>Unknown:</b> <input type="checkbox"/>
<b>Complaint:</b>  The complainant alleges:  There were two officers Bender and Golden 8400 at Onion Creek Forest. During the interaction between himself and the officers the complainant requested their names and badge numbers. Officer Bender complied politely, but Officer Golden rudely pointed at his nametag and said that he perceived it as a threat when people requested his name and badge number. The complainant stated that attitude showed a disdain for the public.	
<b>Office of Police Oversight Disposition:</b> <b>Formal Complaint</b>	



# OFFICE OF POLICE OVERSIGHT

<b>Complaint Number:</b> 2024-1213	<b>Date of Complaint:</b> 12/5/2024
<b>Complainant's Name (if given):</b>	<b>Anonymous</b> <input type="checkbox"/>
<b>Nature of complaint:</b> Follow-up by Detective or Officer	
<b>Austin Police Officers Involved:</b> Kinuthia, Victor AP10192	<b>Unknown:</b> <input type="checkbox"/>
<b>Complaint:</b>  The complainant alleges:  There was a car accident. One of the people involved in the accident did not have insurance. The officer didn't ticket the uninsured driver for being uninsured or do anything other than give her a ticket for causing the accident, and there was no follow up. They tried to contact the officer, Victor Kinuthia AP10192, and his supervisor and got no reply. No one is answering the phone for follow up. This lady hit 3 cars and caused injuries, and she only got a ticket for the accident, not for being uninsured.	
<b>Office of Police Oversight Disposition:</b> Community Concern	



# OFFICE OF POLICE OVERSIGHT

<b>Complaint Number:</b> 2024-1217	<b>Date of Complaint:</b> 12/9/2024
<b>Complainant's Name (if given):</b>	<b>Anonymous</b> <input type="checkbox"/>
<b>Nature of complaint:</b> Improper Police Procedure	
<b>Austin Police Officers Involved:</b> De La Cruz, Jessica AP9616 <b>Unknown:</b> <input type="checkbox"/>	
<b>Complaint:</b>  The complainant alleges:  On Aug. 4, 2023, officers were called out by my spouse at the time, [REDACTED] for a domestic situation. Officer Delacruz #9616, and a female office entered my home, at [REDACTED], and inquired about what was happening. The officers separated us, with [REDACTED] outside and myself inside. Officer Delacruz entered my home and asked me what had happened between [REDACTED] and myself. I informed Delacruz that [REDACTED] and I were arguing earlier that evening. I also informed Delacruz that the argument escalated resulting in [REDACTED] grabbing me by the back of the head, by my hair and repeatedly punching me. I also informed Delacruz that I did not strike [REDACTED], that I did however throw a dish across the room at [REDACTED] after he released me, but the dish hit the couch instead and fell. I also informed Delacruz that after the arguing had ceased, [REDACTED] attacked me again, grabbing me once more by the back of the head as I bent down to retrieve the dish. The entire conversation and explanation of what had happened to Officer Delacruze took less than two minutes. Delacruz then returned to speak with [REDACTED], where he spent the next ten minutes. After the prolonged period of time, Delacruz immediately returned and arrested me. I asked the female officer at the time, why was I being arrested. I could not understand why Delacruz was arresting me due to my obvious injuries. I was cut and bleeding from the back of my head along my face and missing patches of hair on the back of my head, along with long other visible injuries to my face and body. [REDACTED] reported to Delacruz that I struck him in the face several times with my fist. However, there was zero damage to [REDACTED] glass, (which he has to wear constantly), and zero damage to [REDACTED] face. The only injury that [REDACTED] obtained was a small red mark where I hit him with the dish on the shoulder, in the attempt to get him to release me. After handcuffing me, Delacruz attempted to take me to jail without documenting any of my injuries. The female officer had to stop him and very strongly insist that she be allowed to photograph my injuries before I was taken anywhere. She stated that she did not agree with the arrest that Delacruz was conducting but he was her superior officer so she couldn't do anything about it. I later found out that [REDACTED] had informed Delacruz ,while they were speaking outside, that I was on DWI parole at that point of time. [REDACTED] was very aware that I was to be discharged from parole within a few months.	



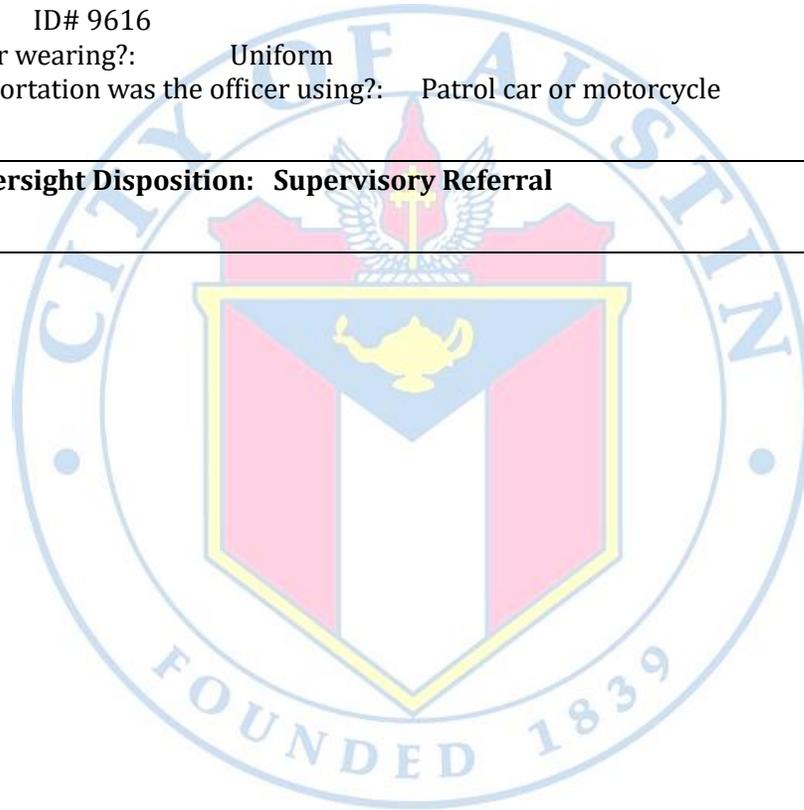
# OFFICE OF POLICE OVERSIGHT

This was clearly deliberate and intentional retaliation by [REDACTED] and a clear case of profiling based on my criminal history, along with failure to intervene, by Officer Delacruz's. After I was arrested, [REDACTED] redacted his previous accusations and informed the court, along with the parole board that I indeed "Did Not Strike Him".

## Officer Description

Name: Delacruz  
Physical description: black hair, brown eyes  
Race: Latino or Hispanic American  
Gender: Male  
Badge number: ID# 9616  
What was the officer wearing?: Uniform  
What kind of transportation was the officer using?: Patrol car or motorcycle

**Office of Police Oversight Disposition: Supervisory Referral**





# OFFICE OF POLICE OVERSIGHT

<b>Complaint Number:</b> 2024-1217	<b>Date of Complaint:</b> 12/9/2024
<b>Complainant's Name (if given):</b>	<b>Anonymous</b> <input type="checkbox"/>
<b>Nature of complaint:</b> Improper Police Procedure	
<b>Austin Police Officers Involved:</b> Serrata, Arnaldo AP9261 <b>Unknown:</b> <input type="checkbox"/>	
<b>Complaint:</b>  The complainant alleges:  On Aug. 4, 2023, officers were called out by my spouse at the time, [REDACTED] for a domestic situation. Officer Delacruz #9616, and a female officer entered my home, at [REDACTED], and inquired about what was happening. The officers separated us, with Mr. [REDACTED] outside and myself inside. Officer Delacruz entered my home and asked me what had happened between Mr. [REDACTED] and myself. I informed Delacruz that Mr. [REDACTED] and I were arguing earlier that evening. I also informed Delacruz that the argument escalated resulting in Mr. [REDACTED] grabbing me by the back of the head, by my hair and repeatedly punching me. I also informed Delacruz that I did not strike Mr. [REDACTED], that I did however throw a dish across the room at Mr. [REDACTED] after he released me, but the dish hit the couch instead and fell. I also informed Delacruz that after the arguing had ceased, Mr. [REDACTED] attacked me again, grabbing me once more by the back of the head as I bent down to retrieve the dish. The entire conversation and explanation of what had happened to Officer Delacruz took less than two minutes. Delacruz then returned to speak with Mr. [REDACTED] where he spent the next ten minutes. After the prolonged period of time, Delacruz immediately returned and arrested me. I asked the female officer at the time, why was I being arrested. I could not understand why Delacruz was arresting me due to my obvious injuries. I was cut and bleeding from the back of my head along my face and missing patches of hair on the back of my head, along with long other visible injuries to my face and body. Mr. [REDACTED]'s reported to Delacruz that I struck him in the face several times with my fist. However, there was zero damage to Mr. [REDACTED]'s glass, (which he has to wear constantly), and zero damage to Mr. [REDACTED] face. The only injury that Mr. [REDACTED] obtained was a small red mark where I hit him with the dish on the shoulder, in the attempt to get him to release me. After handcuffing me, Delacruz attempted to take me to jail without documenting any of my injuries. The female officer had to stop him and very strongly insist that she be allowed to photograph my injuries before I was taken anywhere. She stated that she did not agree with the arrest that Delacruz was conducting but he was her superior officer so she couldn't do anything about it. I later found out that Mr. [REDACTED] had informed Delacruz, while they were speaking outside, that I was on DWI parole at that point of time. Mr. [REDACTED] was very aware that I was to be discharged from parole within a few months.	



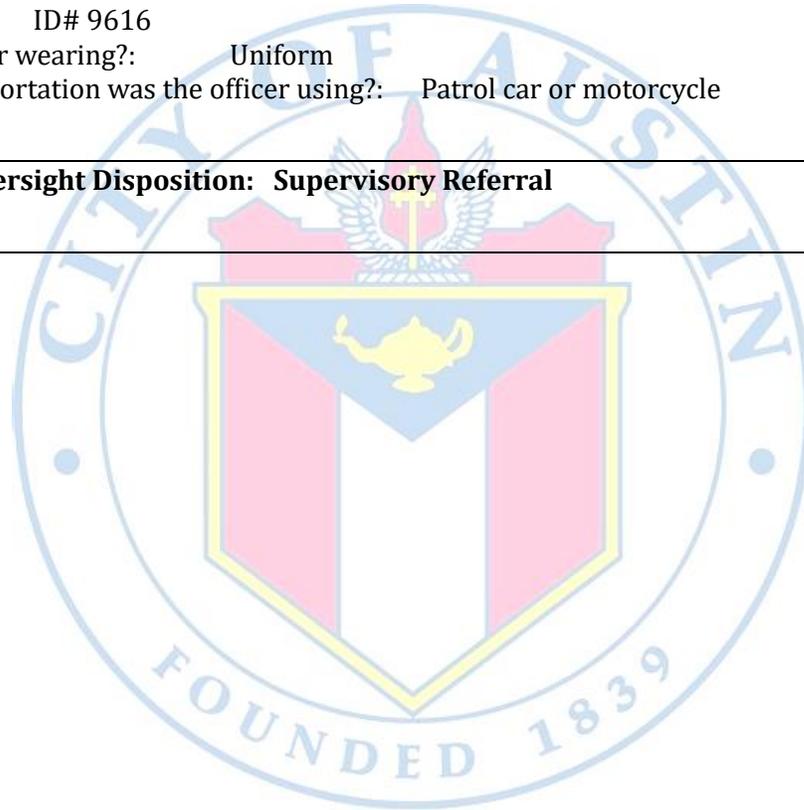
# OFFICE OF POLICE OVERSIGHT

This was clearly deliberate and intentional retaliation by Mr. [REDACTED]'s and a clear case of profiling based on my criminal history, along with failure to intervene, by Officer Delacruz's. After I was arrested, Mr. [REDACTED] redacted his previous accusations and informed the court, along with the parole board that I indeed "Did Not Strike Him".

## Officer Description

Name: Delacruz  
Physical description: black hair, brown eyes  
Race: Latino or Hispanic American  
Gender: Male  
Badge number: ID# 9616  
What was the officer wearing?: Uniform  
What kind of transportation was the officer using?: Patrol car or motorcycle

**Office of Police Oversight Disposition: Supervisory Referral**





# OFFICE OF POLICE OVERSIGHT

<b>Complaint Number:</b> 2024-1218	<b>Date of Complaint:</b> 12/9/2024
<b>Complainant's Name (if given):</b>	<b>Anonymous</b> <input type="checkbox"/>
<b>Nature of complaint:</b> Improper Police Procedure	
<b>Austin Police Officers Involved:</b> Juarez, Monica AP9760 <b>Unknown:</b> <input type="checkbox"/>	
<b>Complaint:</b>  The complainant alleges:  I was traveling for Thanksgiving, and the traffic had started to slow down. As I was easing my speed to match the flow of traffic, the car in front of me suddenly swerved sharply into the left shoulder lane to avoid hitting a vehicle that had come to a complete stop in front of him. With no warning that the car ahead was slowing or stopping, I immediately hit my brakes, but unfortunately, I still rear-ended his vehicle, as he wasn't able to move fully out of the way.  When the police arrived, the officer asked me what had happened. I explained that the car in front of me made a sudden left turn, and I slammed on the brakes as quickly as I could, but my car slid and I ended up hitting him. After listening, the officer accusatorily said, "So YOU were following him too closely," and then walked away.  The driver in front of me only spoke Spanish, so I was trying to figure out what had caused him to swerve so suddenly. While we were attempting to communicate through a phone translator, the officer came over, yelling that I couldn't do that and demanding I step away. I was just trying to understand the full situation, but she wouldn't even let me do that.  Still in shock from the accident, I was trying to collect myself when I saw the officer talking and laughing in Spanish with the other driver. This officer then gave me a citation for following too close. Later, I approached her and explained again that I didn't have any family in Austin and asked if she could help me get to a safe place. There was a hospital just across the highway, so I asked if she could at least drop me off there once the scene was cleared. She refused and said I could be dropped off somewhere nearby when the tow truck arrived. However, my car had already been towed away. She seemed irritated and told me she could only drop me off somewhere right outside the highway. I agreed, and as we quickly exited the highway, she dropped me off at a gas station right next to the exit that was just a 3-4 minutes away from the hospital.  In the end, I felt that this officer was biased, had no clear understanding of what had happened, and wasn't willing to listen or stay neutral. She didn't seem concerned about my safety and appeared irritated when I asked to be taken somewhere safe.	



# OFFICE OF POLICE OVERSIGHT

**Office of Police Oversight Disposition: Community Concern**





# OFFICE OF POLICE OVERSIGHT

<b>Complaint Number:</b> 2024-1219	<b>Date of Complaint:</b> 12/9/2024
<b>Complainant's Name (if given):</b>	<b>Anonymous</b> <input type="checkbox"/>
<b>Nature of complaint:</b> Discourtesy or Improper Conduct	
<b>Austin Police Officers Involved:</b> Mitchell, Kerry AP10036	<b>Unknown:</b> <input type="checkbox"/>
<b>Complaint:</b>  The complainant alleges:  The complainant called APD because someone assaulted him in several ways. Officer Nyugen and Officer Mitchell responded; they detained the individual but let him go. Officer Nyugen told him that he was lucky they weren't taking him to jail and that they had dealt with the complainant before and that he was just off his meds and refused to do anything about it. The complainant spoke with a detective today, who said there was nothing they could prove and they were going to suspend the case. He feels like things will get more violent towards him. He's made several reports of people threatening him and trying to kill him.	
<b>Office of Police Oversight Disposition:</b> Community Concern	



# OFFICE OF POLICE OVERSIGHT

<b>Complaint Number:</b> 2024-1221	<b>Date of Complaint:</b> 12/10/2024
<b>Complainant's Name (if given):</b>	<b>Anonymous</b> <input type="checkbox"/>
<b>Nature of complaint:</b> Discourtesy or Improper Conduct	
<b>Austin Police Officers Involved:</b> Kephart, Joseph AP7313 <b>Unknown:</b> <input type="checkbox"/>	
<b>Complaint:</b>  The complainant alleges:  I am writing to formally file a complaint against Officer Joseph Kephart, an undercover officer with the Austin Police Department.  This complaint follows a previous one filed on September 9, 2024, regarding Officer Kephart's repeated practice of parking his undercover police vehicle in front of my home for extended periods of time. Despite raising these concerns in multiple conversations with Officer Kephart, he has refused to address the issue and has continued to park his vehicle in front of my residence. His actions appear intentional and retaliatory.  For several months prior to September 19, 2024, Officer Kephart repeatedly parked his vehicle in front of my home. This ongoing situation prompted me to escalate the issue and contact Sergeant Brad Ray on September 19, 2024. However, rather than resolving the matter, Officer Kephart's behavior escalated. He has continued to park his undercover vehicle in front of my home every weekend for days at a time, demonstrating a clear disregard for our concerns.  Most recently, over the Thanksgiving holiday, the vehicle remained parked in front of my house for 10 consecutive days. Similarly, during the Halloween holiday, my husband parked his truck in front of our home in an effort to deter Officer Kephart from parking his undercover vehicle there. However, Officer Kephart instead parked directly in front of my husband's truck, impeding traffic in our cul-de-sac for several days. These actions appear intentional and harassing.  It is important to note that there are many other available parking spaces in our cul-de-sac, yet Officer Kephart consistently chooses to park his taxpayer-funded undercover vehicle directly in front of our home. This strongly suggests that his actions are targeted and designed to intimidate my family.  This vehicle, which is intended for undercover operations such as robberies, and sex crimes, raises significant safety concerns for my family, particularly for my two young daughters. When I spoke with Sergeant Brad Ray, I specifically expressed my concerns about the safety of my children. Despite this, he failed to disclose the nature of the vehicle's undercover operations, specifically its connection to sex crimes.	



## OFFICE OF POLICE OVERSIGHT

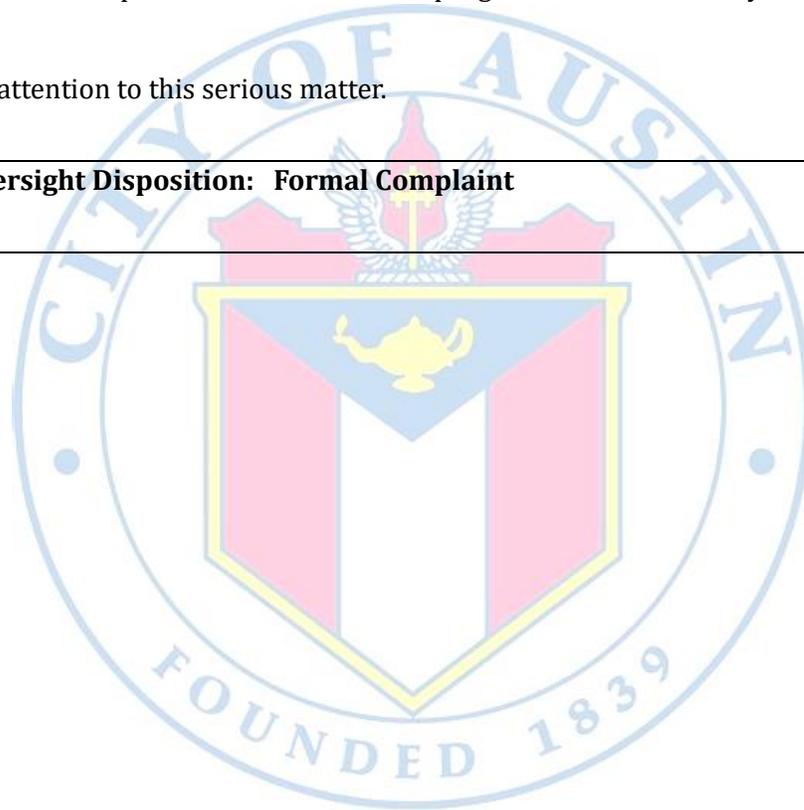
My neighbor and I have documented this ongoing issue with videos and photos of the undercover vehicle parked in front of my home on all the dates referenced. This evidence is available to support my claims.

This situation has caused undue stress and concern for the safety and well-being of my family. Officer Kephart's behavior is unprofessional and retaliatory, constituting harassment and a misuse of both his position and public resources.

I request a thorough investigation into this matter and appropriate action to address Officer Kephart's conduct. Please keep me informed about the progress and outcome of your investigation.

Thank you for your attention to this serious matter.

**Office of Police Oversight Disposition: Formal Complaint**





# OFFICE OF POLICE OVERSIGHT

<b>Complaint Number:</b> 2024-1221	<b>Date of Complaint:</b> 12/10/2024
<b>Complainant's Name (if given):</b>	<b>Anonymous</b> <input type="checkbox"/>
<b>Nature of complaint:</b> Discourtesy or Improper Conduct	
<b>Austin Police Officers Involved:</b> Ray, Will AP6161 <b>Unknown:</b> <input type="checkbox"/>	
<b>Complaint:</b>  The complainant alleges:  I am writing to formally file a complaint against Officer Joseph Kephart, an undercover officer with the Austin Police Department.  This complaint follows a previous one filed on September 9, 2024, regarding Officer Kephart's repeated practice of parking his undercover police vehicle in front of my home for extended periods of time. Despite raising these concerns in multiple conversations with Officer Kephart, he has refused to address the issue and has continued to park his vehicle in front of my residence. His actions appear intentional and retaliatory.  For several months prior to September 19, 2024, Officer Kephart repeatedly parked his vehicle in front of my home. This ongoing situation prompted me to escalate the issue and contact Sergeant Brad Ray on September 19, 2024. However, rather than resolving the matter, Officer Kephart's behavior escalated. He has continued to park his undercover vehicle in front of my home every weekend for days at a time, demonstrating a clear disregard for our concerns.  Most recently, over the Thanksgiving holiday, the vehicle remained parked in front of my house for 10 consecutive days. Similarly, during the Halloween holiday, my husband parked his truck in front of our home in an effort to deter Officer Kephart from parking his undercover vehicle there. However, Officer Kephart instead parked directly in front of my husband's truck, impeding traffic in our cul-de-sac for several days. These actions appear intentional and harassing.  It is important to note that there are many other available parking spaces in our cul-de-sac, yet Officer Kephart consistently chooses to park his taxpayer-funded undercover vehicle directly in front of our home. This strongly suggests that his actions are targeted and designed to intimidate my family.  This vehicle, which is intended for undercover operations such as robberies, and sex crimes, raises significant safety concerns for my family, particularly for my two young daughters. When I spoke with Sergeant Brad Ray, I specifically expressed my concerns about the safety of my children. Despite this, he failed to disclose the nature of the vehicle's undercover operations, specifically its connection to sex crimes.	



## OFFICE OF POLICE OVERSIGHT

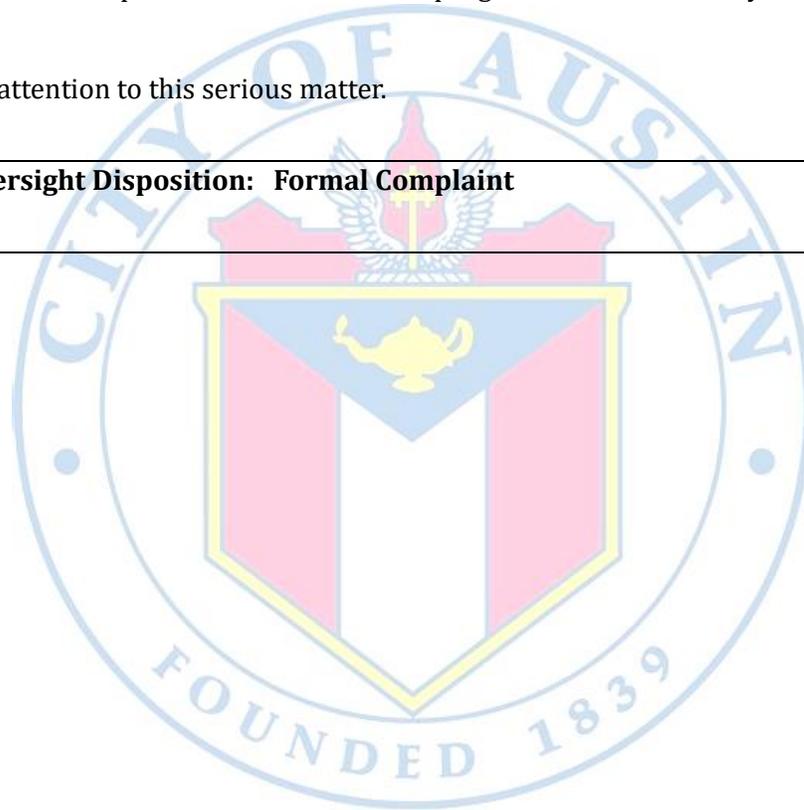
My neighbor and I have documented this ongoing issue with videos and photos of the undercover vehicle parked in front of my home on all the dates referenced. This evidence is available to support my claims.

This situation has caused undue stress and concern for the safety and well-being of my family. Officer Kephart's behavior is unprofessional and retaliatory, constituting harassment and a misuse of both his position and public resources.

I request a thorough investigation into this matter and appropriate action to address Officer Kephart's conduct. Please keep me informed about the progress and outcome of your investigation.

Thank you for your attention to this serious matter.

**Office of Police Oversight Disposition: Formal Complaint**





# OFFICE OF POLICE OVERSIGHT

<b>Complaint Number:</b> 2024-1222	<b>Date of Complaint:</b> 12/10/2024
<b>Complainant's Name (if given):</b>	<b>Anonymous</b> <input type="checkbox"/>
<b>Nature of complaint:</b> Harassment	
<b>Austin Police Officers Involved:</b> Miller, Garrett AP9091 <b>Unknown:</b> <input type="checkbox"/>	
<b>Complaint:</b>  The complainant alleges:  On November the 19th I was driving on Cooper lane headed North came to the light of William cannon and Cooper lane when I looked to the left it was a black SUV undercover on the side of me in the Turning lane to make a right and I was going straight across the light on Cooper lane so the light turned green I went and the black SUV undercover turned on the lights so I pulled over Next to some apartments called The DEXTER I let the windows down and a white male officer walked up on the passenger side window And said the reason why I pulled you over cause you was on the white line Which that was a lie cause if I was on the white line he would have been behind me not on the side of me so he asked me if that's your car I said no it's not I was and I was in car accident and this is a rental car so I asked him can I grab my tablet bag in the back seat behind the driver side and he said yes So I grabbed the bag and gave him the paperwork and I gave him my driver's license and he walks back to his SUV undercover then he walks up to the driver's side and said I smell marijuana which he didn't say that the first time he walked up and said can you step out so we can search your car so I stepped out and other APD and state trooper started searching the car why I was on the sidewalk so the officer that pulled me over said I'm going have to put you in handcuffs and the APD offers finds a handgun and a gram of marijuana and the officer that pulled me over started searching me didn't find anything then he stopped then he searched me again and find 8,000 and something cash all 100s I told him I got that from my car accident and I'm looking to buy a car just didn't find one at the moment the why I was in the rental car so the state trooper brings a dog but didn't find anything else so he puts the dog back up and the APD offers walks back to a white truck and never came back and the officer and another officer was counting the money on the black SUV undercover and I was in the front seat of the black SUV undercover in handcuffs and it's about 1:40 to 2:10 something like that so the officer that pulled me over get on the phone didn't know who he was talking to but a white male with Regular clothes and a female officer with regular clothes walks up state trooper leaves so the officer with regular clothes and the female officer with regular clothes starts talking to me asking me questions why they wait for the tow truck started asking me where I came from so I said a friend's and they asking me where's the Fetnall heroin and math I said I don't know I didn't have any they was asking where it's at so the officer that pulled me over walks off and the female officer gets in the black SUV undercover in the driver seat started asking more questions going on five clock still on Cooper lane so the tow truck pulled up takes the car and we still setting there talking the female officer and the white officers with Regular clothes started asking me do I have money and drugs at my	



## OFFICE OF POLICE OVERSIGHT

house and I said no what my house have to do with this told them the last time I was in trouble was 2010 so they kept asking me questions the female officer kept say I think he have drugs at his house and we need to search it and I said what my house have to do with this and they kept wanting to go in my phone so the officer with Regular clothes walks off and me and the female officer was in the black SUV undercover talking with the doors closed so it started getting dark so she gets out and I'm still in the front seat of the black SUV undercover the officer that pulled me over comes back and said we going to a different locations so he went in the apartments next to Cooper lane called The DEXTER we went in the back of the apartments and they kept turning the camera off so we setting in the apartments talking and it's about six something I asked for a bottle of water cause I started feeling Dehydrated they said they didn't have any water and the female officer gets out comes back with a paper talking about sing this say we can go in your phone and house And it wasn't a search warrant paper because the judge had the sign that paper with a little writing on it so I asked again why you want to go to my house so bad she say I think you have drugs and money so I said you will see I don't have anything then I said take me to jail and she said if we was going to take you to jail we would have already did it so kept asking the same stuff over and over so she gets out the SUV undercover going on 7 clock so the officer that pulled me over comes back and she they want me to take you to your house I said you not taking me to jail he said no we going to your house I said you taking me all the way north austin he said yup it's over time for me so we started leaving out of the apartments The DEXTER driving down William Cannon to IH- 35 maybe 7 clock in handcuffs in the front seat of the SUV undercover so I asked the officer that pulled me over what do said I work the high way I find big shit I don't deal shit like this that's why I called them I don't trust the other people he was talking about his other co workers so I said damn so we get to address 13021 dessau Road Is wilco at river ranch on the side of the officer and it was about maybe 8 other APD offers in regular clothes that I seen beside the officer that pulled me over with uniform so we setting there talking again about the same stuff we was talking about on Cooper lane and the back of the apartments The DEXTER so the female officer asked me was my mom there I said I don't know she might be at work I don't know so they said if she not there we going to unlock your door and go search your house I said the illegal to do the and she gets out and started talking to her co workers so she came back on the passenger side opened the door and asked me to call my mom so I did and she picked up I said I got pulled over and they want to search the house and said okay just to so them I didn't have anything so she told my mom to walk to the driveway and she said okay me and the officer that pulled me over and the female officer waited at the front of the officer why they go in my mom house without a search warrant I asked the female officer water again and she slammed the door on me and walked off to talk to the officer that pulled me over and bring me all the way from Cooper lane to north austin illegal stuff so I'm setting there waiting for them to get done with there illegal search so I knocked on the window And the officer that pulled me over I asked for a bottle of water again he said do you have any water at your house and I said yes I'll get you one like 8 clock in handcuffs for hours no food no water so all the undercover comes driving back and the white male officer with regular clothes said hers your water I'm taking the handcuffs for wrote his number on a piece of paper and said call him the next day at 1 clock they didn't give me my cell phone my money and they was trying to keep my tablet but they give it back to me and I walked back to my house and when I got there my mom said [REDACTED] asked for a bottle of water and I said where is Mr. [REDACTED] at he said I'm about to let [REDACTED] go we didn't find anything



# OFFICE OF POLICE OVERSIGHT

**Office of Police Oversight Disposition: Supervisory Referral**





# OFFICE OF POLICE OVERSIGHT

<b>Complaint Number:</b> 2024-1222	<b>Date of Complaint:</b> 12/10/2024
<b>Complainant's Name (if given):</b>	<b>Anonymous</b> <input type="checkbox"/>
<b>Nature of complaint:</b> Harassment	
<b>Austin Police Officers Involved:</b> Stewart, Brandon AP7348 <b>Unknown:</b> <input type="checkbox"/>	
<b>Complaint:</b>  The complainant alleges:  On November the 19th I was driving on Cooper lane headed North came to the light of William cannon and Cooper lane when I looked to the left it was a black SUV undercover on the side of me in the Turning lane to make a right and I was going straight across the light on Cooper lane so the light turned green I went and the black SUV undercover turned on the lights so I pulled over Next to some apartments called The DEXTER I let the windows down and a white male officer walked up on the passenger side window And said the reason why I pulled you over cause you was on the white line Which that was a lie cause if I was on the white line he would have been behind me not on the side of me so he asked me if that's your car I said no it's not I was and I was in car accident and this is a rental car so I asked him can I grab my tablet bag in the back seat behind the driver side and he said yes So I grabbed the bag and gave him the paperwork and I gave him my driver's license and he walks back to his SUV undercover then he walks up to the driver's side and said I smell marijuana which he didn't say that the first time he walked up and said can you step out so we can search your car so I stepped out and other APD and state trooper started searching the car why I was on the sidewalk so the officer that pulled me over said I'm going have to put you in handcuffs and the APD offers finds a handgun and a gram of marijuana and the officer that pulled me over started searching me didn't find anything then he stopped then he searched me again and find 8,000 and something cash all 100s I told him I got that from my car accident and I'm looking to buy a car just didn't find one at the moment the why I was in the rental car so the state trooper brings a dog but didn't find anything else so he puts the dog back up and the APD offers walks back to a white truck and never came back and the officer and another officer was counting the money on the black SUV undercover and I was in the front seat of the black SUV undercover in handcuffs and it's about 1:40 to 2:10 something like that so the officer that pulled me over get on the phone didn't know who he was talking to but a white male with Regular clothes and a female officer with regular clothes walks up state trooper leaves so the officer with regular clothes and the female officer with regular clothes starts talking to me asking me questions why they wait for the tow truck started asking me where I came from so I said a friend's and they asking me where's the Fetnall heroin and math I said I don't know I didn't have any they was asking where it's at so the officer that pulled me over walks off and the female officer gets in the black SUV undercover in the driver seat started asking more questions going on five clock still on Cooper lane so the tow truck pulled up takes the car and we still setting there talking the female officer and the white officers with Regular clothes started asking me do I have money and drugs at my	



## OFFICE OF POLICE OVERSIGHT

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# OFFICE OF POLICE OVERSIGHT

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**Office of Police Oversight Disposition: Supervisory Referral**



# OFFICE OF POLICE OVERSIGHT

<b>Complaint Number:</b> 2024-1286	<b>Date of Complaint:</b> 12/31/2024
<b>Complainant's Name (if given):</b>	<b>Anonymous</b> <input type="checkbox"/>
<b>Nature of complaint:</b> Follow-up by Detective or Officer	
<b>Austin Police Officers Involved:</b> Ralston, Jared AP7098 <b>Unknown:</b> <input type="checkbox"/>	
<b>Complaint:</b>  The complainant alleges:  Case # 24-1931525 The complainant made an open records request for his assault case. He saw that his case was suspended with no leads or evidence. He was not notified at all that his case was suspended. From the beginning the officers said there was no evidence that the complainant was assaulted. The complainant stated that the restaurant employees could corroborate the assault, but no officers spoke to the witnesses. The complainant had to have the detective request the video from the restaurant. The videos show damage being done to his car. None of the videos are present in the files the complainant received from open records, none of the witness statements are in the in the open records. Detective Gilbert Caraballo, the original detective who went on vacation right away said he didn't show any bruises, but the complainant is handicapped and stated he had been assaulted and beat up by this guy. Detective Jared Ralston is the detective who was reassigned this case and has been refusing or ignoring evidence, and he also never notified the complainant his case was closed. The complainant emailed the detective this morning asking for a link to upload more video evidence, and the detective replied asking what case this was for and did not provide a link.	
<b>Office of Police Oversight Disposition:</b> Formal Complaint	



# OFFICE OF POLICE OVERSIGHT

<b>Complaint Number:</b> 2024-1203	<b>Date of Complaint:</b> 12/2/2024
<b>Complainant's Name (if given):</b>	<b>Anonymous</b> <input type="checkbox"/>
<b>Nature of complaint:</b> Delayed Police Response	
<b>Austin Police Officers Involved:</b>	<b>Unknown:</b> <input checked="" type="checkbox"/>
<b>Complaint:</b>  The complainant alleges:  We currently live at [REDACTED], Austin and we have continuously called 311 and 911 about an expanding homeless encampment across the street from our residence. We have complained about these people coming onto our property, digging through our trash, creating a dangerous environment, etc. to no avail. Yesterday (Dec 1, 2024) I called 911 because we saw a man who seemingly had gang affiliations (ie certain tattoos like a teardrop tattoo and other face tattoos) push a seemingly stolen shopping cart into this encampment. We now have smelt smoke and have videotaped the nonprofit Hungry Hills delivering mattresses to these people, which has to be a crime. We have complained about different people walking in and out of this encampment at all hours and we assume that all of the above suggests they are cooking some assortment of drugs.	
<b>Office of Police Oversight Disposition:</b> Community Concern	



# OFFICE OF POLICE OVERSIGHT

<b>Complaint Number:</b> 2024-1205	<b>Date of Complaint:</b> 12/3/2024
<b>Complainant's Name (if given):</b>	<b>Anonymous</b> <input type="checkbox"/>
<b>Nature of complaint:</b> Delayed Police Response	
<b>Austin Police Officers Involved:</b>	<b>Unknown:</b> <input checked="" type="checkbox"/>
<b>Complaint:</b>  The complainant alleges:  This is not a complaint against any officer involved. The responding officers were professional and I think did their job to the best of their ability. However, the situation can not be ignored and allowed to repeat. This pertains to an incident ID 243360683, which was an assault and burglary by a homeless person on Riverside Drive.  Several residents called 911 when a combative homeless person broke into the apartment complex to steal a bicycle. The incident resulted in the bicycle being stolen, one resident losing part of a finger due to being assaulted by the homeless person, and a major disruption. All of this took place because response time exceeded twenty (probably even 30) minutes.  I had reported a bicycle stolen from this same garage a couple of weeks ago, and the police never arrived after waiting thirty-five minutes when I called for them to meet me at the airtag location of the bike. In addition to no-show at that location, there was never any follow up on that report, which maybe could have led to preventing this incident and the resident losing a finger.  During this most recent incident on December 1st, the resident who first called 911 allegedly was dismissed by the dispatcher, who also said the police would be unable to enter and assist without contacting property management, who was not on office or reachable on Sunday. When the police did arrive this time, after the suspect had rode away, I inquired as to why they did not arrive with lights and sirens. They said dispatch had downgraded the emergency after I reported on the phone that the suspect had ridden away. This was incredibly disappointing to hear, since if they had arrived two minutes earlier they would have been there in time to apprehend the suspect.  Further, the dispatchers on the phone were asking questions that seemed only concerned with the wellbeing of the suspect, and were obsessed with whether the altercation was physical. It seemed they were trying to determine whether this incident was worth their time (ultimately it was clearly not), and the safety of the suspect with no concern for justice, or the fact that a burglary and assault was taking place in broad daylight. The dispatchers were impatient with me, and wouldn't even confirm that the police had already been called or that this ongoing incident was a priority. The first call I made, they said they hadn't received a call to this address yet. This is consistent with the reports of another resident who said they had already called and been	



## OFFICE OF POLICE OVERSIGHT

dismissed by the dispatcher. This needs to be reviewed as to what happened and why it was dismissed and not deemed worthy of response by the dispatcher.

This entire experience, coupled with the prior experience of no-show police a couple weeks ago for a similar incident, is so deeply disappointing. I understand the individual police officers are doing their best, and they told me they are short staffed. But something needs to be done and it's not asking for more funding or changing the policy. We chose not to physically detain the suspect because we had faith that the police would arrive, and this defensive posture led to the loss of a resident's finger. The police then congratulated the resident on doing the right thing by not getting physical with the suspect. Unbelievable how we have lost sight of right and wrong in this community, perpetuated by this shameful response and attitude by the emergency services system.

The bottom line is this: It took nearly 30 minutes to arrive on scene to a burglary and assault on camera and in broad daylight in the middle of the city, and it wasn't considered urgent enough to even have lights and sirens. As far as I can tell there will be no significant follow up to prevent the same incident and poor response taking place again tomorrow. Please do not point fingers at policy makers and justify this through some other external factors. This can only be solved by emergency services as a whole doing better, and someone in leadership having the courage to improve this community rather than conform to the pressures to be weak.

Thank you.

**Office of Police Oversight Disposition: Community Concern**



# OFFICE OF POLICE OVERSIGHT

<b>Complaint Number:</b> 2024-1210	<b>Date of Complaint:</b> 12/4/2024
<b>Complainant's Name (if given):</b>	<b>Anonymous</b> <input type="checkbox"/>
<b>Nature of complaint:</b> Delayed Police Response	
<b>Austin Police Officers Involved:</b>	<b>Unknown:</b> <input checked="" type="checkbox"/>
<b>Complaint:</b>  The complainant alleges:  The complainant called 911 to report a 79-year-old missing male and request assistance in locating him. He is the man's attorney. After waiting for approx. 2 hours, he 311 to check on the status of his call. He was transferred back and forth between 311 dispatch and 911 dispatch and learned that an officer hadn't been assigned yet. The complainant is concerned because the man has alcoholic dementia, and APD has not responded.	
<b>Office of Police Oversight Disposition:</b> Community Concern	



# OFFICE OF POLICE OVERSIGHT

<b>Complaint Number:</b> 2024-1211	<b>Date of Complaint:</b> 12/4/2024
<b>Complainant's Name (if given):</b>	<b>Anonymous</b> <input type="checkbox"/>
<b>Nature of complaint:</b> Discourtesy or Improper Conduct	
<b>Austin Police Officers Involved:</b>	<b>Unknown:</b> <input checked="" type="checkbox"/>
<b>Complaint:</b>  The complainant alleges:  The complainant was crossing legally at an intersection today and a police officer turned to go West on 290 at a red light with the cross walk sign on in a truck number 3891 saw her almost get hit by the two cars turning illegally in front of him and did nothing. The complainant is a teacher and has lost all respect for police officers.	
<b>Office of Police Oversight Disposition:</b> Community Concern	



# OFFICE OF POLICE OVERSIGHT

<b>Complaint Number:</b> 2024-1214	<b>Date of Complaint:</b> 12/5/2024
<b>Complainant's Name (if given):</b>	<b>Anonymous</b> <input type="checkbox"/>
<b>Nature of complaint:</b> Improper Police Procedure	
<b>Austin Police Officers Involved:</b>	<b>Unknown:</b> <input checked="" type="checkbox"/>
<b>Complaint:</b>  The complainant alleges:  My boyfriend of two months would not leave my apartment so put is stuff out on the lawn and called the police they told me not to open the door until they got there. Once they got there I explained to him how my boyfriend punched my door trying to get in and said my neighbors have cameras to see proof. The police officer was very helpful up until he found out my boyfriend had prior military history. He threaten to place me under arrest for disrupting the peace when then went out side to help my boyfriend with his military flag. He did not care about my safety or that I was in danger and had video proof of him being reckless punch my door. I'm not exactly sure who the police officer was but that is unjust.	
<b>Office of Police Oversight Disposition:</b> Formal Complaint	



# OFFICE OF POLICE OVERSIGHT

<b>Complaint Number:</b> 2024-1215	<b>Date of Complaint:</b> 12/6/2024
<b>Complainant's Name (if given):</b>	<b>Anonymous</b> <input type="checkbox"/>
<b>Nature of complaint:</b> Delayed Police Response	
<b>Austin Police Officers Involved:</b>	<b>Unknown:</b> <input checked="" type="checkbox"/>
<b>Complaint:</b>  The complainant alleges:  Despite my repeated attempts to seek assistance from law enforcement, the responses I have received have been dismissive, inadequate, and entirely ineffective. This negligence has allowed the situation to worsen, creating an intolerable and dangerous environment for me and my family.  * Complaint mailed in to IA, scanned and forwarded to OPO inbox * * See PDF for full written complaint * * Date of incident was not provided *	
<b>Office of Police Oversight Disposition:</b> Supervisory Referral	



# OFFICE OF POLICE OVERSIGHT

<b>Complaint Number:</b> 2024-1216	<b>Date of Complaint:</b> 12/6/2024
<b>Complainant's Name (if given):</b>	<b>Anonymous</b> <input type="checkbox"/>
<b>Nature of complaint:</b> Improper Police Procedure	
<b>Austin Police Officers Involved:</b>	<b>Unknown:</b> <input checked="" type="checkbox"/>
<b>Complaint:</b>  The complainant alleges:  Complainant stated a police report was taken on 10/21/23 and supervisor approved on 10/23/23 against her neighbor for obstructing the highway with a trash container. She stated on 11/1/23 the report was changed by Ofc. Lawrence Sanchez #1353 to and agg. assault report that listed her as the suspect. Complainant stated she has been fighting criminal charges based on the changed report that is a false report.	
<b>Office of Police Oversight Disposition:</b> Community Concern	



# OFFICE OF POLICE OVERSIGHT

<b>Complaint Number:</b> 2024-1220	<b>Date of Complaint:</b> 12/9/2024
<b>Complainant's Name (if given):</b>	<b>Anonymous</b> <input type="checkbox"/>
<b>Nature of complaint:</b> Discourtesy or Improper Conduct	
<b>Austin Police Officers Involved:</b> <b>Unknown:</b> <input checked="" type="checkbox"/>	
<b>Complaint:</b>  The complainant alleges:  She received a parking ticket from Officer Del Aguila # 00453. He was rude and unprofessional and skipped ticketing at least three other vehicles. She felt unsafe, unfairly targeted and emotionally distressed.  *See written PDF for full complaint details*	
<b>Office of Police Oversight Disposition:</b> <b>Community Concern</b>	



# OFFICE OF POLICE OVERSIGHT

<b>Complaint Number:</b> 2024-1228	<b>Date of Complaint:</b> 12/10/2024
<b>Complainant's Name (if given):</b>	<b>Anonymous</b> <input type="checkbox"/>
<b>Nature of complaint:</b> Discourtesy or Improper Conduct	
<b>Austin Police Officers Involved:</b> <b>Unknown:</b> <input checked="" type="checkbox"/>	
<b>Complaint:</b>  The complainant alleges:  He has been trying to make reports about someone tailgating and harassing him with 311, 911, and ireportaustin.com since early August. A police officer told him to call 911, was hung up on by them. He is feeling like he has been getting the run around. He tried to file a report on line, but they claimed he needed to call 311 to submit the report online, which he had already done. No one is listening to him or taking his reports of harassment seriously. The complainant states that he would like an accommodation and email is a preferred form of communication, but is ok with a phone call after 4:45 pm. His experience calling APD about this issue was good with Officer Martinez, but it seemed like he wanted to get him off the phone and told him he needed to file this report on the website. The complainant needs to talk to someone in order to report this. Is original report was denied because officer response is required, and led him to call 311 to file the report. His temporary report number is 24-53080 which is the closest he's gotten to having this police report filed. The complainant feels he is being treated like he is lying, and that no one believes him, and he is not being listened to by APD.	
<b>Office of Police Oversight Disposition:</b> <b>Community Concern</b>	



# OFFICE OF POLICE OVERSIGHT

<b>Complaint Number:</b> 2024-1233	<b>Date of Complaint:</b> 12/11/2024
<b>Complainant's Name (if given):</b>	<b>Anonymous</b> <input type="checkbox"/>
<b>Nature of complaint:</b> Discourtesy or Improper Conduct	
<b>Austin Police Officers Involved:</b> <b>Unknown:</b> <input checked="" type="checkbox"/>	
<b>Complaint:</b>  The complainant alleges:  APD car engaged lights and sirens out of nowhere and almost hit her while she was crossing the street. She understands that he was likely responding to a call but is concerned that he was driving recklessly.	
<b>Office of Police Oversight Disposition:</b> <b>Community Concern</b>	



# OFFICE OF POLICE OVERSIGHT

<b>Complaint Number:</b> 2024-1234	<b>Date of Complaint:</b> 12/11/2024
<b>Complainant's Name (if given):</b>	<b>Anonymous</b> <input type="checkbox"/>
<b>Nature of complaint:</b> Discourtesy or Improper Conduct	
<b>Austin Police Officers Involved:</b> <b>Unknown:</b> <input checked="" type="checkbox"/>	
<b>Complaint:</b>  The complainant alleges:  On December 3, 2024 at approximately 6:00 pm an unmarked police car which was a blue ford explorer was speeding, driving erratically, tailgating cars and took an illegal left turn onto the Mopac expressway at the intersection of Lake Austin and Winsted. The license plate was HMH 1687. I called 311 to report it and was told someone would call me back. The driving of this person was a danger to all on the road that night.	
<b>Office of Police Oversight Disposition:</b> <b>Community Concern</b>	



# OFFICE OF POLICE OVERSIGHT

<b>Complaint Number:</b> 2024-1237	<b>Date of Complaint:</b> 12/12/2024
<b>Complainant's Name (if given):</b>	<b>Anonymous</b> <input type="checkbox"/>
<b>Nature of complaint:</b> Improper Police Procedure	
<b>Austin Police Officers Involved:</b> <b>Unknown:</b> <input checked="" type="checkbox"/>	
<b>Complaint:</b>  The complainant alleges:  I called 911 after I was hit by an 18 wheeler in north austin. the dispatcher refused to send police. The guy that hit me, his boss told him to call the police which he did. The dispatcher I guess refused again to send police help. A police pulled into a parking lot near where we pulled over, I waved at the police car multiple times and he sped right past us. It kind of felt like the department didn't seem to care at all but I was literally hit by an 18 wheeler. Just want to understand why the department refused to help with the situation.	
<b>Office of Police Oversight Disposition:</b> <b>Community Concern</b>	



# OFFICE OF POLICE OVERSIGHT

<b>Complaint Number:</b> 2024-1238	<b>Date of Complaint:</b> 12/12/2024
<b>Complainant's Name (if given):</b>	<b>Anonymous</b> <input type="checkbox"/>
<b>Nature of complaint:</b> Discourtesy or Improper Conduct	
<b>Austin Police Officers Involved:</b> <b>Unknown:</b> <input checked="" type="checkbox"/>	
<b>Complaint:</b>  The complainant alleges:  He was at the intersection of Braker and Mopac and watched an APD squad car engage his lights and sirens just to get through the intersection and then drive away casually.	
<b>Office of Police Oversight Disposition:</b> <b>Community Concern</b>	



# OFFICE OF POLICE OVERSIGHT

<b>Complaint Number:</b> 2024-1240	<b>Date of Complaint:</b> 12/16/2024
<b>Complainant's Name (if given):</b>	<b>Anonymous</b> <input type="checkbox"/>
<b>Nature of complaint:</b> Discourtesy or Improper Conduct	
<b>Austin Police Officers Involved:</b> <b>Unknown:</b> <input checked="" type="checkbox"/>	
<b>Complaint:</b>  The complainant alleges:  THREE officers from the Austin Police Department detained an ex military individual on December 12th for having their service dog off-leash at a DOG PARK. This occurred behind The Gallery at the Domain, at the Domain Central Park.  This is NOT a good use of YOUR citizens tax dollars. We, as a community, are enraged and would like for these group of thugs called "officers" to stop harassing the dog owners at the dog park. We see you sitting in your vehicles watching us and our dogs are interacting in harmony. This is NOTHING new, I've been coming here the last 8 years I've lived here and I can't imagine feeling safer anywhere else in Austin.  Is there not enough crime happening in the city that this is how you choose to spend your time and resources? How are we, as citizens, suppose to feel safe when this is how you treat us?	
<b>Office of Police Oversight Disposition:</b> <b>Community Concern</b>	



# OFFICE OF POLICE OVERSIGHT

<b>Complaint Number:</b> 2024-1242	<b>Date of Complaint:</b> 12/16/2024
<b>Complainant's Name (if given):</b>	<b>Anonymous</b> <input type="checkbox"/>
<b>Nature of complaint:</b> Improper Police Procedure	
<b>Austin Police Officers Involved:</b> <b>Unknown:</b> <input checked="" type="checkbox"/>	
<b>Complaint:</b>  The complainant alleges:  This message is from [REDACTED] In January 2024, I traveled to Austin for a business trip. I brought my 23-year-old daughter, who had been considering relocating from Pennsylvania to Austin. She was a recent college graduate and was so excited to go to a new city with her mom. One evening, she met up with a friend who lived in Austin, and that evening ended up being a life-altering night. She was two blocks from the hotel we were staying at, and on her walk back to the hotel, she was in the vicinity of a fight that broke out among people she did not know. She did not make it back to the hotel because she was wrongfully arrested by one of your officers. She was assaulted and had bruises all over her body, cuts on her chin, and due to her anxiety/depression, she had a panic attack and was held in a cell that she said had shit on the walls, was stripped of her clothes, and was treated like trash. Your officer did not know that she was in the wrong place at the wrong time. Imagine my sheer panic and concern when she didn't return to the hotel room, when my calls to her went unanswered, and when I had NO IDEA where my daughter was in a strange city. I had to pay \$5000 in attorney fees to prove that she was wrongfully arrested; all charges were dropped because video evidence showed that she was not involved in a fight and also showed her being shoved to the ground, crying out. It is almost a year later, and she is terrified to go out, terrified to leave the house and have fun with her friends; I have panic attacks when she does venture out because of the trauma brought on by your police force. I wish we could move on and get over it, but it indeed was a life-altering moment that could have been prevented had your officers not treated her in such an aggressive manner. There is no justice for her, there is no peace for us, I had to go into debt and it just sucks. We will never come to Austin again because of this one incident. I honestly don't know how to move forward when the trauma is still impacting both of us.	
<b>Office of Police Oversight Disposition:</b> <b>Community Concern</b>	



# OFFICE OF POLICE OVERSIGHT

<b>Complaint Number:</b> 2024-1243	<b>Date of Complaint:</b> 12/16/2024
<b>Complainant's Name (if given):</b>	<b>Anonymous</b> <input type="checkbox"/>
<b>Nature of complaint:</b> Excessive Force	
<b>Austin Police Officers Involved:</b> <b>Unknown:</b> <input checked="" type="checkbox"/>	
<b>Complaint:</b>  The complainant alleges:  On the day of my arrest, at around 2am, two police officers came over and asked for my name. I eventually told them my name. In the process of arresting me, the police punched me about 5 times in my left side, hurting my kidney. They also pinned me down to the ground and put their knee to my back and put the handcuffs on me, which resulted in a pulled muscle on my foot and a lot of back pain. They kept their fists pressed on my back while arresting me despite me asking them to move because it was keeping me from being able to breathe. Both officers started to frisk me afterwards while at the same time trying to pull me off the ground, but I just couldn't hold myself up. After this, they called an ambulance, and I was brought to Dell Seton. I ended up with my left side extremely swollen to the point that I had trouble sleeping on my left side and a large yellow bruise on my chest.  *Additional information** Tell Us About the Officer(s) Do you remember any details about the officer(s) you'd like to share?: Yes Name: Physical description: about 5"8, hair color was dark brown, Race: White or Euro American Gender: Prefer not to say Badge number: What was the officer wearing?: Uniform What kind of transportation was the officer using?: Patrol car or motorcycle	
<b>Office of Police Oversight Disposition:</b> <b>Community Concern</b>	



# OFFICE OF POLICE OVERSIGHT

<b>Complaint Number:</b> 2024-1244	<b>Date of Complaint:</b> 12/16/2024
<b>Complainant's Name (if given):</b>	<b>Anonymous</b> <input type="checkbox"/>
<b>Nature of complaint:</b> Follow-up by Detective or Officer	
<b>Austin Police Officers Involved:</b> <b>Unknown:</b> <input checked="" type="checkbox"/>	
<b>Complaint:</b>  The complainant alleges:  [REDACTED] when she was harassed by an unknown and unidentified individual. She states that the incident has left her in fear for her life. The complainant reports that she filed a complaint through 311, and although a detective initially followed up, she has not received any further updates. She claims that this lack of follow up is significantly impacting her life, as she is now too afraid to leave her home to carry out daily activities. The complainant requests further follow-up and assistance from officers regarding her case.	
<b>Office of Police Oversight Disposition:</b> <b>Supervisory Referral</b>	



# OFFICE OF POLICE OVERSIGHT

<b>Complaint Number:</b> 2024-1250	<b>Date of Complaint:</b> 12/16/2024
<b>Complainant's Name (if given):</b>	<b>Anonymous</b> <input type="checkbox"/>
<b>Nature of complaint:</b> Discourtesy or Improper Conduct	
<b>Austin Police Officers Involved:</b> <b>Unknown:</b> <input checked="" type="checkbox"/>	
<b>Complaint:</b>  The complainant alleges:  That two police officers mishandled his attempt to report a terroristic threat, resulting in significant personal and professional consequences. He claims that instead of appropriately addressing his report, the officers contacted his supervisor, which ultimately led to this termination. The complainant states that his incident has created a domino effect in his life, making it difficult for him to secure new employment, as the issue now follows him wherever he applies. He believes the officers escalated the situation unnecessarily by involving his supervisor, which he views as the root cause of his ongoing challenges.	
<b>Office of Police Oversight Disposition:</b> <b>Community Concern</b>	



# OFFICE OF POLICE OVERSIGHT

<b>Complaint Number:</b> 2024-1252	<b>Date of Complaint:</b> 12/17/2024
<b>Complainant's Name (if given):</b>	<b>Anonymous</b> <input type="checkbox"/>
<b>Nature of complaint:</b> Discourtesy or Improper Conduct	
<b>Austin Police Officers Involved:</b> <b>Unknown:</b> <input checked="" type="checkbox"/>	
<b>Complaint:</b>  The complainant alleges:  I do Asset Protection in a half dozen cities and APD has bar for the most infuriating reporting system and I know it's trying to be hip and cool by using AI but it makes reports take forever to file and actively disincentivizes me to file police reports and get people prosecuted for crimes. Please revert it to some ancient form from 2010. Whatever system was before this has to be better and I don't think it could be worse.	
<b>Office of Police Oversight Disposition:</b> <b>Community Concern</b>	



# OFFICE OF POLICE OVERSIGHT

<b>Complaint Number:</b> 2024-1255	<b>Date of Complaint:</b> 12/17/2024
<b>Complainant's Name (if given):</b>	<b>Anonymous</b> <input type="checkbox"/>
<b>Nature of complaint:</b> Follow-up by Detective or Officer	
<b>Austin Police Officers Involved:</b> <b>Unknown:</b> <input checked="" type="checkbox"/>	
<b>Complaint:</b>  The complainant alleges:  My daughter, [REDACTED], was hit on December 7th, 2024. She has submitted two reports requesting that an officer contact her so she can obtain a police report and hopefully get the insurance information from the man who struck her. This man also hit another woman, who is currently in the hospital with a broken hip, ribs, and other injuries. We urgently need an officer to follow up on this case so Mariah can obtain the police report. Each time she calls, no officer is sent, and they tell her that someone will get back to her. It has now been 10 days. We would greatly appreciate your assistance with this matter as soon as possible! Report # 2458885 & Service Request # 24-00438294 PS. Ambulance and fire department arrived to the scene of the accident and stated that the police department was too busy to go to the crash even though there were injuries.	
<b>Office of Police Oversight Disposition:</b> <b>Community Concern</b>	



# OFFICE OF POLICE OVERSIGHT

<b>Complaint Number:</b> 2024-1263	<b>Date of Complaint:</b> 12/19/2024
<b>Complainant's Name (if given):</b>	<b>Anonymous</b> <input type="checkbox"/>
<b>Nature of complaint:</b> Discourtesy or Improper Conduct	
<b>Austin Police Officers Involved:</b> <b>Unknown:</b> <input checked="" type="checkbox"/>	
<b>Complaint:</b>  The complainant alleges:  Hello,  I wanted to report an incident that happened yesterday and to seek further clarification regarding the situation. I feel that the way I was treated during this encounter was inappropriate and unnecessarily distressing, and wanted clarification.  On 12/19, when my boyfriend and I were driving on the highway, I experienced a severe stomach ache, possibly due to a gas bubble, which caused great discomfort. Before this there was a crash on the highway we were on so I was stuck there for 15 minutes in severe pain. In an effort to handle the pain, we pulled off the highway and parked in an empty parking lot near a local stadium. We chose this location because there were no other cars, and I needed urgent relief. My boyfriend began massaging my stomach in the backseat, massaging had helped with similar pains in the past but this was the first time it was so urgent that we had to pull into a place.  In an attempt to ease the pain, I took off my skirt, as it was tight and was intensifying my discomfort since I was severely bloated. I was still fully clothed in my underwear, a shirt, and a bra. At the time, I was laying on my boyfriend while looking at my phone and trying to handle the pain. Suddenly, a police officer, followed by his partner, arrived and approached the car, one started knocking repeatedly on the window with a flashlight. The situation already felt uncomfortable given my attire, but I was in great pain as mentioned and was unable to react immediately.  Without any warning, or request for consent, within seconds, the officer opened the back car door of the vehicle, exposing me in this vulnerable state. This made me very uncomfortable, I was not prepared for this interaction, and the officer's actions already started making me feel exposed and intimidated. We could've rolled down the windows or taken some other measures but he gave us no time. I understand that the officer may have had suspicions, but the manner in which this was handled felt really invasive.	



## OFFICE OF POLICE OVERSIGHT

When the officer questioned us, it felt hostile and judgmental. He asked why I couldn't "do it (massage) with my clothes on", to which I explained that my skirt was tight, and I was in extreme pain. He then asked why can't we do it somewhere else, my boyfriend then attempted to clarify that we had pulled over because the situation felt urgent. Throughout the entire conversation, I was exposed to a male officer, and I felt incredibly uncomfortable, vulnerable, and scared. I did not feel safe or protected during this interaction, and it has left me in emotional discomfort.

I would like to clarify that there were no illegal or inappropriate activities taking place. I was fully clothed except for the skirt, and the actions we were engaged in were medical in nature, aimed at dealing with my pain. The officer's response and the way the situation was handled caused significant distress, both during the incident and afterward. I do not feel that I deserved this treatment, especially while I was in a vulnerable state and in severe pain.

I am reaching out to ask if there is any way to formally address this situation, either through clarification of the officer's actions or by understanding if a report was filed regarding this encounter. I also wanted to know if there was any suspicion raised based on the officer's actions or potential defamation of my character, as I have been deeply affected mentally by this incident.

I would appreciate any guidance or help regarding this situation since I want to make sure that this type of experience won't happen again, I can't control being in pain and this experience is making me paranoid about what to do if similar things happen in the future, and I want to understand my rights in this situation.

**Office of Police Oversight Disposition: Community Concern**



# OFFICE OF POLICE OVERSIGHT

<b>Complaint Number:</b> 2024-1266	<b>Date of Complaint:</b> 12/20/2024
<b>Complainant's Name (if given):</b>	<b>Anonymous</b> <input type="checkbox"/>
<b>Nature of complaint:</b> Discourtesy or Improper Conduct	
<b>Austin Police Officers Involved:</b> <b>Unknown:</b> <input checked="" type="checkbox"/>	
<b>Complaint:</b>  The complainant alleges:  There were two Police cars in the left lane, a turn only lane, next to some construction. The complainant was going straight in the right lane through the light when the officers pulled out and cut them off with no lights or sirens engaged.	
<b>Office of Police Oversight Disposition:</b> <b>Community Concern</b>	



# OFFICE OF POLICE OVERSIGHT

<b>Complaint Number:</b> 2024-1274	<b>Date of Complaint:</b> 12/27/2024
<b>Complainant's Name (if given):</b>	<b>Anonymous</b> <input type="checkbox"/>
<b>Nature of complaint:</b> Discourtesy or Improper Conduct	
<b>Austin Police Officers Involved:</b> <b>Unknown:</b> <input checked="" type="checkbox"/>	
<b>Complaint:</b>  The complainant alleges:  I was the victim of a drugging/kidnapping/robbery back in October of 2024. I tried to go to the APD police station to file a police report. I was told to call 311, who then told me the quickest way would be to fill it out online. I did that dog and pony show and nothing was done for weeks. By the time the police dept got around to even doing anything about my case I was told there was no camera footage due to the time elapsed. This unacceptable. There is an obvious drugging and robbery ring going on in Austin (mainly 6th street) and my case was blown off. I tried to give the dept. the benefit of the doubt, but this whole situation was just a joke and not taken serious.	
<b>Office of Police Oversight Disposition:</b> <b>Community Concern</b>	



# OFFICE OF POLICE OVERSIGHT

<b>Complaint Number:</b> 2024-1275	<b>Date of Complaint:</b> 12/27/2024
<b>Complainant's Name (if given):</b>	<b>Anonymous</b> <input type="checkbox"/>
<b>Nature of complaint:</b> Delayed Police Response	
<b>Austin Police Officers Involved:</b> <b>Unknown:</b> <input checked="" type="checkbox"/>	
<b>Complaint:</b>  The complainant alleges:  Issue: This resident called and stated that APD doesn't show up when she needs them. She feels as though disabled people are treated less than other residents because all the services are harder to get to and request	
<b>Office of Police Oversight Disposition:</b> <b>Community Concern</b>	



# OFFICE OF POLICE OVERSIGHT

<b>Complaint Number:</b> 2024-1277	<b>Date of Complaint:</b> 12/30/2024
<b>Complainant's Name (if given):</b>	<b>Anonymous</b> <input type="checkbox"/>
<b>Nature of complaint:</b> Discourtesy or Improper Conduct	
<b>Austin Police Officers Involved:</b> <b>Unknown:</b> <input checked="" type="checkbox"/>	
<b>Complaint:</b>  The complainant alleges:  It was one night my teenage daughter got pulled over in my vehicle coming home from work at midnight on December 27,2024. It happens on airport Blvd and I know there was no needed to have two or three cop cars to pull her over and when they did that I understand they have every right to ask about registration and license on the vehicle but other questions wasn't call for to ask to an minor. All they needed to do was let my daughter call me for I could be asking any other questions but questions that I know she don't have no right to answer wasn't right and I feel that wasn't right and I do want these cops to have 100% responsible Of how to approach to an teen not asking personnel questions. Also these cops don't need to lie of asking an question about they only want to talk to that person that they know my teen or myself is not involved so yes they need to be very responsible of how to talk to us people's. If they knew that person where they lived in all so why ask myself in which it didn't have nothing to do of my teen getting pulled over not professional they was. To top it off I didn't know cops have the 100% to walk in someone yard without an warrant. That what they did to my neighbor wasn't cool and this cop was really cocky about it and didn't read the person their rights so yes these main cops need to be very responsible of his acts and wasn't professional about it. I didn't get his name or badge number but that night y'all can look him up if the night he work. That is the reason a lot of us Mexican and African American people's don't like cops of the way they talk to us and ask way too much personal questions that is no call for. I feel they need to be train much better to talk to anyone in a very more better way. Even with teenagers!!	
<b>Office of Police Oversight Disposition:</b> <b>Community Concern</b>	