

QUARTERLY

POLICE OVERSIGHT IMPLEMENTATION WORKGROUP

May 14, 2025 | 6:00 p.m.-7:30 p.m.



OFFICE OF
POLICE OVERSIGHT

Agenda

- 01** Welcome and Housekeeping
- 02** Welcome from OPO Director
- 03** Community Police Review Commission Update
- 04** 2023 Annual Report Overview
- 05** Policy and Research Presentation
- 06** Data Overview
- 07** Complaints Process Q&A
- 08** Closing

OPO is committed to creating and sustaining a safe space that is comfortable for all attendees.

By participating in this meeting, you consent to the following guidelines:

- We respect each other by listening when others are speaking.
- We respect each other by staying within the time allotted.
- We respect each other by disagreeing respectfully.



About the Office of Police Oversight

The mission of the Office of Police Oversight (OPO) is to provide impartial oversight of the Austin Police Department's conduct, practices, and policies to enhance accountability, inform the public to increase transparency and create sustainable partnerships throughout the community.



ACCOUNTABILITY



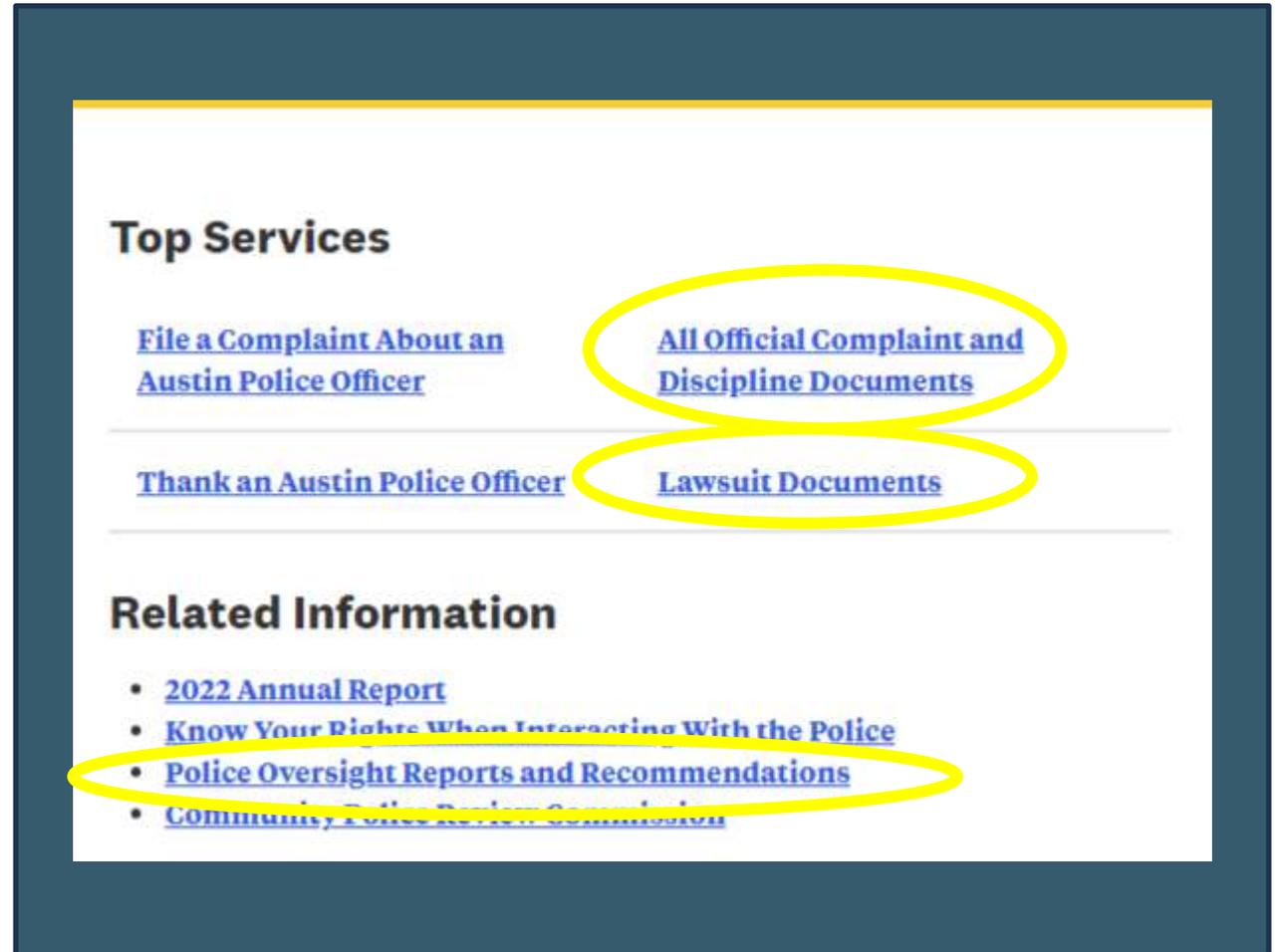
TRANSPARENCY



PARTNERSHIPS

Public Documents

- Notice of formal complaints, reprimands, and suspension notices
- Policy and Discipline Recommendations
- Official Memos
- APD Responses
- Published Reports
- Lawsuit Documents
- Quarterly Complaints Data



The image shows a screenshot of a website's navigation menu. The 'Top Services' section contains four links: 'File a Complaint About an Austin Police Officer', 'All Official Complaint and Discipline Documents', 'Thank an Austin Police Officer', and 'Lawsuit Documents'. The 'Related Information' section contains four links: '2022 Annual Report', 'Know Your Rights When Interacting With the Police', 'Police Oversight Reports and Recommendations', and 'Community Police Review Commission'. The links 'All Official Complaint and Discipline Documents', 'Lawsuit Documents', and 'Police Oversight Reports and Recommendations' are circled in yellow.

Top Services

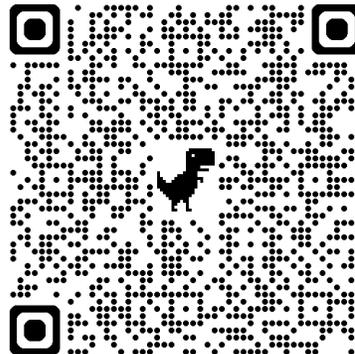
- [File a Complaint About an Austin Police Officer](#)
- [All Official Complaint and Discipline Documents](#)
- [Thank an Austin Police Officer](#)
- [Lawsuit Documents](#)

Related Information

- [2022 Annual Report](#)
- [Know Your Rights When Interacting With the Police](#)
- [Police Oversight Reports and Recommendations](#)
- [Community Police Review Commission](#)

We Want Your Feedback!

- Website update in progress
- Goal: improve navigation and accessibility to published documents
- To give feedback, sign up for OPO's newsletter



[Español](#)

Our office accepts community feedback about interactions with the Austin Police Officers. OPO is separate and independent from the Austin Police Department.

[File a Complaint about an Austin Police Officer](#)

[Compliment an Austin Police Officer](#)

[Frequently Asked Questions](#)

What We Do

When people have concerns or complaints about potential police misconduct, those concerns need to be heard, investigated, and resolved. At Austin's Office of Police Oversight (OPO), everything we do is to promote an atmosphere of earned trust between Austinites and the Austin Police Department (APD). We do this by making it easy, accessible, and safe for Austinites to provide feedback on their interactions with APD.

We make sure that:

- There are several reporting options available (email, an online form, telephone, etc.).
- The process is not overwhelming or complex.
- All complaints are investigated.
- People can choose to remain anonymous.
- The community understands what we do, how we do it, and how to reach us.

Our office also:

- Makes recommendations to the City Manager and APD about individual incidents and investigations, as well as broader policy recommendations.
- Is committed to treating all parties — residents, APD, and the Austin Police Association (APA) — as stakeholders involved in an ongoing conversation. We seek to understand and learn from all perspectives.

∨ [Police Oversight Documents](#)

∨ [Attend Our Next Meeting](#)

Director's Message



- Manages and directs the staff of the Office of Police Oversight.
- Oversees the Austin Police Department's investigations of critical incidents involving Austin police officers.
- Works closely with the City Manager, the Austin Police Department's Chief of Police, and Austin Police Department's Internal Affairs Division to ensure accountability, transparency, and input from the community.

Gail McCant

Director



25+ years of experience in civil, human, employment, and housing rights



Certified Mediator



Bachelor of Arts- Southern University, Baton Rouge (Liberal Studies/Communications)



Community Police Review Commission

Community Police Review Commission (CPRC)

- Consists of eleven community volunteers selected by the City Manager.
- Separate and independent from the Austin Police Department.
- OPO working to re-establish CPRC in alignment with Municipal Code 2-15-4, Austin Police Oversight Act.



Join us! First CPRC Meeting

- Friday, May 16, 2025
3:30 – 6:00 PM
City Hall, Boards & Commissions Room
- Open to the public! No registration required.
- Livestreamed on [ATXN.gov](https://www.atxn.gov)





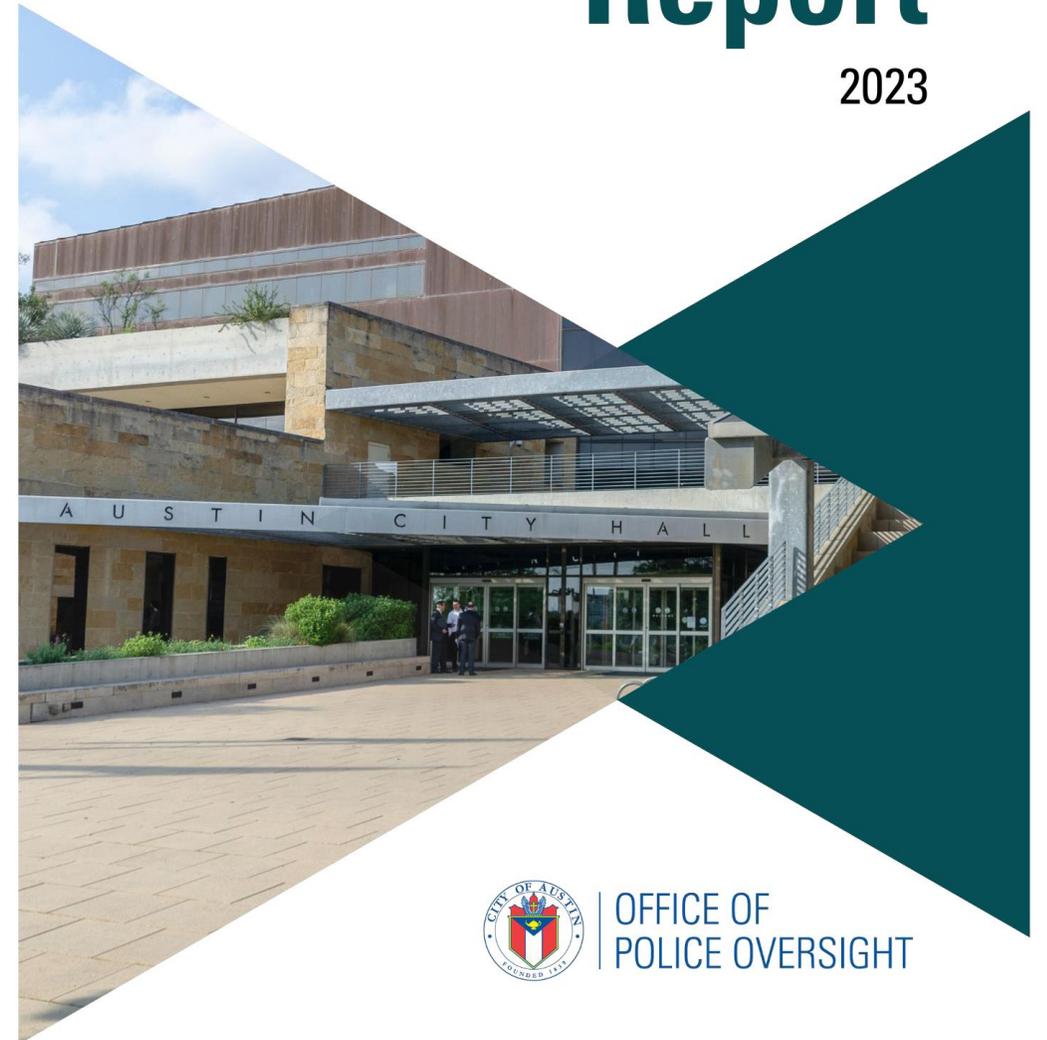
2023 Annual Report

2023 Annual Report

- The Office of Police Oversight released its 2023 Annual Report as of April 23, 2025
- Highlights the office's activities and achievements throughout the year
- The report is available to the public on OPO's website

Annual Report

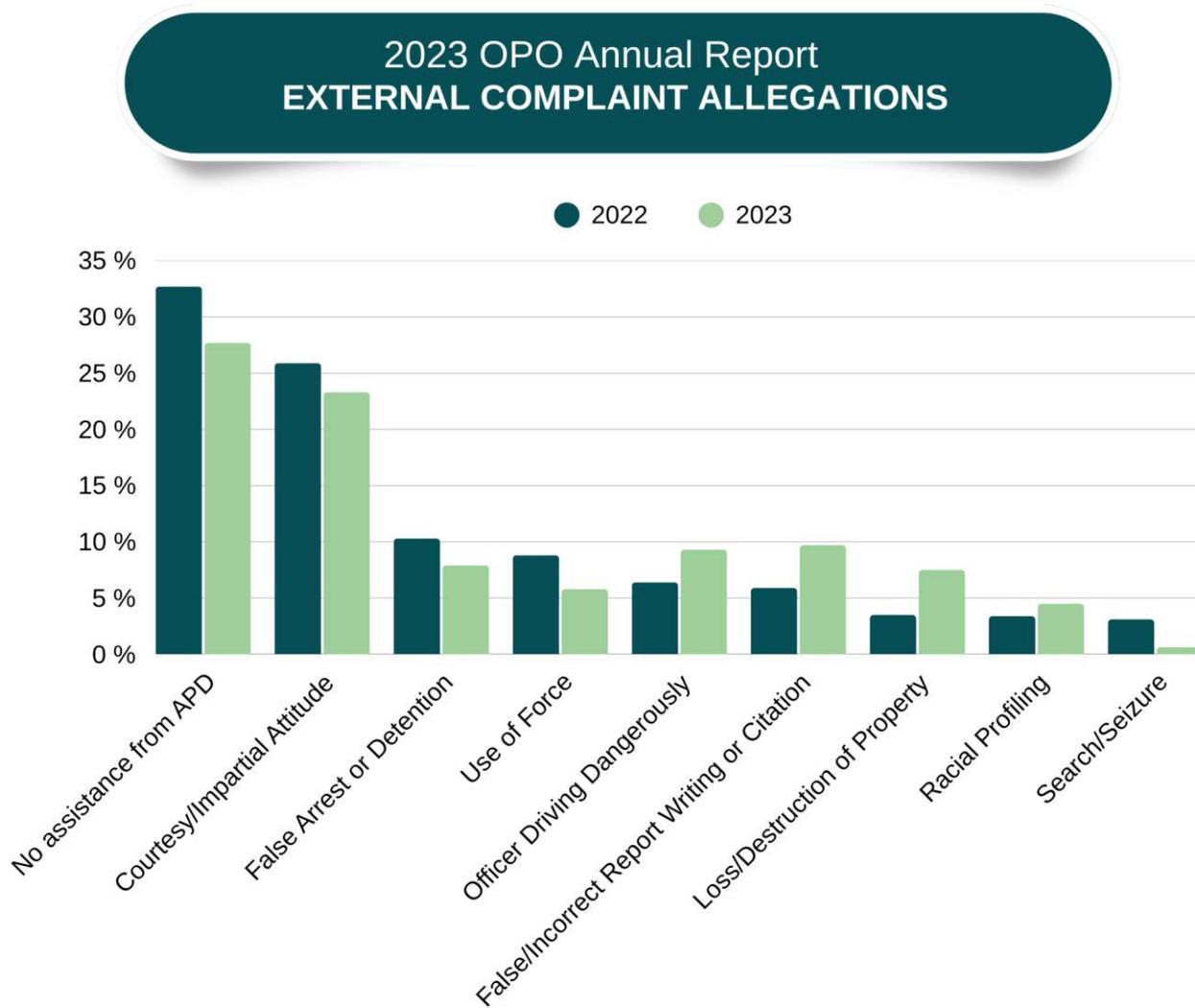
2023



OFFICE OF
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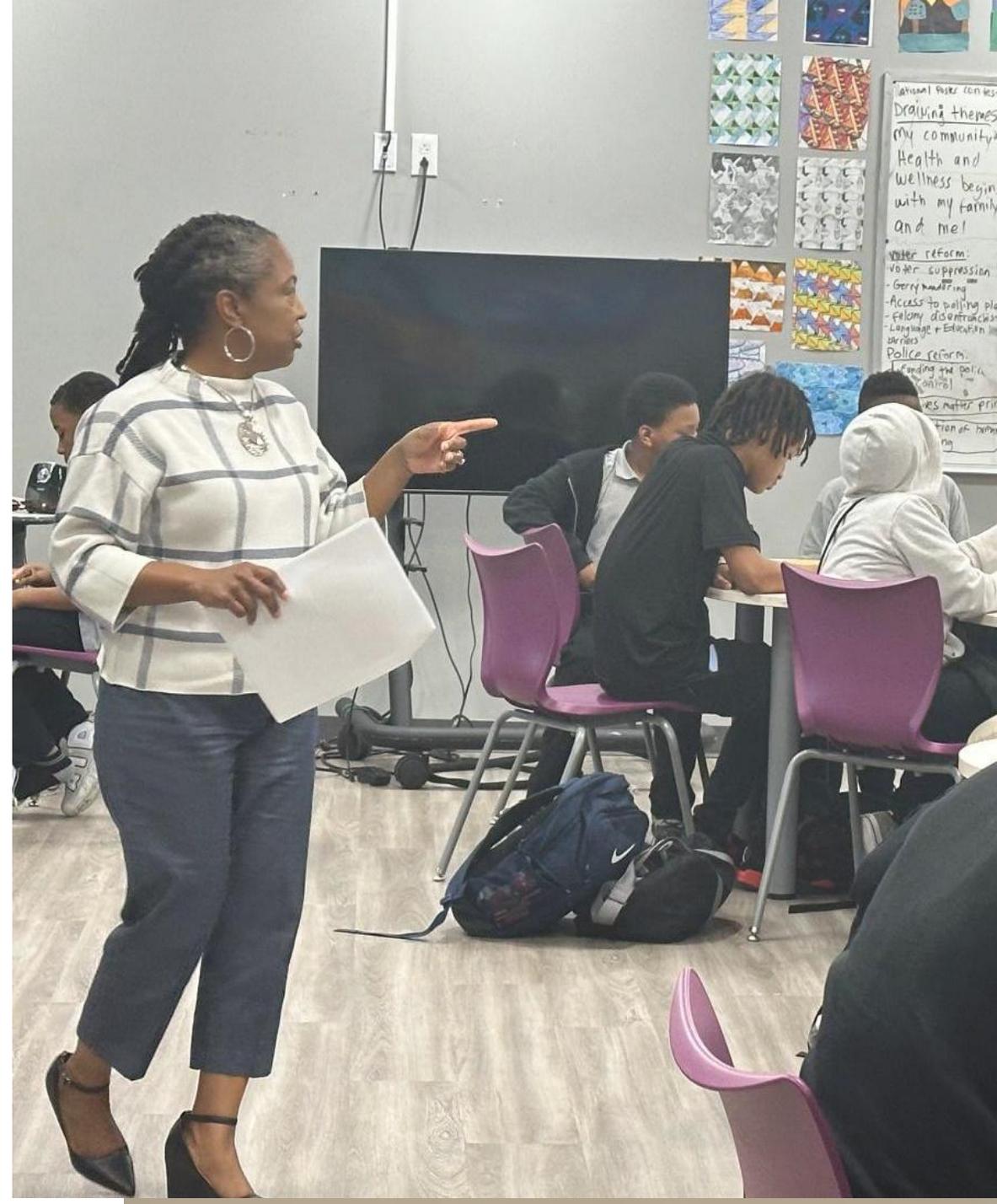
2023 Annual Report - Complaints Division

- In 2023, OPO received 1,552 contacts and 99 compliments for APD.
- OPO forwarded 578 complaints to the APD and recommended that 215 be investigated
- The two most common complaint allegations continue to be "no assistance from APD" (28%) and "courtesy/impartial attitude" (23%).



2023 Annual Report – Communications & Community Engagement

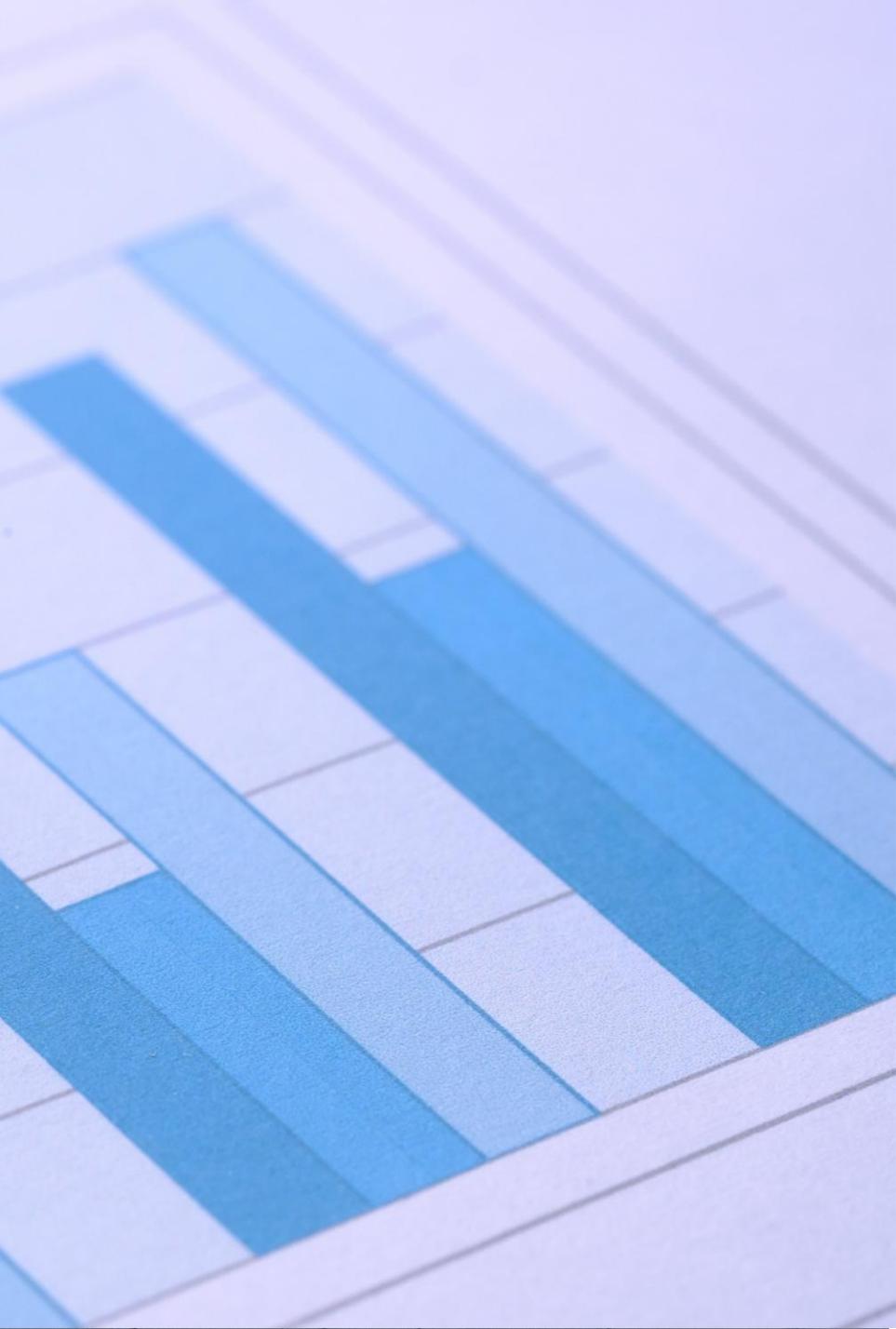
- OPO attended and hosted 53 events, reaching more than 1,000 community members through direct outreach and engagement.
- Published 3 disciplinary memorandums, 175 notices of complaint, and 43 case documents related to lawsuits



2023 Annual Report - Policy & Research Division

- OPO expanded the policy and research division with additional staff to ensure implementation of the Austin Police Oversight Act and Resolution 99





OPO 2024 Annual Report

Coming Fall 2025!

Follow us on Twitter or Facebook to stay informed!

 opo.outreach@austintexas.gov

 atxpoliceoversight.org



Policy and Research Division

Policy & Research Division

Responsibilities:

- Research ongoing issues related to APD
- Gather and synthesize national best practices in policing
- Analyze APD's General Orders **policy**, **training**, and **procedures** and offer recommendations for improvement

Sources of Work:

- APD-initiated policy change
- Complaint-generated
- City Manager-generated
- Other (based on OPO strategic plan, other issues identified, etc.)

APD Initiated Policy Changes & General Orders Amendments

January 2025 0	February 2025 12	March 2025 0
	<ul style="list-style-type: none">•<u>415.5 Utilization of Narcan - Procedures</u>•<u>801.2.7 Jackets</u>•<u>801.2.6 Equipment and Uniform Regulations - Footwear</u>•<u>801.3.1 Class A - Dess Ceremonial Uniform</u>•<u>801.3.5 Sworn Uniformed Personnel Appearing in Public</u>•<u>918.4.3 Administrative Procedures</u>•<u>922.5.10 Employee Awards</u>•<u>924.2 Personal Appearance Standards Purpose and Scope</u>•<u>946.2 Purpose and Scope - Tobacco Use</u>•<u>949.4 Secondary Employee Application Packets</u>•<u>1007.7 Death by Suicide</u>•<u>1021.4 Emergency Leave and Pay</u>	



January-March 2025 Policy Recommendations

A total of 2 recommendations were made for the months of January-March on the following APD policies:

- ◆ **Restraint Guidelines**
- ◆ **Racial or Biased- Based Profiling**

Restraint Guidelines

General Orders 321

OPO Recommendation

1. APD remove specific language from the General Orders that places the burden of requesting to be handcuffed in front, by a Deaf/deaf or hard-of-hearing arrested person.

APD Response

APD has not yet responded to this recommendation.

Racial or Bias-Based Profiling

General Order 328

OPO Recommendation

1. OPO recommends APD remove the reference to “police monitor” and replace with "Office of Police Oversight".

APD Response

APD has agreed to this recommendation.

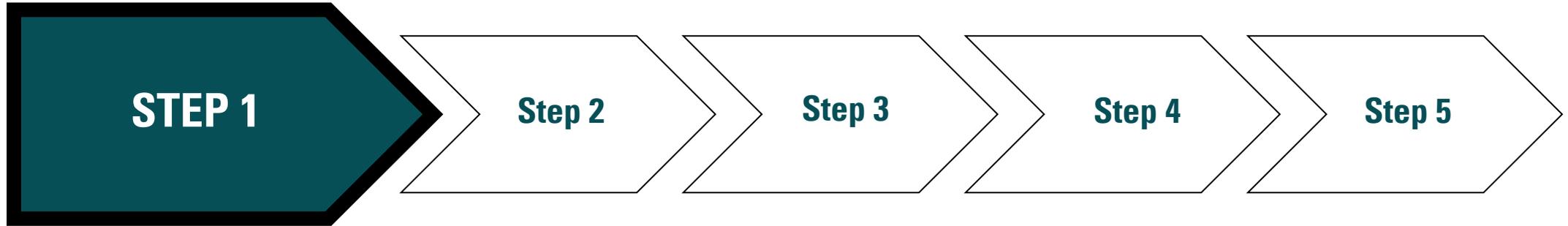
Last Quarter's (October–December 2024) Recommendation

- **Transport Vehicle Recommendation**
APD has yet to respond to OPO's recommendation.
- **General Order 902.2.4 Initial Supervisor Responsibility**
APD has yet to respond to OPO's recommendation.



Complaints Data Overview

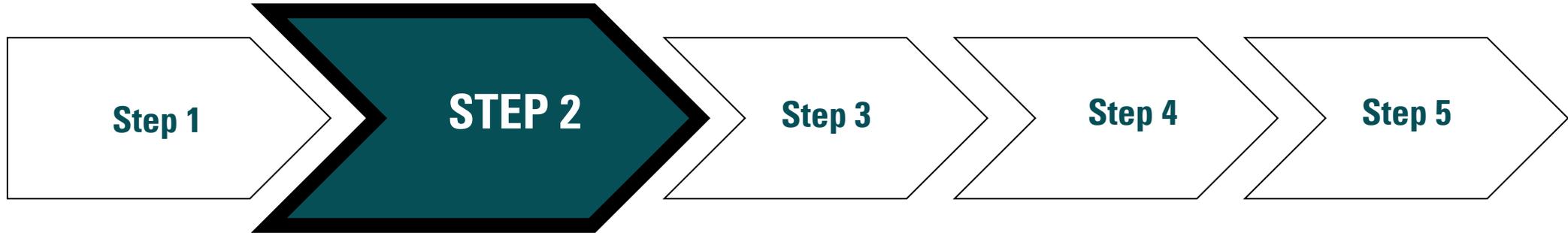
OPO Complaint Process



STEP 1: OPO RECEIVES COMPLAINT

- OPO receives complaint, enters it into a shared database with APD.

OPO Complaint Process



STEP 2: PRELIMINARY REVIEW

- As of October 1, 2023, OPO conducts a preliminary review of all complaints.
- During preliminary review, OPO independently reviews the complaint for potential policy violations.
- OPO has direct and unfettered access to all APD databases, including but not limited to, body-worn and dash camera footage, radio traffic, dispatch information, and GPS tracking data.

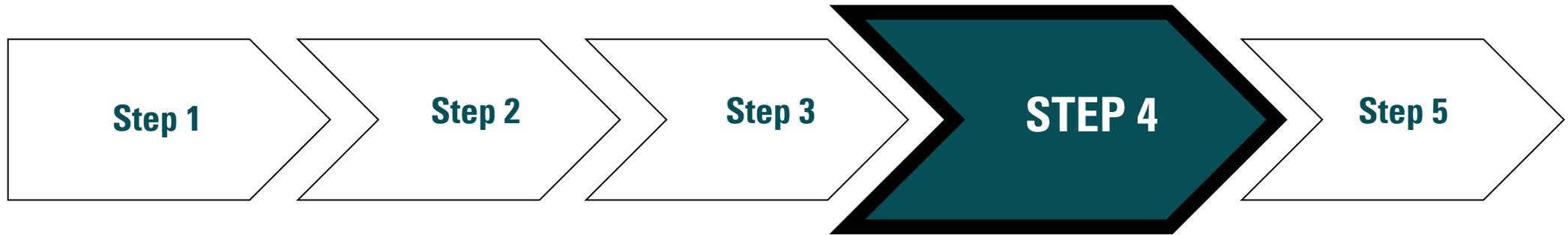
OPO Complaint Process



STEP 3: PRELIMINARY INVESTIGATION

- OPO initiates a preliminary investigation if a policy violation is observed.
- This includes contacting the complainant and any witnesses, conducting a detailed interview about the allegation, and collecting evidence to support the allegation.
- OPO will also attempt to complete an affidavit of fact from the complainant before forwarding the complaint to APD for investigation.

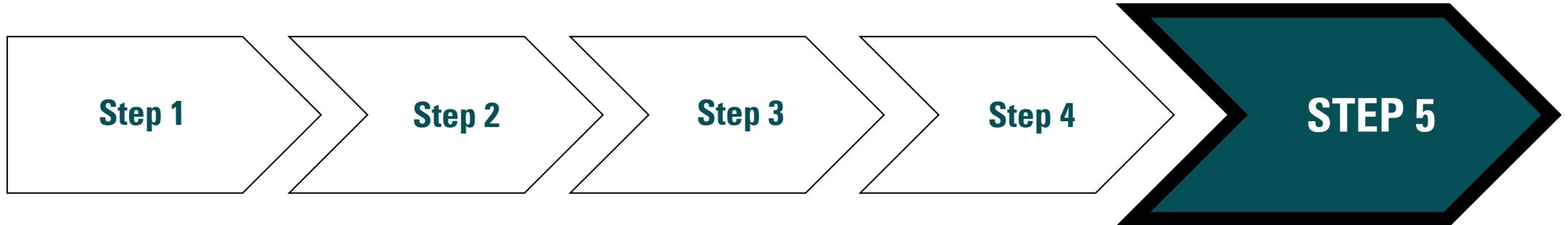
OPO Complaint Process



STEP 4: OPO OVERSEES INTERNAL AFFAIRS INVESTIGATION

- OPO oversees and participates in the Internal Affairs investigation from beginning to end.
- OPO's complaint investigators independently review evidence, including information from APD databases like body-worn camera footage and information submitted by complainants, witnesses, or subject officers.
- OPO participates in Internal Affairs interviews with complainants, witnesses, and subject officers by working with them to draft and ask questions.
- Throughout the process, OPO's Complaint Division staff regularly communicates with the Internal Affairs investigator assigned to the case to be notified about interviews or evidence collected during the investigation.

OPO Complaint Process



STEP 5: OPO MAKES A RECOMMENDATION

- At the end of the process, OPO's complaint investigators review the final investigative findings.
- OPO will either concur with APD's findings or make an independent recommendation to the Chief of Police or the Officer's Chain of Command regarding the classification of the policy violation or propose discipline.

Data Overview: January – March 2025

	January	February	March
Complaints/Concerns	53	46	83
Anonymous Totals	4	3	4
Compliments	4	7	11
Total Contacts	57	53	94

Data Overview: January to March 2025

	January	February	March
Preliminary Review Conducted	53	46	83
Sworn Affidavit Submitted	0	5	5
Recommended for Full Internal Affairs Investigation	1	6	9
Investigated by Internal Affairs	1	7	9
Pending Investigation	0	5	8
Resigned or Separated During Administrative Investigation	1	1	2

COMPLAINT CLASSIFICATIONS

* **Complaints that Could Not Be Further Investigated:** OPO sometimes receives complaints outside of our purview, for example, complaints against other law enforcement agencies, or other government agencies.

CLASS A

Include, but not limited to criminal conduct, serious policy violations, or conduct that could damage the Police Department.

CLASS B

Include, but are not limited to policy violations such as profanity, belittling language, inadequate police service, minor traffic violations, negligent damage, or loss of property.

CLASS C

Not policy violations, but the officer might need training to handle the situation better.

CLASS D

Not policy violations because the evidence shows they are false.

Data Overview: January – March 2025

	January	February	March
Class A	0	0	0
Class B	0	0	0
Class C	0	0	0
Class D	1	1	1
Complaints that Could Not Be Further Investigated	6	5	8

Data Overview: January – March 2025

	January	February	March
Disciplinary Recommendations Made to Chief of Police	1	1	1
Disciplinary Recommendations Made to Chain of Command	2	0	0

JOIN US FOR OUR FIRST OPEN HOUSE!

Get to know the OPO



Saturday, July 19th
10:00 a.m. - 2:00 p.m.



Austin Central Library
710 W Cesar Chavez St



Learn about the Office of Police Oversight's mission, the complaint process, and how we work with the Austin community to ensure accountability and transparency.

**YOUR VOICE MATTERS.
COME CONNECT WITH US!**



**OFFICE OF
POLICE OVERSIGHT**



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 [ATX_OPO](#)

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Questions and Answers



Save the Date!

Next meeting: August 2025

Follow us on Twitter or Facebook to stay informed!



opo.outreach@austintexas.gov



atxpoliceoversight.org

