



OFFICE OF POLICE OVERSIGHT

NOTICE OF COMPLAINT

May 6, 2022

ICMS #: 2022-0331

On May 2, 2022, the OPO received an online complaint.

The complainant alleges: We had our car windshield smashed and wallet stolen. The individual is on camera going into a [REDACTED] in [REDACTED] and using several of the stolen credit cards on a fraudulent purchases. The [REDACTED] was able to get the name and address of the perpetrator during the interaction and has archived the security footage and is waiting for a Detective to contact them to release it to police custody. There was several thousand dollars of damage incurred on the vehicle. We contact APD's 311 line to request a police report and to provide the information of the security footage of the male perpetrator. [REDACTED] was out report number give, we were told of the 12 hr. window and the possibility of a delay. after 5 days we called 311 again and was told to wait 7-10 days. Now on [REDACTED] we received notification that our case was closed and 311 confirmed that 2 call attempts were made and no voicemails were available. We contacted our Cell carrier and they confirmed that no calls were received/ failed with the Austin area code that did not belong to a business on those dates and provided the phone records list for those days. Our insurance company is waiting for this police report as well as the Apartment complex so they can file an incident report with their insurance. We understand the cities police resources are limited but closing a case because it is exceeding an internal time limit is unacceptable. We have voicemails and they have never been full in the last 5 years. the original contact information was for [REDACTED], [REDACTED]. Our new rep.

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