



## OFFICE OF POLICE OVERSIGHT

### NOTICE OF COMPLAINT

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February 10, 2023

ICMS #: 2023-0110

On February 6, 2023, the OPO received an email complaint.

**The complainant alleges:** [REDACTED] I had to make a 911 phone call due to an outage of a traffic light at a busy intersection on [REDACTED] as I was very concerned that there would be a deadly accident as people were not using it as a four way stop. I initially called 311 as this was not a medical emergency, however I was instructed by the 311 operator that I needed to call 911 even though this was not a police, fire or medical emergency.

I was shocked to see that I had to wait on hold for over a minute for an operator to answer. Luckily my call was a non emergent call, but it got me thinking about those that need to make an emergent life saving call to 911 and have to wait for over a minute for an operator. As someone who works in the ER and ICU of a hospital, and have had to perform emergency medical assistance on a regular basis, I am saddened that someone would have to wait that long for help.

Brain damage can occur only after 2-3 minutes without CPR and it pains me to think that people may not be getting the appropriate help due to being on hold with a 911 operator for an extended period. I find this very concerning. Maybe the city of Austin should invest in hiring more 911 operators for the safety of the citizens of the city.

***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.***