



## OFFICE OF POLICE OVERSIGHT

### NOTICE OF COMPLAINT

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January 21, 2022

ICMS #: 2022-0038

On January 18, 2022 the OPO received an email complaint.

**The complainant alleges:** Please take this as constructive criticism, but your process for reporting a stolen trailer is flawed.

██████████ my trailer was stolen out of my driveway. I immediately reported it and was issued a Service Request Number. Three days later I called again and was told that the backlog was great. To this I was and am sympathetic.

██████████ fully ██████████ later my phone rings with an “unavailable” number. Had I not been in a meeting I would have answered this unidentified call, as I have been doing with all such calls for the past week. However, I was in a meeting and unable to pick up. The message instructed that I could make a report online.

Tried to make the report online but that system instructed that trailer theft could not be reported and that I’d have to call 311.

Called 311 and was told that after another attempt to call ██████████ should I not be able to answer, I would have to start the entire process again!

Look, I can’t stop working to sit by my phone waiting for your folks to call. I have to keep my job. It is also unfair that I should have to start the entire process again just because I might be working when you call. You are effectively penalizing me for keeping a job!

There needs to be another way. Online reporting or call scheduling or something, As-is the system CAN’T work well. Not for folks holding down jobs.

At this point I am just hoping that I’m able to answer when the call comes in ██████████ Regardless, someone at APD should be aware of how broken this system is.

Having given the thieves a ██████████ head start, I’m sure I’ll never see my trailer again. That’s a shame by itself. But please at least let me file a report in a timely manner. Please?!?!?

Again, I’m sympathetic to the fact that y’all are underfunded and understaffed. That was not due to my voting history, not that it matters.



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*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.*