



OFFICE OF POLICE OVERSIGHT

NOTICE OF COMPLAINT

June 10, 2022

ICMS #: 2022-0488

On June 9, 2022, the OPO received a phone complaint.

The complainant alleges: She sees Austin as a lawless city. It is not just about the one complaint but a combination of complaints. She is a 52-year-old woman from up North and has never had a speeding ticket or an accident and has never been assaulted or anything of that nature. In [REDACTED] her car was hit and the person who hit her car left the scene of the accident. When she called for APD she was told to go online and file her report. Where she comes from if there is an accident, and your vehicle is damaged the police are called and they respond. She followed the driver, got the license plate number, and consistently called for APD to do something about it. It took 5 months for someone to call her for a line-up and she has not heard anything about that incident since. Her insurance company did not pay the claim, so she had to pay out of pocket and wants to be reimbursed. She left Austin but came back during the pandemic. This time she was threatened by someone at gunpoint that was high on drugs. She spoke to the police and made a report. She chased APD for a year to get them to do something about the incident and she still has not heard about that case. She was shopping on [REDACTED] and someone stole her debit card. Someone from APD finally called [REDACTED] to get a report. She questioned how long it would take to get something resolved because the business has the person on camera. Her complaint is that Austin has no legal system. If she is driving too fast, she is sure to get a ticket, but if she is robbed, threatened at gunpoint, and her car is hit by a “hit and run driver” in rush hour traffic, no one does anything.

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.