



## OFFICE OF POLICE OVERSIGHT

### NOTICE OF COMPLAINT

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February 7, 2023

ICMS #: 2023-0035

On January 17, 2023, the OPO received an online complaint.

**The complainant alleges:** I had my car broken into along with 5 other people at [REDACTED] [REDACTED] My purse was also stolen with all my cards, ID, and social security. I called 911 and was told they wouldn't bring an officer out unless it was an "emergency". (made no sense because shouldn't all things be considered an emergency). I called them twice and still was sent to 311 to make a report and that no one was going to look into my case for 3-5 business days. (maybe longer, i don't remember the exact time frame). I called again and the woman on the line did say an officer MIGHT come out but it would be within 3-5 DAYS. I have never in my life called 911 or even asked for help from the police and when I did they were no where to be seen, no where to be heard. your motto is "keeping community safe" but there was nothing safe about y'all not coming out to attend to a LINE of MULTIPLE robberies. I was telling my boyfriend that i'm pretty sure they wouldn't even come if they (the robberies) had a gun to my head. that's how non useful austin police departments is.

On February 6, 2023, the OPO received an additional online complaint.

**The complainant alleges:** This is my second complaint and I shouldn't have to make a second one. Its been [REDACTED] weeks since I made one and no process was done. First of all I want to state that the lack of communication that APD has is outrageous. the fact that I wasn't notified that I had a detective on my case until AFTER IT WAS CLOSED baffles me. No messages about anything being moved forward was done at all, even the email I sent about [REDACTED] ago about my evidence didn't get a response. I am glad that the [REDACTED] where I was robbed at was the LEAST of bit helpful and didn't turn me away like one of your fellow officers did the day I was robbed. When I think of police officers I think of people who are suppose to protect and serve the community and not sit on their behinds and claim that they did something when in reality they just wanted to close a case and move on. I do understand that there are bigger and a lot more important crimes out there but at least just a simple message, call or even at least an email back would've been nice. APD needs a communication course because apparently doing everything under the radar is what they're known to do best.

Another thing about the lovely Austin Police Department, I had basically did my own

case on my own. I had to write my own police report because no one wanted to come (mind you five other people also had gotten robbed as well), had to send yall my own evidence because only after █ days of me reporting my case, yall were threatening to close to due to LACK of evidence. That wouldve been solved if you just sent an officer (even a rookie) out. You guys threaten so much to close cases when no one even got up to actually work. Like I said before I do get that you have a lot of other cases out and whatnot but all I am asking is just for alittle bit of communication. I shouldnt have to BEG the police department for some communication.

I plan on calling the █ to see if any of your detectives actually did come around █ so fortunately for you guys, I will be doing your job, yet again. Luckily, a bystander did in fact find my purse (no cards or anything inside of it of course) and tried calling you guys and still yall did nothing. He had called sying he found everything and no one came.

Whoever reads this, whoever views it, I dont really care what you do with this report. You can ignore it like you ignore EVERYTHING else with mine and other robbery cases or you can do your job.

***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.***