



Austin Police Oversight

# 2024 Annual Report Update & 2025 Annual Report Briefing

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 June 1, 2026

 Presented to the Public Safety Committee  
Austin City Council

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The mission of **Austin Police Oversight** is to provide impartial oversight of the Austin Police Department's conduct, practices, and policies to enhance **accountability**, inform the public to increase **transparency** and create sustainable **partnerships** throughout the community.



# Austin Police Oversight Divisions



**COMPLAINTS**



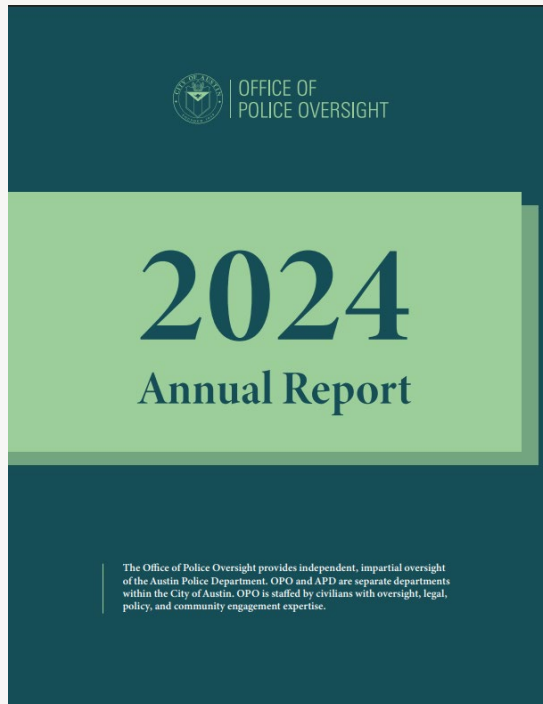
**POLICY AND  
RESEARCH**



**COMMUNICATIONS  
AND COMMUNITY  
ENGAGEMENT**



# 2024 Annual Report Follow-Up: APO Policy Recommendations to APD



Public Safety Committee:

*In December, out of the 12 recommendations, three had been partially or fully implemented. What others have been partially or fully implemented since December? Can APD share why other policy recommendations have not been implemented?*

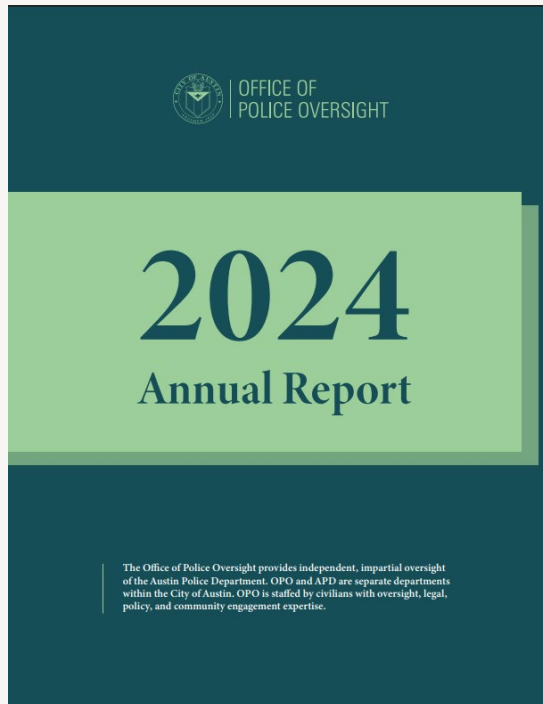
**APO Response:**

- **Chief Davis submitted a memorandum to APO in response to the 2024 Austin Police Oversight Annual Report, which included specific recommendations to revise several Austin Police Department (APD) policies.**

[Report Response from the Austin Police Department | AustinTexas.gov](https://www.austintexas.gov/ReportResponseFromTheAustinPoliceDepartment)



# 2024 Annual Report Follow-Up: APO Policy Recommendations to APD Continued



**APO Response continues:**

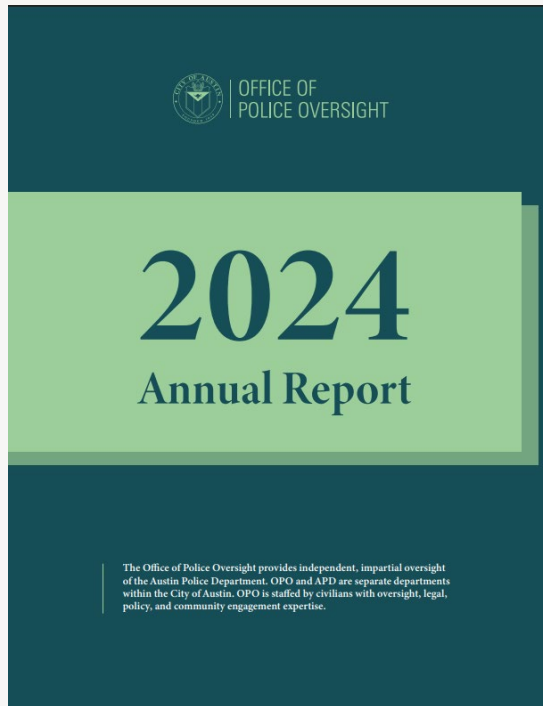
**2024 policy recommendations that were either fully or partially implemented by APD.**

- **208: Taser Device Guidelines- APD Initiated-APD Fully Implemented**
- **342.3.5 Failure to Maintain Financial Responsibility- APO Initiated-APD Partially Implemented**
- **924.3.1: Hair- APO Initiated -APD Fully Implemented**

\*Appendix A



# 2024 Annual Report Follow-Up: Complainant Satisfaction



Public Safety Committee:

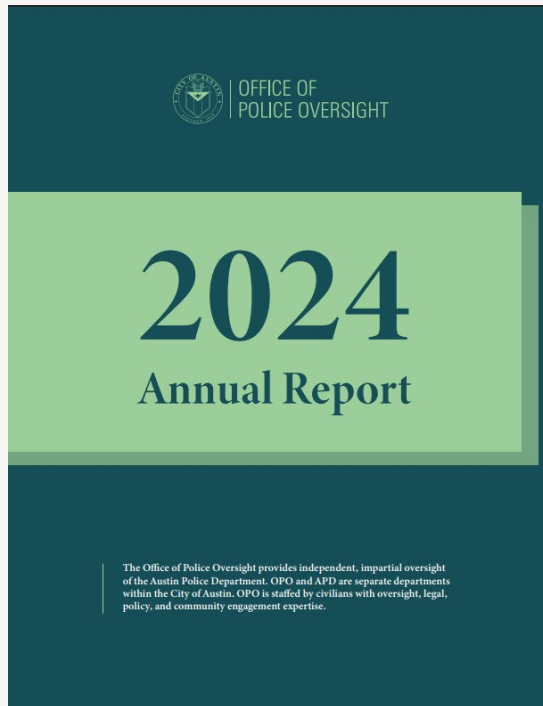
*In December, Director McCant mentioned a community survey when a question around complainant satisfaction was brought up. Has this survey been completed and what are the results?*

**APO Response:**

- **The survey was completed. However, the survey Director McCant referenced in December was not a complaint satisfaction survey; it was part of APO's Know Your Rights Program focused on community awareness of rights during police interactions, educational needs, and input to guide program development.**



# 2024 Annual Report Follow-Up: Complainant Satisfaction



Public Safety Committee:

*Multiple Council Members asked if complainants fully understand if their complaints were going to be investigated or not, given the options on how to complain. Has this been clarified further online and/or during the complaint-filing process?*

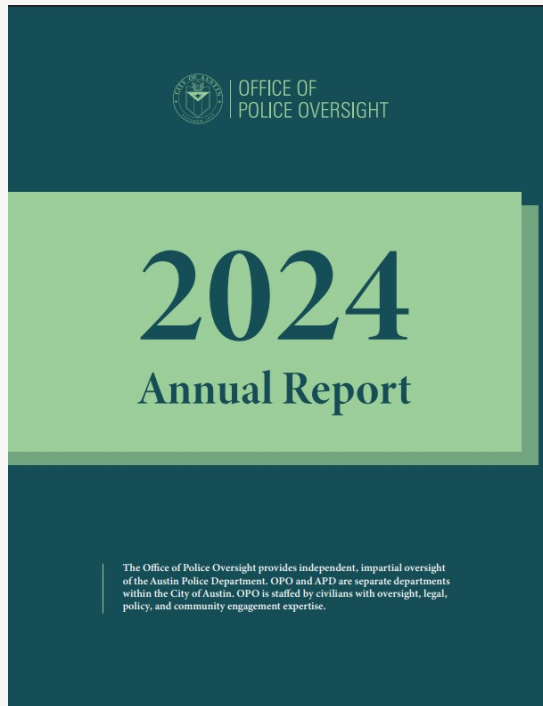
**APO Response:**

**APO staff contacts all complainants, except anonymous complainants. Once a complainant determines how they would like their complaint processed, staff provide them with details on “what’s next” and what they should expect moving forward. The process is designed to allow procedural justice to the complainant.**





# 2024 Annual Report Follow-Up: Complainant Satisfaction



Public Safety Committee:

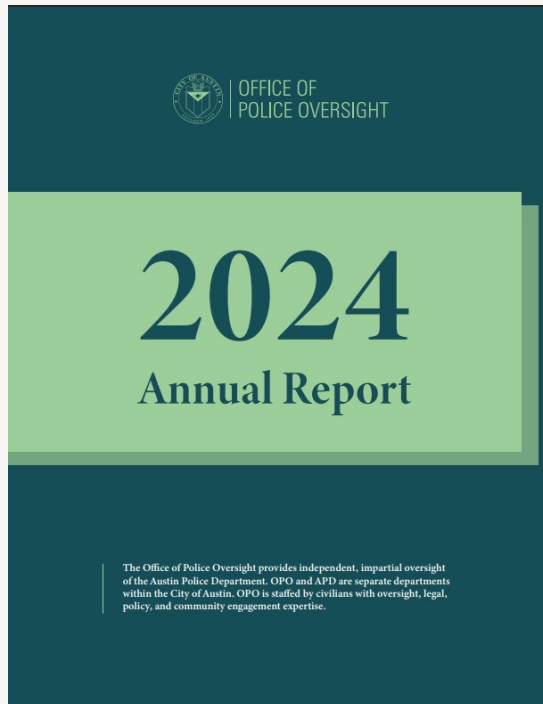
*How often is the private space available for complainants used and what opportunities are there to make the entire formal complaints process more accessible (i.e. affidavit requirements)?*

**APO Response:**

**The private space is used to take all walk-in complaints and to complete all signing of complaint affidavits. Use fluctuates based on the number of complaints received. APO staff assist all complainants in completing the affidavit process, and meetings with the complainant are scheduled at their convenience. The space also ensures ADA compliance.**



# 2024 Annual Report Follow-Up: Complainant Satisfaction



Public Safety Committee:

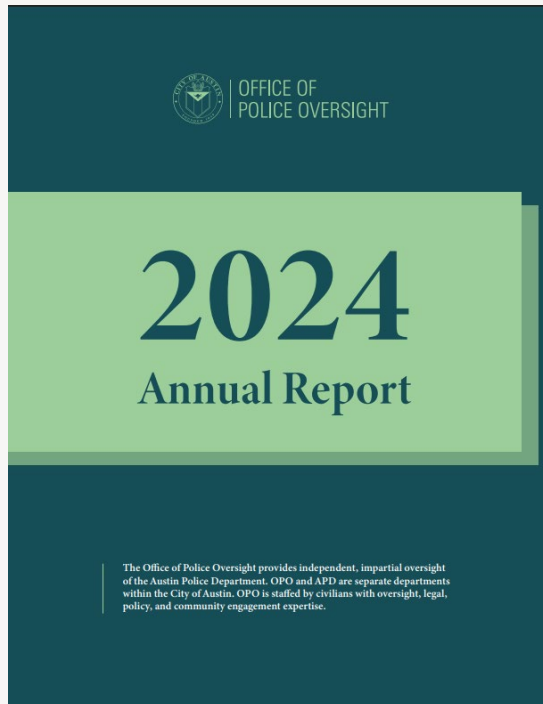
*Councilmember Siegel asked for a breakdown of formal complaints*

**APO Response: Formal complaints fall within the following bucket.**

- **Use of Force: 35**
- **Impartial Attitude/Discourtesy: 28**
- **Other: 26**
- **Search/Seizure/False Arrest: 10**
- **Poor/No Investigation: 8**
- **Racial Profiling/Bias: 11**
- **No Assistance: 8**



# 2024 Annual Report Follow-Up: Complainant Satisfaction



Public Safety Committee:

*Councilmember Ellis asked if 'No Assistance' from APD could be broken down further.*

**APO Response:**

**APO tracks complaints by subcategory, which we call a 'bucket list'. No Assistance is a category that includes multiple types of allegations, such as officers not showing up, taking too long to show up, detectives not calling folks back, district reps not responding to emails/phone calls, officers refusing to take a report, 311 service requests being ignored, etc. We had 304 allegations fall into this bucket in 2024.**



# 2025 Annual Report Preview

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# Policy Division: 2025 General Orders Recommendations

Recommendations made on the following APD General Orders:

- **GO 214.6.4** - LOW SPEED INTERVENTION
- **GO 400.2.1** - CODE 3 (EMERGENCY OPERATION)
- **GO 321.3.2** - SPECIAL SITUATIONS (Care and Transport of Prisoners)
- **GO 321.2.1(a)(3)** - RESTRAINT GUIDELINES
- **GO 328** - COMPLAINTS
- **GO 455** - SOCIAL MEDIA FOR OFFICIAL USE

\*Appendix B



# Policy Division: Academy Curriculum Review

The Policy Division Manager serves on the Professional Advisory Committee (PAC) to review the Academy curriculum and strengthen the quality of training.

## **2025 Curriculum Reviewed:**

- **Texas CCP (Code of Criminal Procedure)**
- **Verbal Communication**
- **Arrest Search & Seizure**
- **Health & Safety Code**
- **Professionalism & Ethics**



# Policy Division: APD Use of Force Analysis

In 2025, the Policy & Research Division worked to develop an Officer-Involved Shooting (OIS) dashboard to provide more timely data an analysis of these use of force incidents

## **OIS Dashboard Provides Insight Into:**

- Demographic information on both subjects and officers involved
- Use-of-force data, including weapon types
- Incident summaries detailing the date, location, and sequence of events
- Visualizations mapping trends and patterns over time
- Customizable filters by year, district, zip code, and other criteria

# Community Engagement



57 community events and engagements in 2025, including:

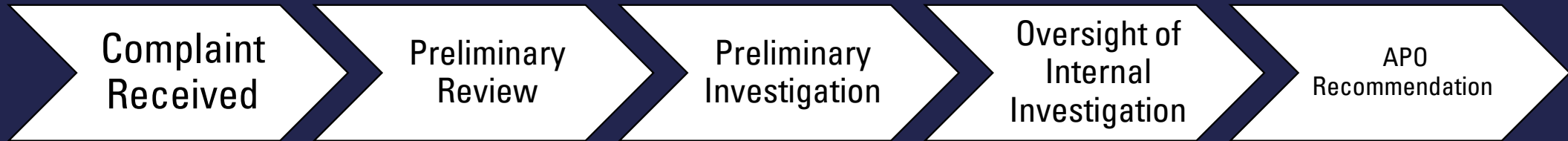
- **Hosted:** First APO Open House Event, Four APO Working Group meetings
- **Presentations:** Public Safety Commission, Commission for Immigrant Affairs, LGBTQ+ QoL Commission, Mayor’s Committee for People with Disabilities, City Council Work Session
- **Ongoing:** Pop Up Resources Clinic, APD Training Academy, Austin Public Library, Equity Action Team, District Budget Town Halls
- **Events:** Fair Housing Expo, Stay Black & Alive Juneteenth Event, Austin PRIDE, Party at People’s House, Burnet Middle School Fiesta
- **Site visits:** Trinity Center, Sunrise Navigation Center, Austin Community College, Asian Family Support Services of Austin



# 2025 Preview Complaints Division

Data is incomplete and being verified

# Austin Police Oversight Complaint Process



**Have a complaint or concern about potential police misconduct? Submit your concern online, by phone, or in person.**

**Phone: (512) 972-2676**

**Online: [www.atxpoliceoversight.org](http://www.atxpoliceoversight.org)**

**In- Person: 1520 Rutherford Ln, Austin, TX 78756**





## Contacts and Compliments



# Contacts and Compliments

**2024 Total: 1052**

- 211 Compliments

**2025 Total: 912**

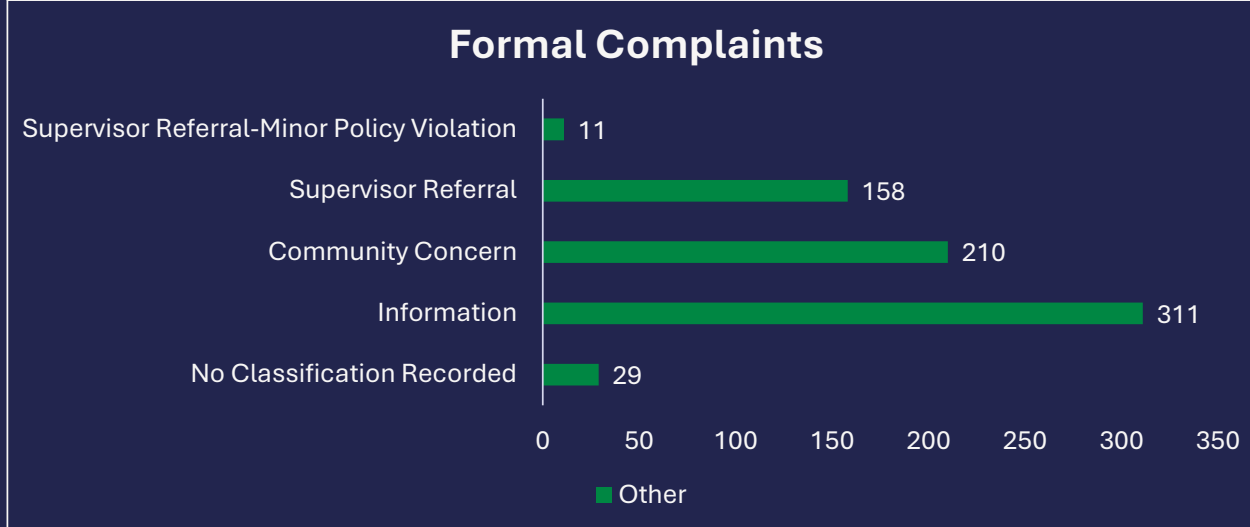
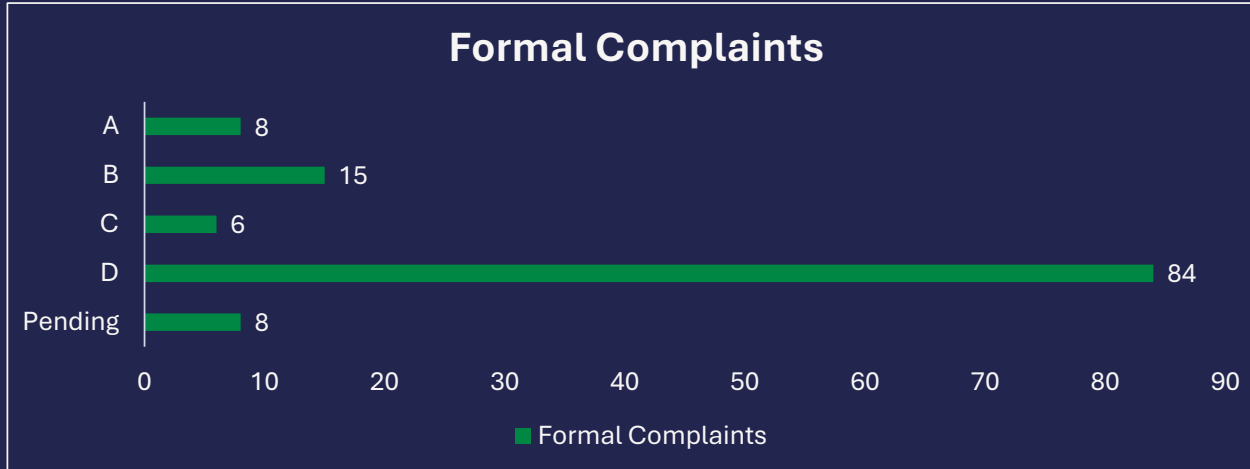
- 71 Compliments

# Complaints by Allegation



Allegation	2024	2025
No assistance from APD	28.51%	26.13%
Courtesy/Impartial Attitude	26.64%	22.96%
False Arrest or Detention	6.57%	11.32%
Use of Force	8.32%	9.62%
Officer Driving Dangerously	8.90%	7.40%
False/Incorrect Report Writing or Citation	7.68%	6.56%
Loss/Destruction of Property	5.46%	4.44%
Racial Profiling	3.70%	4.23%
Search/Seizure	0.65%	1.26%
Other	3.57%	6.29%

# External Complaint Classifications



Class A - designations identify the most serious policy violations.

Class B – less serious policy violations, involving misconduct.

Class C - conduct that does not meet a policy violation but can be improved by other departmental processes.

Class D - categorizes complaints for which no policy violation was observed.

\*Appendix C



# Internal and External Complaint Outcomes

<b>Community Complaints (External)</b>	<b>2024</b>	<b>2025</b>
Forwarded to APD	841	624
APD Formal Investigation	159	108
Sustained	69	24

<b>Internal Complaints (APD)</b>	<b>2024</b>	<b>2025</b>
Complaints Initiated	241	239
Investigated	231	222
Sustained	107	190



# Discipline Issued

External (APO)	2024	2025
Education Based Discipline	0	1
Oral Reprimand	3	8
Written Reprimand	5	2
Temporary Suspension	1	2
Total Sustained	9	24

Internal (APD)	2024	2025
Education Based Discipline	27	16
Oral Reprimand	52	80
Written Reprimand	34	34
Temporary Suspension	3	6
Total Sustained	116	192



# Preliminary Findings

- From 2024 to 2025 – Contacts declined, compliments declined, external complaints declined, while internal complaints remained the same, and more officers faced discipline
- Sustained community complaints had a decrease from 2024 (69) to 2025 (24)



# Questions?

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## APPENDIX A: 2024 Policy Recommendation

### **211.13 Chain-of-Command Responsibilities in Level 2, 3, and 4 Incident - APD Initiated**

**Recommendation #1:** APO objects to APD's removal of review power from the Force Review Unit.

**Recommendation #2:** APO recommends that APD provide a concise definition and explanation

**Recommendation #3:** APO recommends that APD add clarification.

### **208: Taser Device Guidelines - APD Initiated-APD Fully Implemented**

**Recommendation #1:** APO recommends that APD remove any reference to TASER X26 from the General Orders.

**Recommendation #2:** APO recommends that APD specify that additional training is required anytime an officer upgrades from a TASER 7 to a TASER 10

### **214.6.2 Tire Deflation Device - APD Initiated**

**Recommendation #1:** APO recommends that APD omit language that appears to narrow the scope inadvertently.

**Recommendation #2:** APO recommends that APD address the safety of the officer deploying the TDD in policy.

**Recommendation #3:** APO recommends that APD rewrite 214.6.2 (c) Pre-Pursuit TDD Deployment for clarity.

### **214.6.4 Low Speed Intervention - APO Initiated**

**Recommendation #1:** APO recommends that APD provide a concise definition.

**Recommendation #2:** APO recommends that APD create training to address LSI.

**Recommendation #3:** APO recommends that APD require lights and sirens activated before engaging in any LSI tactic.

**Recommendation #4:** APO recommends that APD clearly outline the factors in which LSI tactics may be used.

### **303.4.2 When Camera System(s) Use Is Required - APO Initiated**

**Recommendation #1:** APO recommends that APD expand 303.4.2 (b)

**Recommendation #2:** APO recommends that APD create a new Courtesy Transportation policy.

## APPENDIX A: 2024 Policy Recommendation continued

### **342.3.5 Failure to Maintain Financial Responsibility - APO Initiated- APD Partially Implemented**

**Recommendation #1:** APO recommends that APD correct grammatical errors in 342.3.5 on Failure to Maintain Financial Responsibility

**Recommendation #2:** APO recommends that APD revise 342.3.5 to add specificity.

### **362 – Outside Agency Assistance - APO Initiated**

**Recommendation #1:** APO recommends that APD add specific language to the General Orders to ensure that laws and civil rights are protected when APD assists outside agencies.

### **364 Off-Duty Law Enforcement Actions - APD Initiated**

**Recommendation #1:** APO recommends that APD improve 364.4.2

**Recommendation #2:** APO recommends that APD amend 364.5 Reporting (a).

**Recommendation #3:** APO recommends that APD expand 364.5 Reporting (b).

### **902.2.4 Initial Supervisor Responsibilities - APO Initiated**

**Recommendation #1:** APO recommends APD remove the language that disqualifies APO complaints from the standard processes outlined in 902.2.4.

### **924.3.1: Hair - APO Initiated - APD Fully Implemented**

**Recommendation #1:** APO recommends that APD amend 924.3.1 (a) Male Sworn Employees

**Recommendation #2:** APO recommends that APD amend 924.3.1 (b) Female Sworn Employees

**Recommendation #3:** APO recommends that APD revise 924.3.1 to provide clear definitions

## **APPENDIX A: 2024 Policy Recommendation continued**

### **Drone Policy – APO Initiated**

**Recommendation #1:** APO recommends that APD create a separate policy in the General Orders addressing the department’s use of drones (Unmanned Aerial Systems).

### **Transport Vehicle - APO Initiated**

**Recommendation #1:** The Austin Police Oversight recommends that the Austin Police Department consider acquiring additional arrest transport vans, equipped with prisoner transport inserts, to transport arrestees who exhibit physical resistance during the transportation process.

## **APPENDIX B: 2025 Policy Recommendation**

### **328.6 COMPLAINTS – APD Fully Implemented**

**Recommendation #1:** APO recommends APD remove the reference to “police monitor” and replace with Austin Police Oversight.

### **214.6.4 Low Speed Intervention - Partially Implemented**

**Recommendation #1:** APO recommends that APD define “Low Speed Intervention.

**Recommendation #2:** APO recommends that the APD require officers to receive appropriate training before executing LSIs.

**Recommendation #3:** APO recommends APD modify GO 214.6.4 to include Code 3 as a requirement for executing LSIs.

## **APPENDIX C: FORMAL COMPLAINT CLASSIFICATION**

**CLASSIFICATIONS DEFINITIONS:** When APD completes the investigation, APO complaints staff notifies the complainant of the investigation results, including any discipline issued.

**CLASS A:** Include, but not limited to, criminal conduct, serious policy violations, or conduct that could damage the Police Department.

**CLASS B:** Includes, but is not limited to, policy violations such as profanity, belittling language, inadequate police service, minor traffic violations, negligent damage, or property loss.

**CLASS C:** Includes, but is not limited to, conduct that does not meet a policy violation but can be improved by other departmental processes.

**CLASS D:** No policy violations because the evidence shows the allegations are false.

**PENDING INVESTIGATION:** There are occasions when an investigation is unable to move forward for the following reasons:

- There is insufficient information to identify the incident or related officers; thus, APO is unable to conduct a Preliminary Review or Investigation
- APD's Internal Affairs Division is unable to pursue an Administrative Investigation.
- The complaint is about another City Department or another law enforcement agency. APO can only accept complaints concerning an APD officer's conduct.