



Austin Police Oversight

2024 Annual Report

December 9, 2025

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**



OFFICE OF
POLICE OVERSIGHT

2024 Annual Report

The Office of Police Oversight provides independent, impartial oversight of the Austin Police Department. OPO and APD are separate departments within the City of Austin. OPO is staffed by civilians with oversight, legal, policy, and community engagement expertise.

2024 Annual Report



- Data from January to December 2024
- Per Meet and Confer, APD Chief has 180 days to issue discipline
- 2024 Complaints data not finalized until June 2025
- Release coordinated with the City Manager's Office and Austin Communications and Engagement

Key Trends Identified in 2024



HIGHLIGHTS

- Fewer community contacts than in 2023
- Officer compliments more than doubled
- Internal and external complaints increased
- Sustained external complaints increased significantly- 69 in 2024 vs. 14 in 2023

POSSIBLE DRIVERS

- More robust engagement and outreach
- Anonymous filing options (no sworn staff required)
- Full implementation of the APO Act after ratification of Meet & Confer
- Removal of G-file restrictions
- Growing public confidence in oversight



Communications & Community Engagement

Communications & Community Engagement



Communications

- Critical Incident Briefings
- APO Website-Online Central Repository
- Digital Media (Social, Newsletter, Website)
- Media Relations
- Graphic Design, Photography and Videography

Community Engagement

- Accessibility & Language Access
- Community Partnerships & Events
- Public Feedback & Engagement
- Training & Facilitation
- Town Halls & Virtual Meetings
- Projects with Policy & Research



Communications: Online Depository

“Ensuring transparency and accessibility of oversight material for the community.”



151 documents published online in 2024, including:

- 6 disciplinary memorandums
- 15 disciplinary recommendations
- 7 case documents related to lawsuits against the city alleging APD officer misconduct
- 12 policy recommendation memorandums
- 1 curriculum recommendation analyzing APD Academy training; and
- Additional documents, such as complaints filed by community members, use of force analyses, and other disciplinary materials

A screenshot of the Austin Police Oversight website. The page has a blue header with the Austin logo and navigation links for Resident, Business, Government, Departments, and Connect. Below the header, the breadcrumb trail reads 'Departments > Office of Police Oversight > Austin Police Oversight'. The main heading is 'Austin Police Oversight'. On the left, there is a navigation menu with 'Home' and 'Español'. The main content area includes a section for 'Español' with a description of the office's purpose and a link to 'Read our Frequently Asked Questions to learn more.'. Below this is a dropdown menu for 'Next Quarterly Police Oversight Implementation Work Group Meeting'. At the bottom of the main content area, there are links for 'File a Complaint About an Austin Police Officer', 'Thank an Austin Police Officer', and 'Police Oversight Documents'. A 'Related Information' section lists links for '2024 Annual Report', 'Know Your Rights When Interacting With the Police', and 'Community Police Review Commission'. On the right side, there is a 'Contact Info' sidebar with links for phone (512-974-9090), email, physical address (1520 Rutherford Lane), key contact (512-972-2676), hours (Monday-Friday, 9 a.m. to 4 p.m.), and social media links for Facebook and X.

Communications: Critical Incidents

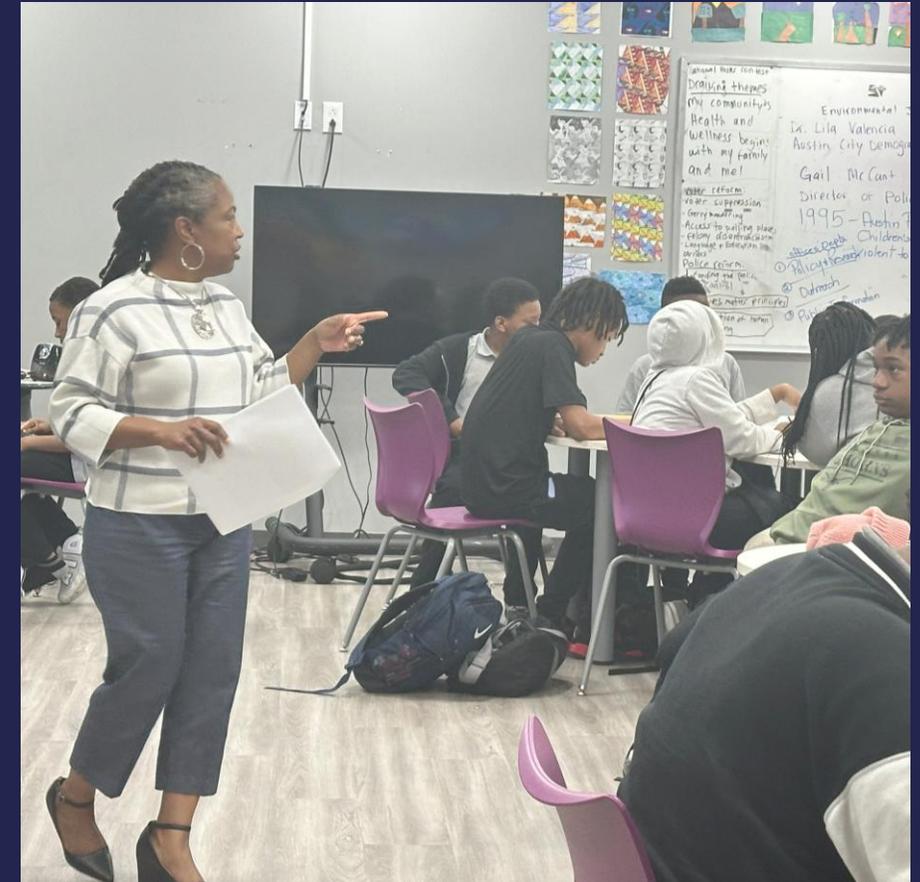
“Ensuring transparency, accuracy, and timely public information.”

- **General Orders 117 – Critical Incident Public Release**
- **Critical incident videos are released within 10 business days**
- **APO reviews materials prior to release, including but not limited to:**
 - *Dash and body-worn camera video*
 - *Surveillance video*
 - *Radio traffic recordings*
- **In 2024, the APO reviewed materials for seven officer-involved shootings.**



Community Engagement

- 50 community events and engagements in 2024, including:
- Presenting to the **Public Safety Commission**
- Educating **APD Academy cadets**
- Presenting at the **Texas Empowerment Academy**
- Connecting with **Austin boards and commissions**
- Plus, numerous forums and community-focused events



Police Oversight Implementation Working Group meetings

- In alignment with Resolution 99, APO hosts quarterly public meetings to share complaint data and address community questions.
- FY24 Meetings:
 - Two virtual (Zoom)
 - Two in-person:
 - Feb 2024 – Asian American Resource Center
 - Nov 2024 – Ruiz Branch Library
- All complaint data and meeting materials are available on atxpoliceoversight.org.





Policy & Research Division

Responsibilities

- **Driving Policy & Training**
 - Analyze APD General Orders, Academy curriculum, and key procedures
 - Deliver actionable recommendations for improvement
- **Turning Data Into Insight**
 - Analyze and report on APD Use of Force trends
 - Identify patterns that inform risk mitigation and operational decisions
- **Strategic Research & Foresight**
 - Monitor emerging APD-related issues
 - Benchmark national best practices in policing and accountability
- **Legislative & Policy Guidance**
 - Review state and federal legislation
 - Provide timely, bill analysis

Sources of Work

- APD-initiated policy changes (General Orders)
- Complaint-generated trends
- City Manager Directives
- City Council Resolutions
- Community Input
- Professional Advisory Committee (Curriculum Review)



2024 General Orders Recommendations



- Drone Policy
- Failure to Maintain Financial Responsibility*
- Hair Policy*
- Initial Supervisor Responsibilities
- Low Speed Intervention
- Outside Agency Assistance
- Transport Vehicle Policy
- When Camera System(s) Use Is Required
- Chain-of-Command Responsibilities in Level 2, 3, and 4 Force Incident *
- Off-Duty Law Enforcement Actions
- Taser Device Guidelines*
- Tire Deflation Device

**Recommendation was fully or partially implemented by APD*

Policy Division: Academy Curriculum Oversight Austin

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

2024 PAC Recommendations: Interacting With the Deaf & Hard of Hearing Community

- **Community Engagement**
- **Use of Modern Tools for Interpretation**
- **Expand Active Learning Opportunities**
- **Localized History**

View APO's curriculum recommendations here:



APD Use of Force Analysis

- In 2024, the Policy & Research Division published quarterly Use of Force reports, consolidating data from APD's monthly Force Review Unit summaries.

Reports Provide Insight Into:

- **Total force incidents**
- **Subjects and officers involved**
- **Force levels by sector**
- **Types of force used (Levels II–IV)**
- **Response techniques applied**
- **Resistance encountered**

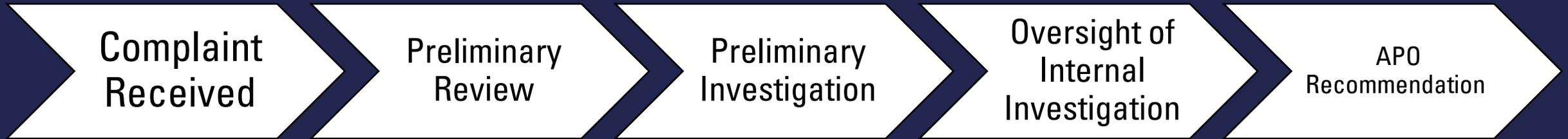
View all APO's Use of Force
Analyses here:





Complaints Division

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

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





Contacts and Compliments

2023 Total: 1552

- 99 Compliments

2024 Total: 1052

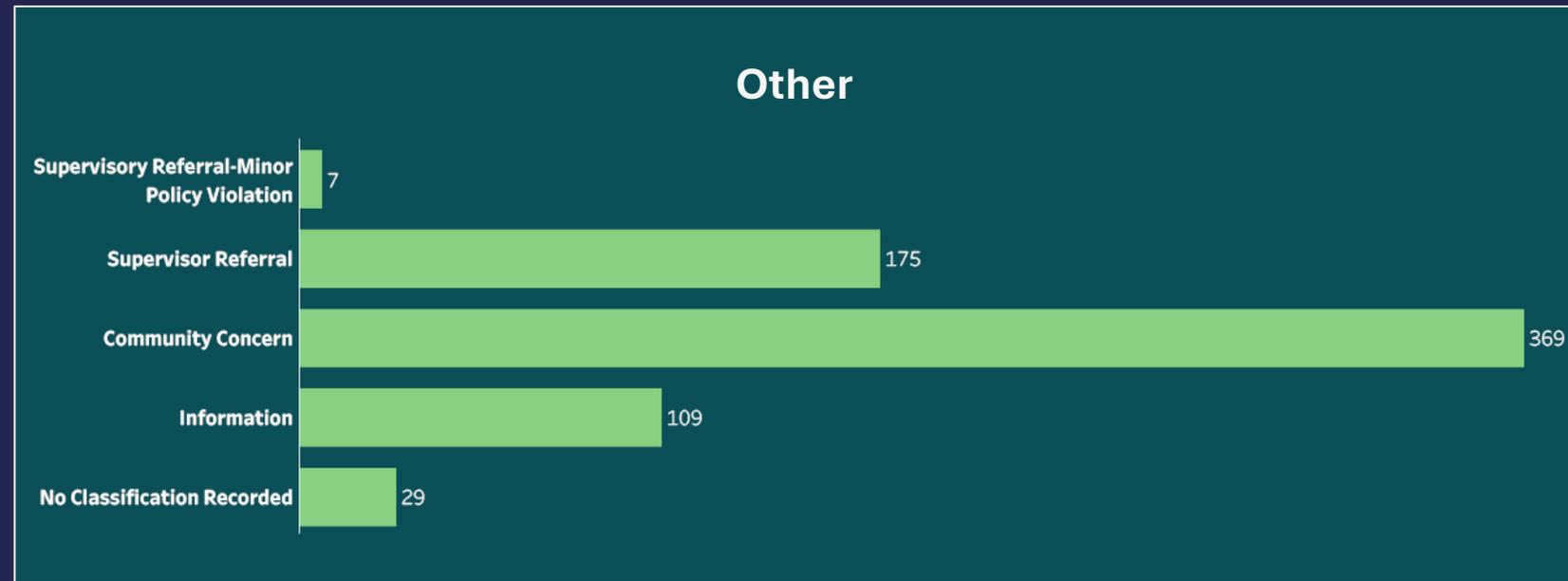
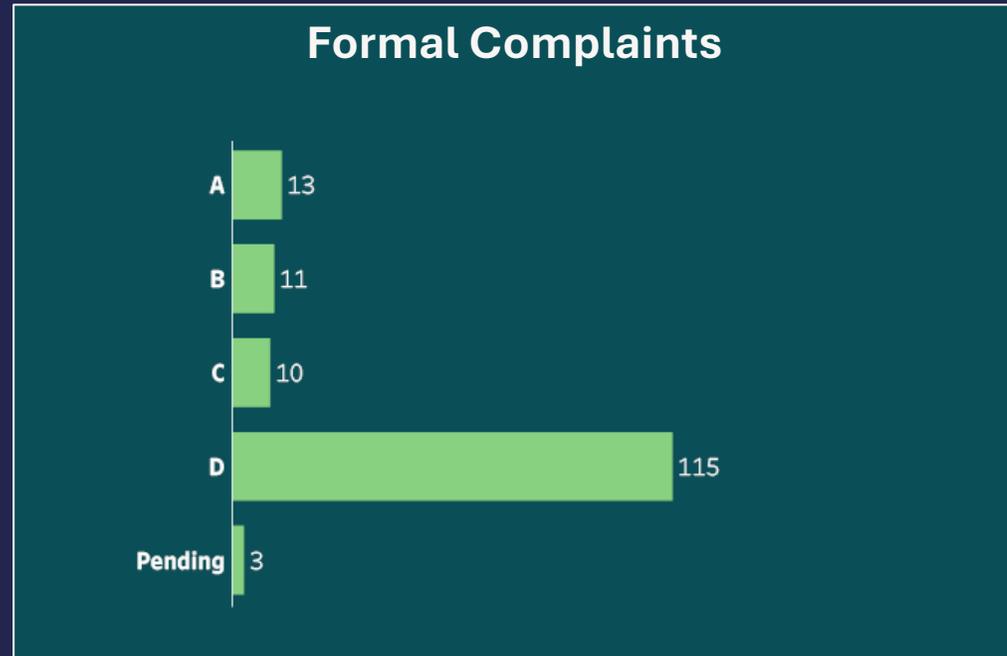
- 211 Compliments

External Complaint Classifications



Top Classifications

1. Community Concern (369)
2. Supervisor Referral (175)



Internal and External Complaint Outcomes



Community Complaints (External)	2023	2024
Forwarded to APD	578	841
APD Formal Investigation	215	159
Sustained	14	69

Internal Complaints (APD)	2023	2024
Complaints Initiated	179	241
Investigated	128	231
Sustained	89	107

Discipline Issued



External (APO)	2023	2024
Education Based Discipline	0	0
Oral Reprimand	8	3
Written Reprimand	6	5
Temporary Suspension	0	1
Total sustained	14	9

Internal (APD)	2023	2024
Education Based Discipline	4	27
Oral Reprimand	50	52
Written Reprimand	32	34
Temporary Suspension	3	3
Total sustained	89	116

Key Findings & Considerations

- From 2023 to 2024 – Contacts declined, compliments doubled, external & internal complaints rose, and more officers faced discipline
- Sustained community complaints had a **significant increase** from 2023 (14) to 2024 (69)



Questions?
