



OFFICE OF POLICE OVERSIGHT

NOTICE OF COMPLAINT

January 13, 2023

ICMS #: 2023-0016

On January 9, 2023, the OPO received an email complaint.

The complainant alleges: I am asking for help with noise ordinance enforcement.

As you are probably aware, it is impermissible in the city of Austin to make an unreasonable noise between the hours of [REDACTED] and [REDACTED].

I have a neighbor who plays loud music approximately 15 feet from my house nearly every night. This has been happening for weeks. According to the city of Austin police FAQ, I am supposed to call 311.

<https://www.austintexas.gov/department/police/faq>

I have called 311 and filed 311 reports through the app repeatedly (see attachments). These reports are immediately closed and marked "call entered for police dispatch". There is an option to request a callback from the police. No one has called me back.

From the same webpage: "If the violation is no longer occurring, the Officer will attempt to identify the suspect and provide that information to the complainant for the filing of charges."

Of course it would be great if officers could come out while the violation is occurring and issue a warning. I understand it is difficult with staffing issues to make that happen. I do not understand completely ignoring this issue for weeks, and ignoring your own stated policies regarding this kind of issue.



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Please confirm your receipt of this email and provide an estimate of when I can expect some action to be taken.

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.