

POLICE MONITOR RECOGNIZES APD EXCELLENCE

Although the OPM is the main location for receiving citizen complaints against sworn APD officers, occasionally the office is made aware of the exceptional work performed by both APD sworn and unsworn personnel. The OPM knows and appreciates the fact that the vast majority of APD employees provide outstanding service to the Austin community. However, the OPM wants to recognize both sworn and unsworn employees whose actions have positively impacted the lives of citizens who have contacted our office in a manner that goes well beyond just doing their job. Such efforts truly merit special commendation. As a result, the OPM proudly recognizes Officer Jose Rodriguez, Mr. Gary Makelki, of the Victims Services Unit and Detective Craig Howard.

In the early morning hours of March 25, 2003, Officer Jose Rodriguez had reached the end of his shift and was about to call it a day. Before he made it back to the station, he was dispatched to a residence of a young lady who had attempted suicide by overdose. Upon arriving at the scene Officer Rodriguez found the young lady laying on the floor, no longer breathing and no pulse. Immediately Officer Rodriguez began CPR with the assistance of a family member. Due to Officer Rodriguez' quick thinking and skilled training, the young lady began to breath on her own. He had saved her life.

To save a life is an amazing feat in and of itself, but Officer Rodriguez' actions were even more outstanding. Saving a life after "quitting time" would be the last thing on the average citizen's mind. However, Officer Rodriguez is not the average citizen. It is one thing to know what to do yet it is entirely another to act when truly needed despite the pressure of the situation and exhaustion from a full shift's work. Moreover, Officer Rodriguez did not stop and pass judgment on the young lady before he acted, he saw a person who would surely die without his aid and acted accordingly. Officer Rodriguez embodies all the attributes one would desire of a police officer; he is highly skilled and trained and ready to assist all members of his community. Thank you Officer Rodriguez.



An Austin attorney contacted our office to express his family's heartfelt appreciation regarding the exceptional service he received from Mr. Makelki of the Victims Services Unit. Tragedy struck the Austinite's family as a loved one passed away very unexpectedly at the beginning of this year. The citizen was immediately placed in a position of dealing with his personal grief as well as tending to an entire family whose lives would be forever changed. One who has experienced such a tragic loss understands that this process requires dealing not only with the grieving process, but the many issues that accompany the death of a loved one.

According to the citizen, Mr. Makelki provided compassionate yet unintrusive assistance in helping the family cope with the

sudden loss of a loved one and offered advice on how to tactfully and effectively approach the issue with a very young child. Moreover, Mr. Makelki led the family through the details and provided sound advice in an area, in which the family was both unfamiliar and unable to tackle alone. The citizen wrote a glowing commendation detailing each kind act this non-sworn APD employee performed in a time of family crisis. The citizen said it best “I cannot imagine going through the first few hours of that morning without [Mr.] Makelki’s assistance.” The OPM salutes Gary Makelki and the Victims Services Unit. Thank you and keep up the good work.

The OPM would also like to pay tribute to the lifetime of service and leadership of Detective Craig Howard. Detective Howard has served the APD well for twenty-four (24) years. Beyond the numerous awards and commendations he has received over his career, he is a role model and mentor to young people in the Austin community. He sponsors scholarships for local high school students through his leadership of the Texas Peace Officers Association; participates actively with the Greater East Austin Youth Association; serves as a mentor for the Drug Court Diversion program at Simpson United Church; serves as an informal liaison between East Austin and APD; and volunteers and participates in too many community events to mention.



Moreover, Detective Howard’s leadership has helped to enhance the diversity within APD by focusing on recruiting, retention, promotions, and job assignments for officers throughout the APD. Thank you Detective Howard for your valuable years of service to our community.

Let us know about APD employees who you believe deserve special recognition. The OPM welcomes commendations of APD employees; forms are available in our office. Look for our commendation form on our website at <http://www.cityofaustin.org/opm>.

COMMUNITY SATISFACTION SURVEY RESULTS



In December, 2002, the OPM initiated a Community Satisfaction Survey in order to gauge the effectiveness of the office. This survey will be conducted on an ongoing basis in order to judge the community's satisfaction with the work of the office. The results for 2002 are below. We received 95 responses, although not everyone chose to respond to every question. The number in parenthesis after the question represents the total number of responses received to that question. Every response and comment is considered carefully.



Question	Positive	Negative	N/A
OPM Staff listened to my issue attentively and responsively. (93)	95%	4%	1%
OPM Staff explained the complaint process completely. (92)	90%	7%	3%
OPM Staff properly explained police polices and procedures. (91)	88%	10%	2%
My complaint was handled professionally and promptly by the OPM Staff. (94)	77%	17%	6%

Frequently asked Questions

Q: *Is the Police Monitor's Office part of APD?*

A: No, we are a City of Austin Office created by a Meet & Contract between the City of Austin, the Community and the Austin Police Department.

Q: *There is a perception that the OPM Investigates and Controls Outcome of any given complaint, is this True?*

A: No, The OPM has no control over the investigation of the complaint; all investigations are handled by Internal Affairs Division of APD. Our staff will monitor your complaint and accompany the complainant to IAD, and review the completed investigation we can only recommend and we have no say in discipline.

Q: *Can the Police Monitor's Office help me with a Ticket or Citation?*

A: No, the Police Monitor's Office cannot help you in the event you have been issued a Ticket or Citation.

Q: *Can I report misconduct from Park Police, Sheriff or DPS?*

A: Presently the OPM accepts complaints about APD Officers, but if you need help in contacting the appropriate office to make you complaint, please call us.

Q: *Why does the OPM conduct Public Forum's on Racial Profiling?*

A: We are contractually obligated to conduct Community Education on Racial Profiling.

Q: *Will the OPM release my information to APD?*

A: No, the OPM operates under strict confidentiality requirements.

We could not release any information without the consent of the Complainant.

CITIZEN REVIEW PANEL



The Citizen Review Panel is comprised of seven (7) volunteer members appointed by the City Manager with input from the City Council and the community. The Police Monitor's Office also solicits interest from individuals and educates people about the duties of the Citizen Review Panel. Panel members must have been a resident of the City of Austin for at least two (2) years prior to their appointment. In making appointments to the Panel, the City Manager shall attempt to reflect the social, geographic, and economic diversity of the City of Austin.

Each panel member shall serve for two (2) years on evenly staggered terms. Four of the first panel members shall serve for three (3) years in order to establish staggered terms. No member may serve for more than two full consecutive terms. Panel members are subject to removal by the City Manager for just cause, including but not limited to breaching the confidentiality provisions of the Oversight Process or when a panel members fails to attend scheduled meetings. Training will be required in order to serve on the panel. The training requirements are as follows:

A two to three (2-3) day training tailored from parts of the Austin Police Academy.

At least one three (3) hour ride along in each of Austin's seven (7) police sectors, and Meeting with selected community groups and persons who have an interest in police oversight.

Eight (8) hours of training provided by the Internal Affairs Division.

Members of the Review Panel are subject to the confidentiality and penalty provisions of the Oversight Process as set forth in Section G.

The following individuals give their time and energy to serve the citizens of Austin.

- Juan Alcala ● Roy Butler ● George Chang ● Ashton Cumberbatch ● Josephina Castillo ●
- Celia Israel ● Dr. Sterling Lands, II ● Non-Voting Chairperson Iris Jones ●

Citizen Review Panel Milestones

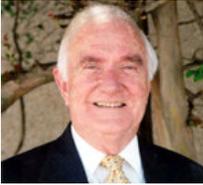
July 26, 2002 Selection of all Panel Members is complete

Sept. 26, 2002 All Members complete Required Training

Oct. 7, 2002 First Critical Incident Meeting



Juan Alcala is an attorney practicing with the firm of Brown McCarroll, LLP. He is involved with several local bar associations and has worked with the Texas Education Agency to development the Long Range Plan for Public Education.



Roy Butler is a former mayor of Austin, who is currently president of Capitol Beverage Company. Among his many honors, he is the Austin Chair for Texas Exile, a program dedicated to curtailing gun crimes.



Josefina Castillo is presently the program coordinator of American Friends Service Committee – TAO. She has a lifelong commitment to social equality and the search for non-violent solutions to problems.



George Chang is the principal partner of CAS Consulting Services, Inc. In his professional work, he has demonstrated a continued commitment to the environment. He serves on several boards related to the Asian-American community.



Ashton Cumberbatch is currently in private practice at Cumberbatch Law and Associates. He is currently serving on or has served on many boards committed to community development for all.



Celia Israel is the owner and founder of Mission Resources. She currently serves on several boards devoted to economic and generational issues in Austin, as well as demonstrating a concern for women's issues.



Sterling Lands is the organizing Pastor of Greater Calvary Baptist Church after a career as an engineer. He is also the founder of several organizations dedicated to community issues and character education.



Iris J. Jones is the Non-Voting Chair Person.

CITIZEN REVIEW PANEL REQUESTS & RECOMMENDATIONS

DATE OF REQUEST	REQUEST	DATE OF RESPONSE	RESPONSE
10/10/02	Recommend Independent Investigation into King Shooting	10/10/02	Chief of Police concurs
1/17/03	Request for IAD File 02-176 to be brought to January, 21, 2003 meeting.	1/21/03	File brought to meeting.
2/24/03 4/1/03	Recommendation that 02-238 be reclassified from a D to an A or B and investigated. Request for reasons for classification of this case.		
3/4/03	Recommend that a complainant's concerns be reviewed and appropriate action taken.		
3/11/03	Request that IAD Files 02-276, 02-288 and 02-180 be brought to the March 17, 2003 meeting.	3/17/03	Files brought to meeting.
3/18/03	Recommend that complainant with concerns received a letter of explanation from APD.		

OUTREACH

Four months into its first year of operation and with a staff of seven fully in place, the Office of the Police Monitor begin mounting an aggressive communication campaign to introduce the services of the new City of Austin office throughout the 680,000 member community. The office participated in 60 meetings and events, including coordinating an Open House and organizing a series of seven neighborhood meetings and kicking off a racial profiling education program.



The OPM's efforts targeted more than 100 neighborhood associations, the disabled community, and numerous professional and business organizations. The office's visibility was also evident at major African-American and Hispanic celebrations. Priority was given to establishing and maintaining a positive working relationship with the Austin Police Department.

As the third quarter drew to a close, the OPM began reaching out to the young people in the Austin community. It established a working relationship with American Youth Works, an alternative learning center, and the Del Valle Opportunity Center, a similar learning institution.

Throughout its first year of operation, the office actively responded to requests for interviews from the print and broadcast media in both English and Spanish. The OPM was featured in over 55 media stories, including interviews, radio talk shows and a press conference.

It made major headlines in the fourth month of the first year when an African-American female, with a history of mental illness, was killed by a police officer. The incident provoked an outcry from the minority community and a response from the police association that publicly made its way to the media. Shortly afterwards, the Police Monitor responded to a request to meet with the Editorial Board of the Austin American Statesman.



At the conclusion of the first year, the Office of the Police Monitor presented a Racial Profiling Educational forum that attracted a large audience. It featured a 25-minute video developed in-house showing prominent community leaders discussing this major civil rights issue and offering recommendations. A racial profiling brochure was created and distributed.

Neighborhood Outreach

The Austin Police Department divides the city into seven sectors. Targeting a different sector each time, the Monitor's office made six presentations between late June and early August. The meetings introduced residents to the staff of the Monitor's office and explained its purpose.

While the neighborhood outreach continued, requests to address civic and professional groups arrived on a regular basis, as did offers to participate in outreach activities. The office responded to 51 invitations to speak, support and/or attend meetings and events, at a rate of more than four per month. The number does not reflect meetings and programs organized by the Office of the Police Monitor during its inaugural year.



Open House

Having moved from the 13th floor of its small downtown location to its permanent and expansive quarters in Central Austin, the Office of the Police Monitor celebrated the occasion by inviting the Austin community to an Open House. A throng of well known community leaders who had struggled to ensure the development of an oversight office attended. The Mayor, City Manager, Police Chief, a State Senator, current and former Council Members, and a host of other public officials participated in the dedication.



Ribbon Cutting Ceremony for Police Monitor's Open House

Building Police Relations

A first step in developing a positive working relationship with the police is to understand what they do.

Establishing good communication with Internal Affairs, the division which investigates citizen complaints, was a high priority for the OPM. To begin building a comfortable working relationship with Internal Affairs the OPM hosted a luncheon on July 10. It was attended by the entire Internal Affairs staff.



Realizing officers may have questions and be unfamiliar with a new city office that directly affects them; the Police Monitor initiated Forum Friday at the start of 2003. Every Friday beginning January 10, from 11 a.m. to 12:30 p.m., police officers have a standing invitation to visit the Monitor and staff for a tour of the office. Officers are welcome to come and ask questions.

When APD held its Communities in Concert for a Better Tomorrow, the oversight office accepted an invitation to attend and display materials. The Monitor also attended the Austin Police Department's 45th Annual Awards Ceremony and the Amigos En Azul's 20th Christmas banquet. All officers receiving distinguished and meritorious service awards were sent congratulatory letters from the Police Monitor.

Iris Jones sent personalized letters to each graduating cadet. The OPM continuously seeks opportunities to build a positive working relationship between the Austin Police Department and the Office of the Police Monitor.





Interaction with Austin's Youth

During a summer outreach program, the Office of the Police Monitor connected with a teacher from American Youth Works AYW, a local charter school serving dropouts and at-risk students. The initial meeting has since developed into a viable working relationship between Austin's youth and the OPM.

AYW toured the Monitor's offices and learned more about our services. Equipped with the information, the students subsequently developed a large bulletin board at their

school. Staff addressed the student body at morning assemblies, with the school director and members of the faculty present. Previously, the Monitor's staff videotaped interviews with students to learn about their experiences with police officers.

At the Del Valle Independent School District's Opportunity Center, a high school extension that serves teenage parents and older students, the Monitor's staff made presentations to several classes. Meanwhile, through the Austin Independent School District, the Police Monitor spoke to three Lanier High School classes studying criminal justice.

Educational Materials

To help the public understand the role and function of the Office of the Police Monitor, staff developed several brochures and a racial profiling video as teaching materials.

The OPM produced, in-house, a 25-minute racial profiling video that features community leaders sharing their experiences and solutions on how to address the problem of bias-based profiling.

In one year of operation, the office developed four brochures. All are available in English and Spanish. The office brochure explains the complaint process and the purpose of the Office of the Police Monitor.

"When Race is Targeted: Identifying Racial Profiling" identifies what racial profiling is and what it is not, and tests the reader's knowledge with a quiz.



“Flashing Lights in Your Rearview Mirror: How to Respond to Traffic Stops” advises drivers on what to do when stopped. It describes the driver’s responsibilities and offers helpful advice to make for an uneventful stop.

To help the public understand their role in police encounters, the office produced “What To Do When Police Knock at Your Door.” The brochure informs the public that it is permissible to ask questions and request a translator.

Honors and Presentations

Invitations were also received to attend national conferences. The Police Monitor attended the National Association for Civilian Oversight of Law Enforcement’s annual conference in Cambridge, Massachusetts. The conference brings civilian oversight professionals to a national forum in order to exchange information and learn more about law enforcement issues.



At the International Municipal Lawyers Association Annual Conference in Denver, Colorado, Iris Jones made a presentation on Racial Profiling.

Elizabeth Pugliese, Compliance Specialist, addressed the Executive Women In Texas Government 16th Annual Professional Development Conference in Austin.

In its 19th year, National Night Out is a call by law enforcement for residents to come out of their homes and meet their neighbors. Many neighborhoods plan elaborate celebrations and invite emergency services personnel and public officials. Staff of the Office of the Police Monitor attended several gatherings in sectors throughout the city.

During 2002, honors were also bestowed on the Police Monitor and Community Liaison for their commitment to the Austin community.



The Capitol City African-American, Hispanic and Asian Chambers of Commerce recognized Iris Jones for her commitment in strengthening relationships in the Austin community at the Multi-Ethnic Chamber Alliance reception. During the Hispanic Chamber of Commerce 5th Annual Community Service Awards banquet, Hermelinda Zamarripa received the community leadership award.

FEBRUARY 2002 TO FEBRUARY 2003 OUTREACH EFFORTS

May 4, 2002	Fifth Annual East Austin Community Awareness Day, 1300 Fort Branch Blvd.
May 18, 2002	People's Forum
May 21, 2002	Eastside Story Community Meeting
May 22, 2002	Austin Police Department Leadership Academy
June 10, 2002	Austin's Mayor's Community for People with Disabilities
June 14, 2002	Eastside Community Leadership Meeting
June 18, 2002	Juneteenth Parade in Honor of Dorothy Turner
June 19, 2002	Juneteenth Celebration at Rosewood Park
June 19, 2002	Hispanic Women's Network Honoring City Manager Toby Futrell at Mexic Arte Museum
June 20, 2002	Editorial Board, Austin American Statesman
June 25, 2002	Neighborhood Meeting at St. John Community Center, 7500 Blessing
June 27, 2002	Healing the Wounds Town Hall Meeting
June 29, 2002	Austin Police Department's Hispanic Awareness Fiesta at St. John Community Center, 7500 Blessing
July 2, 2002	Professor Lauderdale's Sociology Class, University of Texas
July 9, 2002	Neighborhood Meeting at Covenant United Methodist Church, 4410 Duval Road
July 10, 2002	Luncheon with Austin Police Department's Internal Affairs
July 16, 2002	Citywide District Representative Meeting
July 16, 2002	Neighborhood Meeting at Conley-Guerrero Senior Activity Center, 808 Nile Street
July 21, 2002	Questor's Class, University United Methodist Church
July 23, 2002	Neighborhood Meeting at Beautiful Savior Lutheran Church, 6830 South Pleasant Valley Road

July 31, 2002	American Society of Public Administration, Centex Chapter
August 1, 2002	Neighborhood Meeting at Northwest Recreation Center, 2913 Northland Drive
August 6, 2002	Neighborhood Night Out at various neighborhoods
August 7, 2002	Multi-Ethnic Chamber Alliance Reception Honoring Iris Jones, Radisson Hotel
August 13, 2002	Open House for the Office of the Police Monitor
August 14, 2002	“The Challenge of Racial Issues in Policing” training presented to the Austin Police Department cadets at the University of Texas at Austin
August 17, 2002	Austin Commission for the Blind, Yarborough Branch Library, 2200 Hancock Drive
August 17, 2002	Austin Police Department’s Immigrant Safety Awareness Event, Club Carnaval, 2237 E. Riverside Drive
August 20, 2002	Neighborhood Meeting at Tarrytown United Methodist Church, 2601 Exposition
August 26, 2002	Austin Human Rights Commission, One Texas Center
August 27, 2002	American Youth Works students at Office of the Police Monitor
Sept. 7, 2002	Summerfest at Givens Park, sponsored by KAZI Radio
Sept. 7, 2002	Capital Cities Youth Federation of SW Region Conference of Seventh-day Adventist, Reagan High School
Sept. 11, 2002	Huston-Tillotson College Remembers, Worship and Celebration of Life, King-Seabrook Chapel, 900 Chicon St.
Sept. 13, 2002	Diez y Seis at Republic Square
Sept. 13, 2002	Diez y Seis Celebration at Dove Springs Recreation Center, 5801 Ainez Drive
Sept. 15, 2002	2002 Fiesta del Grito de Independencia, Plaza Saltillo
Sept. 16, 2002	27 th Annual Diez y Seis de Septiembre Celebration, State Capitol Rotunda
Sept. 19-20, 2002	APD’s Communities in Concert for a Better Tomorrow, Holiday Inn South, 3401 South IH-35
Sept. 21, 2002	Harvest Moon Festival and 2 nd Anniversary of American Cultural Center, 11713 Jollyville Road

Sept. 25, 2002 Greater Hispanic Chamber of Commerce 5th Annual Community Service Awards, St. Edward's University Ragsdale Center

Sept. 28, 2002 University of Texas African American Staff Association

October 3, 2002 Men With a Purpose monthly meeting at St. Peters United Methodist Church

October 5, 2002 Blackshear Elementary, assist in creating school website

October 9, 2002 Austin Police Department 45th Annual Awards Ceremony

October 15, 2002 Executive Women International, Austin Chapter, monthly meeting, Spaghetti Warehouse

October 15, 2002 International City/County Management Association, Austin Hispanic Network Officer Installation Reception, Serrano's Restaurant, Red River

October 17, 2002 Greater Austin Hispanic Chamber of Commerce October Distinguished Speaker Series Membership Luncheon, Holiday Inn South

October 19, 2002 West Austin Neighborhood Group Annual Meeting, Eilers Park, 10 a.m. to noon

October 22, 2002 International Municipal Lawyers Association, Denver, Colorado,

Oct. 31-Nov. 3, 2002 National Association for Civilian Oversight of Law Enforcement's 8th Annual Conference, Marriott Cambridge, Cambridge, MA

November 5, 2002 Austin Eastside Story Parents Monthly Meeting, Kealing Middle School, 6:30 p.m.

November 12, 2002 Del Valle neighborhood meeting, Del Valle Baptist Church, 3320 Hwy. 71

November 16, 2002 AISD Parent Resource Fair, Rosewood Zaragoza Neighborhood Center, 2800 Webberville Road

November 25, 2002 Executive Women in Texas Government 16th Annual Professional Development Conference,

December 2, 2002 South River City Citizens Neighborhood Association monthly meeting, Grace United Methodist Church, 205 E. Monroe St.,

December 5, 2002 Del Valle Opportunity Center

December 7, 2002 37th Annual DeWitty-Overton Freedom Fund Awards Banquet Austin Branch of the NAACP, Hilton Hotel North

December 10, 2002 Conley-Guerrero Senior Activity Center, 808 Nile

December 11, 2002 Amigos en Azul Twentieth Christmas Gala

December 17, 2002 Austin Area Urban League's 2002 Annual Business Luncheon

January 14, 2003 Racial Profiling Education and Training Kick-Off Forum, Millennium Youth Center

January 16, 2003 North Austin Civic Association neighborhood meeting, Lanier High School Library, 1201 Peyton Gin Road

January 20, 2003 MLK Day Community March and Rally sponsored by Austin Area Heritage Council, Huston-Tillotson College to Bullock Museum

January 24, 2003 American Youth Works classes developing video on racial profiling

January 24, 2003 "Confronting the Challenges to Change," speech by U.S. Secretary of Education Roderick R. Paige, National Center for Educational Accountability Conference, University of Texas

February 2, 2003 "Get Up, Stand Up! Rally for Our Rights" benefit for Gray Panthers and Hands on Housing, Burger Center

February 4, 2003 Lanier High School, classes studying street law and criminal investment, 1201 Peyton Gin Road

February 5, 2003 Austin Area Urban League 25th Annual Equal Opportunity Day Banquet, Hyatt Regency Hotel

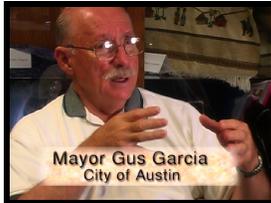
February 8, 2003 Texas Asian Chamber of Commerce 7th Annual Asian Lunar New Year Gala "Year of the Sheep," Doubletree Hotel.

February 9, 2003 Dedication ceremony of Dr. Exalton and Wilhelmina Delco Activity Center, 4601 Pecan Brook Drive

February 12, 2003 The Liz Carpenter Distinguished Visiting Lectureship in the Humanities and Sciences featuring William Jefferson Clinton, 42nd President of the United States, University of Texas Frank Erwin Center.

BIAS-BASED & RACIAL PROFILING TRAINING VIDEO

In January 2003, the OPM conducted the first of an ongoing Bias-Based and Racial Profiling Forum for the Austin Community. This video was presented, featuring community leaders speaking candidly about Bias-Based & Racial Profiling in our City. The individuals discuss the causes and solutions of Bias-Based & Racial Profiling, as well as some very strong ideas on solving this widespread condition. This video seeks to educate our Community and initiate constructive dialogue between the Community and the Austin Police Department.



“Community Policing, Community Representatives, outreach, as well as the Police Monitor, that is independent from the Police Department, goes a long way towards sending a message to the Community that Police Officers defend the rights of individuals.”



“Racial Profiling is something that we can not and will not let happen anymore, I think educating the young people about racial profiling is what it’s all about.”



“Do I believe it occurs on occasion? I would say yes, I would say perhaps that it does. Does it occur as often as people believe? No, I don’t think it does. We have done a tremendous amount of training with our Officers.”



“Behavior follows belief systems, the whole concept of racial profiling and any racist act is a behavior, so if you want to change the behavior you don’t work at the behavior, you work at the belief system.”



“Racial profiling is a group of people are being targeted solely based on their race.”

“What is offensive to me, is that the people, that this particular Officer chose to check their records, that 100% of them were either Hispanic or Black.”



“Community based Policing is a very critical part of this. Knowing your Community, Officers knowing the Community and Community knowing Officers. Training and awareness in the Community are another tool.”