



Austin Police Operation Blue Santa 2024 Application FAQ's

1. Are there applicant qualifications for Austin Police Department's (APD) Operation Blue Santa (OBS) program?

Yes. Applicants must meet the following criteria:

- The applicant must live in the City of Austin with an Austin address.
- The applicant's child(ren) must be 14 years of age and under.
- The applicant's child(ren) must **permanently** live in the residence (not just visiting for the holidays).

2. Does immigration status affect application eligibility?

The applicant's immigration status is not relevant.

3. Is there a limit on how many children a parent can apply for?

Yes, the limit is 10 children, and they must **permanently** live with the guardian/parent.

4. Is there an age limit?

Yes, Operation Blue Santa only provides gifts for children ages 14 and under.

5. When can applicants apply?

The Austin Police Operation Blue Santa application will be available on October 1, 2024 at 8am. Applications are accepted on a first come first serve basis. The application portal **will close** on whichever comes first: October 28, 2024 at 11:59pm or when 5,000 applications have been received. Early submissions of applications are **greatly** encouraged.

6. What if I need to make a change to my application after I have submitted it?

Applicants will be able to make changes themselves, as many times as needed, through their portal until the application closing date.

7. How does the applicant apply on the Operation Blue Santa website?

The applicant must complete the portal application using a computer or smart phone. The application portal website link will be available through your Austin ISD Parent Support teams, APD social media, and the APD and APD Operation Blue Santa websites.

8. How will applicants receive their packages?

Applicants have the option to choose either one of three early pickup days listed below OR choose to have a volunteer deliver to their residence on delivery day.

Three Pickup Day Options:

1. Tuesday, December 3, 2024, 5:30pm – 8:30pm at APD’s East Sub (812 Springdale Rd)
2. Thursday, December 5, 2024, 5:30pm – 8:30pm at OBS Warehouse (4101 South Industrial Drive)
3. Friday, December 6, 2024, 5:30pm – 8:30pm at OBS Warehouse (4101 South Industrial Drive)

Delivery Day:

Saturday, December 14, 2024

An adult 18 years or older must be home to receive the gift(s) that volunteer drivers will deliver between 8 a.m. and 4 p.m. We want to ensure you receive your gift(s), so volunteers will not leave the gifts with a person under the age of 18 and will not leave them at your door unattended. If you don’t know if you will be home, please arrange for someone age 18 years or older to be available to receive the gift(s).

9. Does the applicant have to be home to receive packages on delivery day?

No. An adult ages 18 or older may be home to receive the package(s).

10. Adopt a Family Program has been discontinued.

11. How can I become a volunteer?

Volunteer opportunities for individuals and for groups to assist with package preparation will be posted on the [APD OBS website](#).

APD’s Office of Community Liaison, which manages Operation Blue Santa, has operation hours of Monday through Friday 8:00AM to 5:00PM. The best way to submit your inquiries is via email at bluesanta@austintexas.gov. Please be sure to include the following with your inquiry:

1. First & last name
2. Address listed on application
3. Phone number listed on application
4. Application number