

# Standardized Evaluation Guide

## Phase 4

- 1) **OFFICER SAFETY**: Evaluates the Cadet's ability to **consistently demonstrate officer safety** while performing police tasks without injuring self or other or exposing self or others to unnecessary danger/risk;
  - a. **Unacceptable**: fails to follow accepted safety procedures or to exercise officer safety, such as;
    - i. Exposes weapons to suspect (baton, handgun, etc.)
    - ii. Fails to keep gun hand free during enforcement situations.
    - iii. Fails to control suspect's movement
    - iv. Does not keep suspect/violator in sight.
    - v. Stands in front violator's car door.
    - vi. Fails to use illumination when necessary or uses it improperly.
    - vii. Fails to advise dispatcher when leaving police vehicle.
    - viii. Fails to maintain good physical condition
    - ix. Fails to utilize or maintain personal safety equipment.
    - x. Does not anticipate potentially dangerous situations
    - xi. Stands too close to passing vehicular traffic
    - xii. Is careless with gun and other weapons
    - xiii. Stands in front of doors when knocking
    - xiv. Makes poor choice of which weapon use and when to use it.
    - xv. Fails to cover other officer
    - xvi. Stands between police and violator's vehicle on car stop
    - xvii. Fails to search police vehicle prior to duty and after transporting suspect
  - b. **Acceptable**: Follows accepted safety procedures. Understands and applies them.
- 2) **GENERAL APPEARANCE**: Cadet consistently **demonstrates** grooming and demeanor in accordance with LCRA Ranger Policy:
  - a. **Unacceptable**: Dirty shoes or wrinkled uniform, uniform fits poorly or is improperly worn. Hair un-groomed and/or in violation of department regulation. Dirty weapon, equipment and equipment missing or inoperative. Offensive body odor and breath.
  - b. **Acceptable**: Uniform neat and clean. Uniform fits and is worn properly. Weapon, leather and equipment are clean and operative. Hair is within regulations and shoes are shined.
- 3) **ACCEPTANCE OF FEEDBACK**: The Cadet's is **consistently open and receptive** to critique and feedback and applies information for improvement.

- a. **Unacceptable:** Rationalizes mistakes, denies that errors were made, is argumentative, refused to or does not attempt to make corrections. Considers criticism a personal attack.
  - b. **Acceptable:** Accepts criticism in a positive manner and applies the information to make corrections in performance.
- 4) **PROBLEM SOLVING / DECISION MAKING:** The Cadet will **demonstrate** the ability to make “advanced” decisions and overcome challenges.
- a. **Unacceptable:** Acts without thought or is indecisive. Relies on others to make his/her decisions.
  - b. **Acceptable:** Is able to reason out problems and relate to what he/she was taught. Has good perception and ability to make his/her own decision.
- 5) **VERBAL / NON-VERBAL RELATIONSHIPS:** Evaluation of the Cadet’s ability to interact with the general public including victims as well as suspects. Evaluates the Cadet’s ability to interact with members of ethnic or racial groups other than his own, in an appropriate, efficient manner. Evaluates the Cadet’s ability to effectively interact with other department members of various ranks and in various capacities.
- a. **Unacceptable:** Abrupt, belligerent, overbearing, arrogant, uninterested. Overlooks or avoids the service aspects of the job. Is hostile or overly sympathetic. Is prejudicial, subjective and biased. Treats members in this grouping differently than members of his own ethnic or racial group would be treated. Patronizes FTO/superiors/peers or is antagonistic toward them. Gossips. Is insubordinate, argumentative, and sarcastic. Resists instructions. Considers self superior. Belittles others. Is not a “team player”
  - b. **Acceptable:** Courteous, friendly, and empathetic. Communicates in a professional and unbiased manner. Service-minded. Is at ease with members of other ethnic or racial groups. Serves their needs objectively and with concern. Does not feel threatened when in their presence. Adheres to the chain of command and accepts role in the organization. Good peer and FTO relationships and is accepted a group member. Shows proper respect to supervisors.
- 6) **DRIVING SKILLS:** The Cadet complies with traffic laws, avoids preventable accidents and operates vehicle in accordance with LCRA Policies.
- a. **Unacceptable:** Continually violates Traffic Code (speed, traffic signals, etc.); involved in chargeable accident; lacks dexterity and coordination during vehicle operation. Involved in accident(s), unnecessary code 3, overuses red lights and siren, excessive and unnecessary speed, fails to slow for intersections and loses control on corners.
  - b. **Acceptable:** Ability to maintain control of vehicle while being alert of activity outside of vehicle. Practices good defensive driving techniques, Maintains control of vehicle, Evaluates driving situations and reacts properly. (i.e. proper speed for conditions.)

- 7) **VESSEL OPERATIONS:** The Cadet demonstrates the ability to utilize any department vessel, the ability to identify and react to Water Safety Violations, conduct Water Safety Inspections while maintaining proper boat placement and officer safety. The Cadet will also demonstrate the ability to properly complete a citation or arrest.
- a. **Unacceptable:** Continually violates navigation buoys; lacks dexterity and coordination during vessel operation. Involved in accident(s),
  - b. **Acceptable:** Ability to maintain control of vessel while being alert of activity outside of vehicle. Practices good defensive driving techniques, Maintains control of vessel, Evaluates driving situations and reacts properly. (i.e. proper speed for conditions.)
- 8) **LCRA CORPORATE POLICIES / PROCEDURES:** The Cadet will be able to locate and navigate through the documents on the LCRA intranet and demonstrate an understanding of “job relevant” and / or frequently used LCRA Corporate Policies. Cadet must have read through the LCRA Corporate Policy completely.
- a. **Unacceptable:** When tested verbally or in writing, the Cadet shows little or no knowledge of “job relevant” and / or frequently used LCRA Corporate Policies
  - b. **Acceptable:** When tested verbally or in writing, the Cadet demonstrates “advanced” knowledge of the LCRA Corporate Policies.
- 9) **LCRA RANGER POLICIES / PROCEDURES:** The Cadet will be able to locate and navigate through the documents on the LCRA intranet and demonstrate an understanding of “job relevant” and / or frequently used LCRA Ranger Policies. Cadet must have read through the LCRA Ranger Policy completely.
- a. **Unacceptable:** When tested verbally or in writing, the Cadet shows little or no knowledge of “job relevant” and / or frequently used LCRA Ranger Policies
  - b. **Acceptable:** When tested verbally or in writing, the Cadet demonstrates “advanced” knowledge of the LCRA Ranger Policies.
- 10) **LCRA RULES AND REGULATIONS:** Evaluation of the Cadet’s ability to consistently recognize and respond appropriately to common violated LCRA Land and Water Use Rules and Regulations in public contacts both “routine” and uncommon
- a. **Unacceptable:** On patrol, the Cadet demonstrates minimal knowledge of the LCRA Land and Water Use Rules and Regulations and is fails to respond to the most frequently violated rules.
  - b. **Acceptable:** On patrol, the Cadet consistently responds appropriately to violations of the LCRA Land and Water Use Rules and Regulations and demonstrates appropriate response to the most frequently violated rules.

**11) PENAL CODE, TEXAS TRAFFIC CODE, CODE OF CRIMINAL PROCEDURE, LOCAL ORDINANCES AND CRIMINAL INVESTIGATIONS AND THE LAW:**

Evaluation of the Cadet's ability to consistently recognize and respond appropriately to common violated Laws from the Texas Penal Code, the Texas Traffic Code and those local jurisdictional ordinances in public contacts both "routine" and uncommon

- a. **Unacceptable:** On patrol, the Cadet demonstrates minimal knowledge of the Laws from the Texas Penal Code, the Texas Traffic Code and those local jurisdictional ordinances and fails to respond to the most frequently violated laws.
- b. **Acceptable:** On patrol, the Cadet consistently responds appropriately to violations of the Laws from the Texas Penal Code, the Texas Traffic Code and those local jurisdictional ordinances and demonstrates appropriate response to the most frequently violated rules.

**12) ENVIRONMENTAL INVESTIGATIONS AND THE LAW:**

Evaluation of the Cadet's ability to consistently recognize and respond appropriately to common violated Laws from the Texas Penal Code, the Texas Traffic Code and those local jurisdictional ordinances in public contacts both "routine" and uncommon

- a. **Unacceptable:** On patrol, the Cadet demonstrates minimal knowledge of the Laws from the Texas Environmental Laws and fails to respond to the most frequently violated laws.
- b. **Acceptable:** On patrol, the Cadet consistently responds appropriately to violations of the Laws from the Texas Environmental Laws and demonstrates appropriate response to the most frequently violated rules.

**13) WATER SAFETY ACT / PARKS AND WILDLIFE CODE:**

Evaluation of the Cadet's ability to consistently recognize and respond appropriately to common violated Laws from the Texas Water Safety Act and the Texas Parks and Wildlife Code that will assist in responding to violations in public contacts both "routine" and uncommon

- a. **Unacceptable:** On patrol, the Cadet demonstrates minimal knowledge of the Laws from the Texas Environmental Laws and fails to respond to the most frequently violated laws.
- b. **Acceptable:** On patrol, the Cadet consistently responds appropriately to violations of the Laws from the Texas Environmental Laws and demonstrates appropriate response to the most frequently violated rules.

**14) RECOGNITION AND RESPONSE TO VIOLATION:**

Evaluation of the Cadet's ability to effectively recognize and respond to a common, typical or routine violation (i.e. violations that are handled on a frequent basis by current officers) that occurs in the Cadet's presence or view.

- a. **Unacceptable:** On patrol, the Cadet demonstrates minimal knowledge of the varied laws routinely enforced by the department and fails to respond appropriately to those violations.

- a. **Acceptable:** On patrol, the Cadet consistently responds appropriately to violations of those laws routinely enforced by the department and demonstrates appropriate response to the most frequently violated laws.

**15) SELF INITIATED FIELD ACTIVITY:** Evaluates Cadet's ability to recognize potential criminal activity or violations, the Cadets response to routine activity, case follow-up, suspicious circumstances and willingness to investigate such activity.

- a. **Unacceptable:** Does not see, or avoids activity. Does not follow-up on situations, rationalizes suspicious circumstances and does not investigate.
- b. **Acceptable:** Recognizes and identifies suspected criminal activity, makes cases from routine patrol activity, uses information gathered through patrol activity to make subsequent good quality arrests.

**16) INTERVIEW / INTERROGATION SKILLS:** Evaluates Cadet's ability to use proper questioning techniques; to vary techniques to fit persons being interviewed/interrogated; to follow proper procedure

- a. **Unacceptable:** Fails to use proper questioning techniques. Does not elicit and/or record available information. Does not establish appropriate rapport with subject and/or does not control interrogation of suspect. Fails to give Miranda warning.
- b. **Acceptable:** Generally uses proper questioning techniques. Elicits most available information and records same. Establishes proper rapport with victims/witnesses. Controls the interrogation of most suspects and generally conducts a proper Miranda warning.

**17) RADIO: COMPREHENSION / USAGE**

- a. **Unacceptable:** Misinterprets communication codes, definitions or fails to use radio in accordance with set policy; fails or refuses to improve. Repeatedly misses his/her call sign and is unaware of radio traffic adjoining beats. Frequently has to ask dispatcher to repeat transmission or does not comprehend message.
- b. **Acceptable:** Copies most radio transmissions directed to him/her and is generally aware of adjoining beat traffic. Uses proper procedures with clear, concise, and complete transmissions. Has good working knowledge of radio codes.

**18) USE OF MAP / ORIENTATION / RESPONSE PATH / TIME TO CALLS**

- a. **Unacceptable:** Becomes disoriented when responding to routine situations, unable to relay his/her location to his/her destination is unable to locate sites under stress, is unable to determine directions of the compass during stressful tactical situations.
- b. **Acceptable:** Reasonably aware of his/her location, is able to locate sites effectively under stressful conditions, demonstrates good sense of direction in tactical situations.

**19) COMPUTER / OFFICE / ROUTINE FORMS: ACCURACY / COMPLETENESS**

Evaluates Cadet's ability to properly utilize departmental forms necessary to job accomplishment.

- a. **Unacceptable:** Is unaware that a form must be completed and/or is unable to complete the proper form for the given situation. Forms are incomplete, inaccurate, or improperly used.
- b. **Acceptable:** Knows the commonly used forms and understands their use. Completes them with reasonable accuracy and thoroughness

**20) REPORT WRITING: ORGANIZATION / DETAIL / APPROPRIATE TIME USED**

Evaluates the Cadet's ability to prepare reports that are accurate and to efficiently write a report.

- a. **Unacceptable:** Unable to organize information and to reduce it to writing, leaves out pertinent details in report, report is inaccurate, illegible. Reports contain excessive number of misspelled words. Sentence structure or work usage is improper or incomplete or requires an excessive amount of time complete a report. Takes three or more times the amount of time a non-Cadet would take to complete the report.
- b. **Acceptable:** Completes reports, organizing information in a logical manner. Reports contain the required information and details. Reports are legible and grammar is at an acceptable level. Spelling is acceptable and errors are rare. Errors, if present, do not impair and understanding of the report.

**21) INSTITUTIONAL KNOWLEDGE:** Evaluates the Cadet's understanding of the Lower Colorado River Authority's historical data and information and the ability to transform that information into useful knowledge and wisdom. The continued success of the Cadet depends upon the retention of that historical data and the analytical skills necessary for its effective use within the organization.

- a. **Unacceptable:** Demonstrates no knowledge of LCRA history, does not ask questions, shows no interest in gathering or searching for information to further or advance career.
- b. **Acceptable:** Utilizes information in a practical sense for decision making, conduct and response to issues and complaints. Understands the LCRA history and demonstrates a community service environment.

**22) LOCAL JURISDICTIONAL PROCEDURES:** Evaluates the Cadet's understanding of the varied and diverse geographic area, information required by the numerous agencies that the department interacts with and the need to maintain those relationships. The continued success of the Cadet depends upon the retention of that knowledge and is necessary the effective use within the organization.

- c. **Unacceptable:** Demonstrates no knowledge of local jurisdictional requirements ( i.e. booking procedures, radio requirements, etc.) and does



not ask questions, shows no interest in gathering or searching for information to further relationships.

- d. **Acceptable:** Utilizes information in a practical sense for decision making, conduct and response to issues and complaints. Understands the needs and requirements of each jurisdiction and works to build those relationships and skills.

**23) LAND OWNER AND ACCESS ISSUES AND / OR CONFLICTS:** Water /

Wastewater, Right of Way, Transmission and Irrigation Issues : Evaluates the Cadet's understanding of the various lines of business within the LCRA and the need to maintain relationships and conduct business. Understands that each line of business has its own requirements for daily activity, landowner relationships and works with representative from each line of business to come to an agreeable resolution. The continued success of the Cadet depends upon the retention of that knowledge and is necessary the effective use within the organization.

- e. **Unacceptable:** Demonstrates no knowledge of the different lines of business or the impact and requirements for the continued success of their operations, does not ask questions, shows no interest in gathering or searching for information to further relationships.
- f. **Acceptable:** Utilizes information in a practical sense for decision making, conduct and response to issues and complaints. Understands the needs and requirements of each jurisdiction and works to build those relationships and skills.

**24) FIELD PERFORMANCE: NON-STRESS** Evaluates the Cadet's ability to perform routine, non-stress police activities.

- a. **Unacceptable:** When confronted with a routine task, becomes confused and disoriented. Does not/cannot complete task. Takes wrong course of action. Avoids taking action.
- b. **Acceptable:** Properly assesses routine situations, determines appropriate action, and takes same.
- c.

**25) FIELD PERFORMANCE: STRESS** Evaluates the Cadet's ability to perform in moderate and high stress situations.

- a. **Unacceptable:** Becomes emotional, is panic stricken, can't function, holds back, loses temper or displays cowardice and overacts.
- b. **Acceptable:** Maintains calm and self-control in most situations, determines proper course of action and takes it, does not allow the situation to further deteriorate.

**26) CONTROL OF CONFLICT: VERBAL SKILLS**

- a. **Unacceptable:** Improper voice inflection; i.e., too soft, too loud, confused voice command or indecisive; poor officer bearing.
- b. **Acceptable:** Speaks with authority in a calm, clear voice.

**27) CONTROL OF CONFLICT: PHYSICAL SKILLS**

- a. **Unacceptable:** Physically weak or uses too little or too much force for given situation. Unable to use proper restraining holds.
- b. **Acceptable:** Maintains control without excessive force. Properly applies restraining holds