



Commission on Accreditation for
Law Enforcement Agencies, Inc.
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October 10, 2016

Mr. Allen Banks
Chief of Police
Round Rock Police Department
2701 N. Mays Street
Round Rock, TX 78665

Dear Chief Banks:

CALEA Accreditation represents a commitment to professional excellence. The work of your organization toward attaining this internationally recognized credential is indicative of sound leadership, as well as practitioner support of adherence to standards.

The report accompanying this transmittal is provided only to the chief executive officer and represents observations and findings from the most recent standards-based review of the organization. It is important to review this document in its entirety with specific attention to any matter indicating compliance concerns, required policy/practice adjustments, or outcomes not reflective of the intent of standards. The Commission will use this document as the primary resource in considering your organization for accreditation. To that end, you or a qualified representative(s) should be prepared to address information contained in this report and respond to inquiries by Commissioners

The Round Rock Police Department is scheduled for a Review Committee Hearing at the next Commission Conference in Charleston Area, South Carolina on November 5, 2016. While the Commission does not require your attendance at this hearing, your participation helps ensure a comprehensive understanding of issues impacting your agency's candidacy. An Awards Banquet for successful organizations will occur in the evening following the Review Committee Hearing.

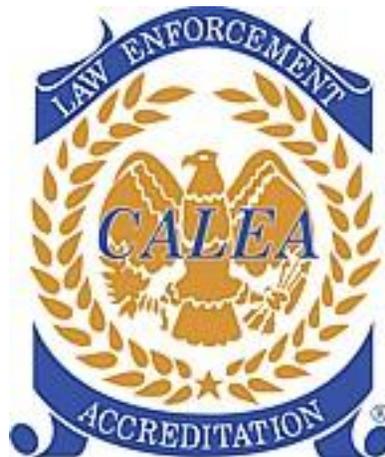
CALEA is *The Gold Standard for Public Safety Agencies* and we are honored to have your organization participate in this highly regarded process.

Sincerely,

W. Craig Hartley, Jr.
Executive Director



Round Rock (TX) Police Department
Assessment Report



2016

**Round Rock, Texas, Police Department
Assessment Report
August 2016**

Table of Contents

Section		Page
A	Agency name, CEO, AM	1
B	Assessment dates	1
C	Assessment team	1
D	Program Manager	1
	Type of Assessment	1
E	Community and Agency Profile	1
	Community Profile	1
	Agency Profile	2
	Demographics	3
	Future Issues	4
	CEO Biography	4
F	Public Information	5
	Public Information Session	5
	Telephone Contacts	5
	Correspondence	5
	Media Interest	5
	Public Information Material	6
	Community Outreach	6
G	Essential Services	
	Chapters 1 – 17	6
	Biased Based Profiling	6
	Use of Force	7
	Chapters 21 – 35	7
	Grievances	9
	Discipline	10
	Recruitment & Selection	10
	Training	12
	Promotions	14
	Chapters 41 – 61	15
	Vehicle Pursuits	17
	Critical Incidents, Special Operations and Homeland Security	18
	Internal Affairs	19
	Agency Relationships	19

	Chapters 70 – 84	21
	Property & Evidence	22
H	Standards Issues	23
I	20 Percent Standards	23
J	Future Performance/Review Issues	24
K	Standards Summary Table	24
L	Summary	24

A. Agency name, CEO and AM

Round Rock Police Department
2701 N Mays Street
Round Rock, Texas 78665

Allen Banks, Chief of Police
Larry Roberson, Accreditation Manager

B. Dates of the On-Site Assessment:

August 14-17, 2016

C. Assessment Team:

1. Team Leader: John Foster
Captain (Retired)
Florissant (MO) Police Department
1700 North Highway 67
Florissant, MO 63033
314-277-2204

2. Team Member: Ms Synthia Nugent
Accreditation Manager
Wilmette (IL) Police Department
710 Ridge Road
Wilmette, IL 60091
847-853-7565

D. CALEA Program Manager and Type of On-site:

Randy Scott

Fourth reaccreditation, C size (242 personnel; authorized 163 sworn and 79 non-sworn)
5th edition Law Enforcement Advanced Accreditation using the Gold Standard
Assessment model

The agency utilizes PowerDMS software

E. Community and Agency Profile:

1. Community profile

The City of Round Rock is located in Williamson County, Texas. Encompassing just over 26 square miles with a population estimated by the U. S. Census Bureau at

approximately 107,000 in 2015, Round Rock is the largest suburb of Austin, Texas. Inhabited since the prehistoric period, Round Rock is rich in history of the American West including cattle drives along the Chisholm Trail. Over the decades Round Rock evolved into a thriving bedroom community from which many residents commuted to jobs in Austin. In the 1990's the City focused on economic development resulting in the development of both commercial and retail projects as well as healthcare and educational facilities. Today, Round Rock is home to the world headquarters of computer manufacturer Dell that employs thousands in Round Rock.

The on-line community review service Niche, recently ranked Round Rock the 23rd "Best City for Millennials" based on factors including crime data, census survey data, economic data, and even climate. According to the U.S. Census Bureau American FactFinder survey for 2014, 25% of Round Rock residents 25 years of age or older have some college without a degree and 37% have a bachelor degree or higher. The median family income in Round Rock is \$82,895 compared to \$61,958 for the state of Texas. An estimated 6.4% of Round Rock families live below the poverty level compared to 13.7% state wide. There are approximately 37,449 housing units in Round Rock, 25,555 of which have been built since 1990, and with a median value of \$172,500.

The City of Round Rock a full-service municipality that provides public safety services, public utilities, and a plethora of parks and recreational facilities including state-of-the-art sports facilities. The City operates under a council-manager form of government. The City Council, comprised of six council members and a mayor elected at large, appoint the city manager who oversees the day-to-day operations of the City. The Honorable Alan McGraw is the current Mayor of Round Rock and Mrs. Laurie Hadley is the current City Manager.

2. Agency profile

The Round Rock Police Department has an authorized full-time staff of 163 sworn officers and 79 non-sworn. The agency is commanded by Chief of Police Allen J. Banks and divided into two major components, each under the command of an assistant chief of police. Two functions report directly to Chief Banks: The Professional Standards which includes the internal affairs function and, the public information function.

The Assistant Chief of Police for Operations is Troy Evans who oversees the Patrol Division and the Criminal Investigation Division (CID). Commander Robert Rosenbusch commands the Patrol Division which is responsible for the first line police services for the City and is subdivided into four platoons each commanded by a lieutenant and staffed by four sergeants who supervise police officers assigned to geographic patrols of the City on 12 hour shifts. The lieutenants are each assigned to coordinate patrol services for one of the four sectors of the City and as such act as coordinators of community policing in that sector. The Patrol Division also includes the dedicated Traffic Unit and School Resource Officers. Commander Willie Richards commands the

CID which is staffed by 32 sworn and seven non-sworn personnel. A lieutenant supervises the detectives assigned to investigate crimes against persons, property crimes, and domestic crimes. A second lieutenant supervises the detectives assigned to investigate white collar crimes and narcotics crimes, as well as the evidence and crime scene technicians.

The Assistant Chief of Police for Support Services is Alain Babin who oversees the Planning and Policy Section managed by Mr. Rick White, the Crime Analysis and Statistics Manager; the Training Division under Commander Jim Stuart; non-sworn managers responsible for support services, operations support, accreditation, community affairs, and special events coordination and fleet management.

The agency is headquartered in a single facility. The 106,000 square foot single story building, previously a computer chip manufacturing facility, was carefully repurposed into a state-of-the-art law enforcement facility that meets all applicable CALEA standards and has available space to adequately accommodate the agency into the foreseeable future.

3. Demographics

The demographic composition of the service area and agency are represented in the following table:

Demographics												
	Service Population ¹		Available Workforce ²		Current Sworn Officers		Current Female Sworn Officers		Prior Assessment Sworn Officers		Prior Assessment Female Sworn	
	#	%	#	%	#	%	#	%	#	%	#	%
White (Non-Hispanic)	56,663	53%	29,699	53%	130	79.8%	11	6.8%	124	82.1%	9	6.0%
African-American	10,023	9%	5,070	9%	6	3.7%	2	1.3%	4	2.7%	1	0.6%
Hispanic /Latino	32,021	30%	16,457	30%	26	15.9%	1	0.6%	22	14.6%	0	0.0%
Other	8,265	8%	4,500	8%	1	0.6%	0	0%	1	0.6%	0	0.0%
TOTALS	106,972	100%	55,726	100%	163	100%	14	8.7%	151	100%	10	6.6%

¹ Population is as reported in the U. S. Census Bureau, American FactFinder 5-year Estimates for 2014

² Available workforce is based on persons 20-54 years of age as reported in the U.S. Census Bureau, American FactFinder 5-Year Estimates for 2014

The agency's sworn workforce is currently 80% White compared to the estimated 53% of the population that is White (non-Hispanic or Latino). The disparity between African American officers and the African American population is less than six percent while the disparity between Hispanic officers and the Hispanic or Latino population is approximately 14%. Females comprise nearly nine percent of the sworn force. The agency does have a comprehensive recruitment plan and reaches outside the local area to recruit qualified candidates who are both the best possible candidates and whose race and sex are underrepresented in the agency.

4. Future issues

In conversations with Chief Banks, City Manager Laurie Hadley and Mayor Alan McGraw, and City Councilman Will Peckham, the common issue facing the City of Round Rock is the continued growth of the city which is estimated to build out with a population of approximately 200,000. This will place greater demands on the city, the city budget and the police department. City officials are committed to planned growth with a mix of new commercial, residential, and tourist development. The City has already implemented control over the development of high density apartment complexes in favor of more single family or town home style residences. In June, 2016, the City entered into memorandum of understanding with Kalahari Resorts for the development of 355 acres in the City to include 1000 guest rooms, a convention center and indoor water park, with additional entertainment, recreation and other mixed uses with an anticipated opening in 2020. Chief Banks anticipates a force of 200 sworn officers by the opening of the resort and recognizes the challenges of recruiting in a competitive job market.

Both Mayor McGraw and Chief Banks expressed their concerns with outside influences on the community. Mayor McGraw spoke of the risk of terrorism, foreign or domestic, that can occur anywhere in the country but, with recent attacks on soft targets around the country, he believes it could randomly happen in Round Rock. Chief Banks discussed social unrest and added that while there is no undercurrent in Round Rock, the era of life-long residents is over and people moving into Round Rock bring their experiences and beliefs with them. Chief Banks also cited to influences from the Austin area including recent activities of the Black Lives Matter franchise there which has once protested at the Round Rock Police Department and the potential for a criminal element to take advantage of a developing trail system that will traverse the region and pose a threat to hikers and bikers in more remote areas.

Collectively city leaders cited the need to continue the outstanding community policing programs the agency has developed and to enhance them even further and continue to develop relationships with the community. To this end the City is budgeting for an additional Community Affairs officer in 2017.

5. CEO biography

Chief Allen J. Banks was appointed Chief of Police for the City of Round Rock in March, 2014. At the time of his appointment Chief Banks had been serving at the interim Chief of Police of the Albuquerque, New Mexico, Police Department where he had started his law enforcement career in 1992 and was promoted through the ranks. In 2009 he was promoted to the rank of Deputy Chief of the Support Services Bureau and subsequently commanded the Field Operations Bureau. He was appointed Albuquerque's interim Chief of Police in 2013.

Chief Banks earned his Bachelor of Science Degree in Occupational Studies from Wayland Baptist University and is a graduate of the 237th session of the FBI National

Academy. He is a member of the International Association of Chiefs of Police, the National Organization for Black Law Enforcement Executives, and the Texas Police Chief's Association.

F. Public Information Activities:

Public notice and input are corner stones of democracy and CALEA accreditation. This section reports on the community's opportunity to comment on their law enforcement agency and to bring matters to the attention of the Commission that otherwise may be overlooked.

1. Public Information Session

The agency arranged for a public information session that was held in the Council Chambers of Round Rock City at 7:00 PM on Monday, August 15, 2016. No one appeared at the Council Chambers other than the four agency employees assisting the assessment team. Team Leader Foster waited until 7:15 before adjourning.

2. Telephone Contacts

The agency also arranged for a public call-in session between 1:00 PM and 3:00 PM on Monday, August 15, 2015. The assessors received seven telephone calls, all from members of the Texas-Arkansas-Louisiana-New Mexico Accreditation Coalition. Each caller was supportive of the agency's reaccreditation.

3. Correspondence

The assessment team received piece of correspondence from Amy Williams, Vice-President of the TALON Accreditation Coalition, which was supportive of the agency.

4. Media Interest

In response to the agency's press release, the *Austin American-Statesman* ran a news story on August 8 regarding the agency's assessment including the dates, times and location of the public information sessions.

5. Public Information Material

The agency prepared a public information plan that included public notice posted in the police department and city hall, on the City's cable access channel, on the city's web site and on the agency's web site and social media connections; a press release distributed to regional print and electronic media; correspondence to professional organizations; and, to employees through roll calls and the agency's "PD-43" internal televised briefing system.

6. Community Outreach Contacts

Immediately upon arriving in Round Rock the assessors were afforded an opportunity attend the agency's third annual Kuts4Kids program at Round Rock High School. In addition to a static display of agency equipment, specialized units and animals provided for the community, the assessors witnessed one of the most amazing community outreach programs they had ever seen. In partnership with the school district, social services, faith based organizations, and more than 1,400 volunteers, including local hair stylists, the agency helped prepare local children for the return to school by providing 751 free haircuts, providing 15,219 meals and 11,000 bags of school supplies.

The assessors interacted with over 100 members of the agency through roll-calls, ride-alongs, interviews, a planned meet and greet opportunity and casual contacts. The assessors found the employees to be professional, courteous and forthcoming.

In addition to City officials, the assessors interviewed; Pastor Terrell Crudup of the Sweet Home Baptist Church; Dr. Steve Flores, Superintendent of the Round Rock Independent School District and Dr. Danny Presley, Chief of Schools and Innovation; Leslie Sterzinger, Events Planning Chair of the Forest Creek Homeowners Association; Detective John Combs, Secretary of the Round Rock Police Officers Association; Round Rock County Attorney Doyle Hobbs; and, FBI Supervisory Special Agent Jason Hudson, supervisor of the Joint Terrorism Task Force. Every person interviewed spoke positively of the professionalism of the agency and its employees and their engagement and commitment to the community they serve.

G. Essential Services

Law Enforcement Role, Responsibilities, and Relationships and Organization, Management, and Administration. (Chapters 1-17)

The agency places great value on ethics as evidenced in the core values of the agency Community, Honor, Integrity, and Pride (CHIP) which are proudly displayed throughout the building and recognized by the Chief of Police as presents his "CHIP coin" to employees for exceptional demonstration of these values. The agency conducts annual ethics training programs and Lt. Sean Johnson recently developed a new four hour ethics program for all agency employees that has been so well received that the program is being expanded to eight hours.

Bias Based Profiling

Agency policy strictly prohibits any form of biased based policing actions. In accordance with Texas statute, the agency tracks traffic stop data race based concerning sex and race. An annual report is compiled and forwarded to the Texas

Commission on Law Enforcement. For the years 2013 through 2015 the agency had only three complaints of biased based policing, all related to traffic stops in 2013, all fully investigated by Internal Affairs and all three determined to be unfounded. One complaint thus far in 2016 was also investigated and determined to be unfounded. It is important to note that the number of traffics stops and citations has dropped consistently over the past three years under the command of Chief Banks and his philosophy to focus on community policing.

Traffic Citations and Warnings								
Ethnicity / Gender	2013		2014		2015		2016 ¹	
	Citation	Warning	Citation	Warning	Citation	Warning	Citation	Warning
Caucasian Male	2,176	10,297	1,399	6,767	989	5,363	312	1,512
Caucasian Female	1,625	7,555	978	5156	770	3,908	241	1,131
Hispanic Male	1,569	4,252	1,060	2963	841	2,439	271	704
Hispanic Female	834	2,512	536	1804	462	1,433	162	494
African-American Male	700	2,607	452	1762	338	1,487	104	449
African-American Female	526	1,897	308	1328	278	1,073	75	310
Asian Male	111	502	64	356	51	252	17	94
Asian Female	84	341	49	233	59	173	18	58
Other	168	525	110	400	98	348	34	111
Sub-Total	7,793	30,488	4,956	20,769	3,886	26,476	1,234	4,863
Total Citations	38,281		25,725		20,362		6,097	

¹ Year-to-Date through April 30, 2016

Bias Based Profiling Complaints				
	2013	2014	2015	2016 ¹
Traffic contacts	3	0	0	1
Field contacts	1	0	0	0
Asset Forfeiture	0	0	0	0

¹ Year to Date through April 30, 2016

Use of Force

Agency training in the use of force policy and proficiency with tactics and weapons exceeds standards with annual training and proficiency in the use of all lethal and less-lethal weapons. Special Weapons and Tactics (SWAT) officers train monthly with snipers doing “cold bore” qualifications with their assigned rifles each month. Officers also train in the agency’s scenario based firearms training simulator.

Officers of the agency used force in less than one percent of the arrests made by the agency each year. There were two incidents in 2013 that involved the use of lethal force, both occurring in the previous assessment period and reflected in the previous assessment report. There were no incidents involving lethal force since that time, with the exception of five instances, not reflected in the table below, in which officers used firearms against aggressive animals.

The use of less-lethal force most frequently involved weaponless physical force or control tactics. An impact weapon was used only once during the accreditation period and the deployment of the Taser has dropped dramatically each year from 33 in 2013 to only once thus far in 2016.

Use of Force				
	2013	2014	2015	2016 ¹
Firearm	2	0	0	0
ECW	33	24	9	1
Baton	3	0	0	0
OC	3	0	1	0
Weaponless	20	24	24	4
Total Uses of Force ²	72	51	36	3
Total Use of Force Arrests	38	43	35	5
Complaints	12	3	5	3
Total Agency Custodial Arrests	6,217	5,530	4,486	1,685
Percent of Arrests with Force	0.6%	0.7%	0.8%	0.3%

¹ Year to Date through April 30, 2016

² Total Uses of Force include incidents where multiple officers responded to resistance or aggression and were counted as a separate incident. All incidents were reviewed at the division level and/or investigated by internal affairs.

The assessors interviewed Rick White, the Manager of the agency's Planning and Policy Unit which is responsible for a broad range of planning and research responsibilities. The unit oversees an annual strategic planning process in which annual goals and objectives for the agency, and major components of the agency, are updated or formulated. The Planning and Policy Unit The agency's strategic planning process includes a comprehensive analysis of factors affecting the agency and its ability to deliver services to the community and, the development of a four-year plan including the analysis of agency strengths, weaknesses, opportunities and threats. Updated goals and objectives are published and available to all personnel in the agency's internal employee newsletter, *The Exchange*, and a link to the agency's the strategic plan is also emailed to all agency employees. The agency contributes to the City of Round Rock overall strategic plan which was last updated in 2015 and addresses the City's long range goals and objectives to 2030.

The Planning and Policy Unit also conducted workload assessments in 2014 and 2016 as an element of long range planning. These workload assessments address in greater detail the various components of the agency's sworn force but also identify needs of non-sworn functions. For the assessment of the patrol function the agency utilizes several models including one by the International Association of Chiefs of Police (IACP) as well as comparisons to statistics of the FBI and the staffing levels of other agencies in Texas. An assessment of the Criminal Investigation Division in 2014 utilized models from the Police Executive Research Forum (PERF), International City Managers Association (ICMA) and the research of the commander of the Criminal Investigation Division of the Charlotte County Florida Police Department. Planning and Policy also

conducted an annual assessment of specialized assignments within the agency. The number and identification of specialized assignment as changed from year to year and the agency currently identifies seven specialized assignments.

The agency's budget process is also coordinated by the Planning and Policy Unit. Six functions within the agency receive or handle cash, checks, or other forms of payment for service fees and fines. These include the Records Unit, Communications Section, Planning and Policy Section, Animal Control Unit, Narcotics Unit, and the Outside Employment Administrator. Agency directive requires that each unit maintain a ledger to track all transactions, issue receipts for payments received, and generate a quarterly accounting report of all cash handling activities. Each unit documents receipts and expenditures appropriate to the unit function.

Personnel Structure and Personnel Process (Chapters 21-35)

The City has a wellness program that includes a staff registered nurse available to assist City employees and their families in health related issues. The agency has large fitness room generously equipped cardio and strength equipment. Employees are allowed and encouraged to work out while on duty.

The agency has a mandatory fitness program for all sworn personnel that requires each officer successfully complete an annual job related physical agility course in a prescribed time that is not sex adjusted for sex or age. Officers completing the course in a prescribed exceptional time receive an annual stipend of \$1,200 for the year in which they achieved the exceptional time. Officers failing to complete the course in the prescribed time are allowed additional attempts to pass the test but repeated failure is subject to removal from duty.

Grievances

All sworn personnel of the agency are represented by the Round Rock Police Officers Association (RRPOA) which negotiates contracts with the City which has accepted a voluntary "meet and confer" labor arrangement. Both City Manager Laurie Hadley and Detective John Combs, RRPOA Secretary, described a good working relationship between the officers and the City. The parties are in the final year of the current three year agreement.

Employees of the agency have filed only one grievance during the accreditation period. Interviews with officers and employees at all levels indicated a high level of job satisfaction and pride in the organization. Supervisors are supportive of their employees and work related issues are routinely addressed promptly before they become issues. The assessors even witnessed Chief Banks welcoming newly hired dispatchers and reminding them that his door is always open.

Discipline

The agency maintains a confidential, non-punitive early warning system (EWS) with the objective of identifying early signs of performance decline before the employee suffers performance problems. The Professional Standards Unit is responsible for reviewing complaints, incidents of response to resistance or aggression, on-duty vehicle traffic crashes, and any combination of these, with a prescribed number of incidents within a three or six period of time triggering the a warning. When triggered, the Professional Standards Unit forwards a memorandum to the employee’s division commander who is responsible for determining if there is a potential problem to be addressed and if warranted conducting and informal interview with the employee. The commander then returns a report to the Professional Standards Unit and to the Internal Affairs Unit within 30 days. Intervention, if warranted, may include counseling or professional services that address specific personal issues that may be affecting the employee’s performance.

The agency has a progressive disciplinary system addresses negative employee behaviors that interfere with employee’s ability to contribute to the mission of the agency. The agency utilizes counseling and training to improve performance whenever possible however, supervisors and commanders recommend punitive action when necessary. The number of punitive disciplinary actions taken over the past three years has been consistently low and is significantly outpaced by the number of commendations awarded in recognition of exemplary behaviors.

Personnel Actions				
	2013	2014	2015	2016 ¹
Termination	0	2	1	0
Resign In Lieu of Termination	0	3	3	0
Suspension	1	2	2	1
Demotion	0	0	0	0
Other Written Disciplinary Actions	11	11	11	11
Total	12	18	17	12
Commendations	90	65	127	25

¹ Year to Date through April 30, 2016

Recruitment and Selection

The agency’s sworn workforce demographics do not mirror the community in that the percentage of white (alone) officers is nearly 80% compared to a white population of 53%; less than four percent African-American officers compared to an African-American population of nine percent; and, 15.9% Hispanic officers compared to a Hispanic population of 30%. Female officers make up nearly nine percent of the workforce, a two and a half percent increase since the last assessment.

The agency has a recruitment plan with the stated objective of attracting, recruiting and retaining the best qualified personnel without compromising the quality of the employee

that the Department is seeking. The plan also states that the Department strives to be representative of the city it serves, based upon the population that is employable as a police officer. To that end, the agency’s Training Division is tasked with oversight of the recruitment process with assistance of the Community Affairs Officer and the Public Information Specialist. Lt. Bob Drawbaugh and Sgt. Greg Brunson of the Training Division described the recruitment function and activities.

Although recruitment is an ongoing activity, recruiting is more active when City’s Human Resources Department posts vacancies to be filled. The agency recruits and hires both lateral and recruit officers and, new officers have been hired from through the country. Recruitment activities have included posting vacancies on internet sites specializing in law enforcement careers, reaching out to regional law enforcement academies with pre-service recruits not committed to an agency, and participating in job fairs and other recruitment activities at regional colleges and at Fort Hood. The agency trains and includes female and minority officers in their recruitment activities. The agency is also involved in over 300 annual community events which afford agency exposure all facets of the community. At the conclusion of each annual hiring process, the actual applicant and hiring data is reviewed against the Recruitment Plan and the plan is revised as necessary.

Applicants must apply through NEOGOV online software managed by the City’s Human Resources Department. The online application process does not capture the race of applicants and because the software eliminates applicants that do not meet the minimum requirements, the information on applicant demographics is inaccurate. However, based on the available information, the percentage of applicants during the accreditation period (no applications were accepted in 2015 as no vacancies occurred) was 47% white, less than one percent African American, 37% Hispanic, and just under 12% female.

Sworn Officer Selection Activity in the Past Three Years ¹				
Race/Sex	Applications Received ²	Applicants Hired	Percent of Applications Hired	Percent of workforce
Caucasian Male	53	3	6%	73%
Caucasian Female	8	0	0	7%
African-American Male	6	0	0	3%
African-American Female	2	0	0	1 %
Hispanic Male	38	1	3%	15.5%
Hispanic Female	3	0	0	0.5%
Other	1	0	0	1%
Total	112	4	4%	100%

¹ Includes data from the Recruiting Unit for January 1, 2014 through April 30, 2016.

² The ethnic and gender data reflected in the charts is captured at the time the applicant takes the entrance exam.

In discussing with Lt. Drawbaugh and Sgt. Brunson the volume of minority applicants, specifically Hispanic applicants, they advised that their efforts to recruit Hispanic officers have taken them to southern Texas, specifically the San Antonio area and they have establish relationships with the El Amistad Club of Round Rock, an Hispanic civic organization focused on developing leaders of the future and providing scholarships to local students, and the League of Latin American Citizens of Round Rock (LULAC) which is dedicated to advancing the stature of Hispanics. While recognizing the need to increase Hispanic applicant flow the recruitment team cited several reasons they believe have hampered the number of applicants. These included the conservative nature of the region, the cost to a new employee in relocation to the region, and higher salaries offered by both the Austin Police Department and the Texas Department of Public Safety.

Recruitment was also discussed with Rebecca Rodriguez, Support Services Operations Manager, responsible for the human resources liaison between the agency and the City's Human Resources Department and again during the exit interview with Chief Banks and his executive staff. The agency indicated a sincere desire to increase the applicant flow of minority supplicants and specifically Hispanic applicants.

The selection process is managed by the City's Human Resources Department which posts vacancy announcements and accepts all applications only through the online NEOGOV software within 30 days of the position posting. The Human Resources Department screens all applicants for required qualifications and notifies qualified applicants of the date for a written examination which they administer and score.

The agency Training Division administers the remainder of the selection process for applicants passing the written examination. Applicants must next pass the physical agility test, take a computer based Hilson psychological examination, undergo a background investigation, and pass each a Commanders interview, a Review Board interview, and a Chief's interview. Successful candidates are placed on an eligibility list that is valid for one year. Candidates may then be offered a conditional offer of employment contingent upon their successful passing of physical and psychological examinations and a drug screening before receiving a formal offer of employment. Applicants who fail the process without a permanently disqualifying reason may re-apply to the next vacancy posting by the Human Resources Department.

Training

The agency recognizes that training improves the preparedness, effectiveness and efficiency of employees. The agency also realizes the legal ramifications of the lack of training. The agency identifies two training goals; teaching new skills and maintaining current skills. To that end, the agency has a dedicated Training Division commanded by Commander Jim Stuart and staffed with a lieutenant, -training sergeant and five full-time training officers certified by the Texas Commission on Law Enforcement (TCOLE). The agency also utilizes a training committee that is tasked with the identification of training needs and the evaluation of effectiveness of the current in-service training. The

committee is comprised of the Training Division Commander, Patrol Division Commander, Training Coordinator, and representatives of the Criminal Investigation Division, a patrol officer, a representative of the internal affairs function, and a telecommunications operator.

In 2013 the City asked voters to approve a bond issue for the construction or renovation of City facilities. Among the projects funded by an overwhelming majority of voters is the construction of a new joint police and fire training center that will be built immediately north of the police headquarters building. The architectural plans have been completed and the City will break ground on the new 123,000 square foot facility in October, 2016. The complex will include training administrative offices, classrooms, an indoor range, emergency vehicle operations course (EVOC) a swift water rescue pool and additional outdoor fitness areas.

Recruit officers must attend a 24 week TCOLE certified basic police officer academy and agency recruits generally attend the Capital Area Council of Governments Regional Law Enforcement Academy in Austin, Texas. The agency is considering seeking certification for a basic police officer academy when the new training facility is completed.

In addition to the basic police officer training, the agency provides both recruits and certified later hires with a unique 10-week, in-house, Advanced Officer Training Academy intended to teach Round Rock specific topics including local ordinances, department policy and procedure, use of force policy and weapons proficiency, prior to the new officers entering field training. The agency believes this better prepares the new officers for field training and allows the field training officers (FTOs) to more effectively evaluate the development of the new officers.

The agency's field training program is 16 weeks divided into four four-week phases with the new officers assigned to a different FTO for each phase of the training. Field training may be extended or accelerated with cause. The FTOs must complete an approved field training officer course and receive additional FTO training conducted by the Patrol Division. In addition to the FTO evaluating the new officers, the new officers also evaluate each of the FTOs they were assigned to.

The agency has an in-service training program for sworn and non-sworn employees. In-service training for sworn officers includes a minimum of 20 hours annually and the Training Division designs in-service training to meet both the needs of the agency and TCOLE minimum requirements. Sworn officers are mandated by TCOLE to successfully complete 40 hours of training every 24 months. Officers are responsible for completing any mandated training not provided by the agency.

Agency directive identified positions requiring specialized training and the specific training requirements are as mandated by the component commander. Advanced training for all agency employees is made available to improve skills and to qualify personnel to fill positions within the agency. The Training Division reviews and

coordinates all employee submissions of certification requests to TCOLE which, in addition to basic police officer certification upon completion of the academy, offers intermediate, advanced and master police officer levels of certification based on training, education and experience

In-Service training is periodically provided to all employees by the Training Division with sworn officers receiving a minimum of 20 hours of in-service training annually. Mandatory in-service training is designed to meet the minimum requirements of TCOLE certification for sworn officers which includes a minimum of 40 hours within a 24 month period.

The assessors also witnessed roll call training in which an officer, after handling a call at an extended stay hotel, sought a legal opinion from the Williamson County Attorney's Office and prepared a memorandum to share with the entire department and presented the material to his shift briefing. In addition, the agency makes excellent use of their in-house media staff and in-house PD-43 television network to provide an array of information including legal updates. These five-minute video presentations are repeated 24 hours a day and displayed on large screen TVs throughout every division as well as on the agency computer network.

Newly promoted personnel are provided with an indoctrination of the division to which they are assigned. Newly promoted sergeants complete the indoctrination course as well as a four-week Sergeants Training Guide under the tutelage of an experienced sergeant. New sergeants must also attend the TCOLE New Supervisor Course within 24 months of promotion. New lieutenants and commanders are required to complete the Bill Blackwood Law Enforcement Management Institute of Texas. During a ride-along with Sergeant Urich, the assessor learned that the sergeant was promoted in December 2015 and had already since his promotion has already completed the FBI-Law Enforcement Executive Development Association's "trilogy" of Supervisor Leadership Institute, Command Leadership Institute and Executive Leadership Institute as well as the APD West Point Leadership Academy. He will attend the mandated TCOLE New Supervisor Course when an opening is available.

Promotions

The City's Human Resources Department is responsible for managing the agency's promotional process. Promotional testing for sergeants and lieutenants occurs only when a vacancy occurs and an existing eligibility list has been exhausted or the eligibility list has expired. Candidates achieving a minimum total score of 60 points in the process are ranked on eligibility lists in descending order. Candidates on the eligibility list are selected in rank order. The eligibility lists for sergeant, lieutenant, and commander are valid for two years and for assistant chief, one year.

Sworn Officer Promotions 2013 - 2016				
	2013	2014 ¹	2015	2016 ¹
Gender / Race Tested				
Caucasian Male	5	0	20	0
Caucasian Female	0	0	3	0
African-American Male	0	0	1	0
African-American Female	0	0	1	0
Hispanic Male	0	0	2	0
Hispanic Female	0	0	0	0
American Indian Male	0	0	0	0
American Indian Female	0	0	0	0
Asian Male	0	0	0	0
Asian Female	0	0	0	0
Gender / Race Eligible After Testing				
Caucasian Male	2	0	8	0
Caucasian Female	0	0	1	0
African-American Male	0	0	1	0
African-American Female	0	0	0	0
Hispanic Male	0	0	0	0
Hispanic Female	0	0	0	0
American Indian Male	0	0	0	0
American Indian Female	0	0	0	0
Asian Male	0	0	0	0
Asian Female	0	0	0	0
Gender / Race Promoted				
Caucasian Male	1	0	2	0
Caucasian/Female	0	0	0	0
African-American Male	0	0	0	0
African-American Female	0	0	0	0
Hispanic Male	0	0	0	0
Hispanic Female	0	0	0	0
American Indian Male	0	0	0	0
American Indian Female	0	0	0	0
Asian Male	0	0	0	0
Asian Female	0	0	0	0

¹ No promotional exams were administered during 2014 or 2016. Eligibility lists for the rank of sergeant, lieutenant and commander are valid for 24 months.

Law Enforcement Operations and Operations Support (Chapters 41-61)

The agency provides traditional uniformed patrol operations. Officers are assigned to one of the four twelve hour patrol shifts. The City is divided into four sectors and officers are assigned to each of the sectors based on operational needs. The shifts

rotate from days to nights (and visa verse) every four months. Each patrol shift has a command staff of four sergeants that rotate with their shifts under the control of a shift lieutenant. Each shift has a Threat Liaison Officer (TLO) assigned, whose primary mission is two-fold. The first, being the ability to utilize a variety of databases and sources to provide immediate and actionable intelligence relevant to patrol activities. The second being the ability to create intelligence reports from notable criminal and suspicious patterns of activity. Officers assigned to the patrol division were observed to be well equipped. All agency patrol vehicles are equipped with an in-car computer, video recording system, and a plethora of equipment. The agency requires officer to wear a ballistic vest at all times. While conducting ride-a-longs with several patrol officers, the assessment team noted each officer's desire to provide high visibility patrol. Several officer-citizen interactions were observed during ride-a-longs, each encounter was professional and a testament to the agency's commitment to community policing.

Calls for service and crime statistics remained relatively consistent throughout the accreditation period. Although forcible rape and aggravated assault show a slight increase from year to year, if the current trend remains consistent for the remainder of 2016, rape will show a decrease of nearly 50% from 2015 while aggravated assault may increase as much 29%. Based on year to date crime reports, the City of Round Rock may remain the fourth safest city in Texas and 25th nation-wide based on reported crimes per 100,000 population during 2016.

Calls for Service			
2013	2014	2015	2016 ¹
143,874	136,592	140,577	44,164

¹Data from 1/1/2016 to 05/1/2016

FBI Uniform Crime Reports				
	2013	2014	2015	2016 ¹
Murder	2	0	1	0
Forcible Rape	24	29	39	7
Robbery	37	39	34	9
Aggravated Assault	86	72	79	34
Burglary	297	247	205	94
Larceny-Theft	2,086	1,891	1,979	758
Motor Vehicle Theft	45	51	46	20
Arson*	5	5	4	3
TOTAL	2,582	2,334	2,387	925

¹ Year-to-Date through April 30, 2016

The agency has a dedicated traffic unit that focuses primarily on traffic enforcement. The nine person traffic unit, five officers and three civilian Law Enforcement Support Technicians (LEST) is guided by Sergeant Justin Davis. Patrol officers respond to and investigate collisions and the Accident Reconstruction Team responds from an

established rotating call-out list to investigate serious injury, fatalities and/or process crime scenes.

Traffic Citations are issued on a City of Round Rock Municipal Court Summons and turned into the courts daily. Tracking, auditing, and issuing citation books are done solely through the Municipal Courts. Electronic citation writers have been experimented with over the last couple of years. At the current time, the agency has forty-five (45) electronic writers; however, only about 20 are currently being used. The data in the table above is collected and tracked by the OSSSI records management system. Written warning citations are rare and seldom used, verbal warnings are captured in the computer aided dispatch (CAD) system and downloaded to comply with state bias-based profiling requirements.

Traffic Operations Activity				
	2013	2014	2015	2016 ¹
Fatalities	4	3	4	0
Alcohol-related Fatalities	0	1	1	0
Vehicle Crashes Investigated	2,971	3,776	4,318	1,419
Driving Under the Influence Arrests	428	340	343	117

¹ Year-to-Date through April 30, 2016

Vehicle Pursuits

Pursuits may only occur when the law violator clearly demonstrates the intention to avoid arrest and there is an immediate need for apprehension, with the caveat that the pursuit does not create an unreasonable danger to the public of the police. The agency allows for forcible stopping of pursuits by utilizing tire deflation devices or “Stop Sticks”.

Vehicle Pursuits are tracked by a pursuit packet that is generated by the pursuing officer’s involved and completed by the supervisor on every pursuit. All packets are reviewed at the Division command level and reviewed at Command Staff. Much of the information within the packet is used in the annual pursuit analysis prepared by the Professional Standards Lieutenant. The officer involved in the pursuit is present at each level of review which has proved to be a very effective tool in providing insight to questions raised at any level as well as to allow the involved employee to witness the review process.

As the chart below depicts, a distinct drop in pursuits can be seen in 2015 as compared to 2014. Upon taking office, Chief Banks implemented a pursuit policy change along with additional training. These factors have lowered the vehicular pursuits for the agency. If the trend stays true for 2016, there will be a slight increase; however, will still be lower than reporting year 2014. In comparison to their previous assessment cycle pursuits have decreased 41%. (Assumption made for the remainder of 2016)

Vehicle Pursuits				
	2013	2014	2015	2016 ¹
Total Pursuits	14	15	7	3
Terminated by agency	5	4	3	2
Policy Compliant	14	8	5	2
Policy Non-compliant	0	7	2	1
Accidents	2	3	4	2
Injuries : Officer	0	0	0	1
: Suspects	4	1	2	1
: Third Party	0	0	1	0
Reason Initiated:				
Traffic offense	5	9	1	2
Felony	5	5	4	1
Misdemeanor	4	1	2	0

¹ Year-to-Date through April 30, 2016

Critical Incidents, Special Operations and Homeland Security

Following the standard protocol for the Incident Command System (ICS), the agency has an exceptional “All Hazards” plan. There were no unplanned events during this assessment period that required the activation of this plan. Dorothy Miller has been the Round Rock Emergency Management Coordinator since 2011 and is a certified Emergency Management Coordinator and Master Exercise Practitioner (a graduate of the 18 month FEMA course). In cooperation with the agency’s Training Division, Ms. Miller coordinates no less than one regional, full scale exercise each year, covering a wide gamut of scenarios. Recently these have ranged from active threat incidents at schools and hospitals to cyber security attacks. A number of exercises have taken place both in and outside the City of Round Rock to best prepare agency personnel as primary agency and support responders.

The SWAT team currently consists of twenty-two members and eight negotiators. This unit is highly trained and equipped to address approximately 100 call-outs per year. The team trains weekly for 4 hours with the last training in the month being a full team eight hour training block. In 2015 the team trained at Fort Hood for four days in addition to the weekly training regimen. The training there involved concentrated high-risk scenarios that included hostage rescue, negotiator team deployment and large scale incidents. In 2015 the team logged over 4,700 hours of training time that included internal training and outside schools attended by team members. The SWAT team and negotiators assisted in the 2015 annual All-Hazards regional training exercise, an active shooter scenario that also included the deployment of medical extraction teams of mixed fire police and emergency medical personnel. In order to improve skills and network with other SWAT teams, the agency’s SWAT team competes in both regional and national SWAT competitions. In 2015 they earned first and second place in the Travis County Sheriffs’ Office Texas Tactical Challenge and fifth of 27 teams in the Texas Tactical Police Officers Association event.

Internal Affairs

The agency accepts and investigates all complaints against agency employees. Complaints are logged and tracked in the complaints module of the agency's records management system. Complaints are classified by nature. Class A complaints of a criminal or serious nature, or involving a use lethal force or any force with injury, are investigated by the Internal Affairs function; Class B complaints of a less serious violation may be investigated by the internal affairs unit or referred to the employee's supervisor; Class C complaints of minor infractions of rules or regulations may be investigated by supervisors; and, Class D complaints regarding a complainants of the employee taking action versus committing a wrongdoing, such as a debate over the validity of a traffic citation, is investigated by the employee's supervisor.

The internal affairs function is the responsibility of the Lieutenant Sean Johnson, commander of the Professional Standards Unit, and a detective assigned to assist him. Lt. Johnson explained that his philosophy of investigating allegations of misconduct is to seek solutions to rectify existing behavioral issues and developing solutions that support professional behaviors throughout the organization. Lt. Johnson offered his newly developed ethics training program as an example of a solution he has implemented. Lt. Johnson explained the increase in complaints in 2015 as the result of better training of the supervisors

Complaints and Internal Affairs				
External	2013	2014	2015	2016 ¹
Citizen Complaint	19	17	28	11 ²
Sustained	3	4	3	1
Not Sustained	1	2	1	1
Unfounded	4	2	0	0
Exonerated	13	12	16	8
Internal				
Directed complaint	13	10	23	13 ³
Sustained	6	16	20	3
Not Sustained	2	1	0	1
Unfounded	0	0	0	0
Exonerated	8	1	3	1

¹ Year to Date through May 31, 2016

² One External case remains pending with no finding of fact

³ Eight Internal cases remain open with no finding of fact

Agency Relationships and Partnerships

As viewed in a number of community profile articles, to simply state that the agency embraces a community-policing model is a gross understatement. Community partnering appeared to be embraced and embedded in every member of the agency.

This was most impressively observed by team members shortly after arriving in Round Rock as the assessment team attended the agency's 3rd annual Kutz4Kids. The event, in partnership the Round Rock Independent School District Partners in Education Foundation, and the Dream Big Foundation, celebrated the start of a new school year. Over 10,000 participants had the opportunity to receive free haircuts, meals, school supplies, access to social services, and entertainment throughout the day. Traditionally, school district had hosted a school supply distribution event while the Round Rock Police Department hosted its Kutz4Kids event. This year, the agency and the school district partnered to create one community-wide event and served more than 7,000 students with free school supplies and 751 students with free haircuts. As quoted in the local press, *"Round Rock ISD is honored to partner with the Round Rock Police Department to serve a record number of students in our community," Superintendent of Schools Dr. Steve Flores said. "As a result of this partnership, students will walk through our doors next week ready to learn with new school supplies, a haircut and the confidence to embrace new opportunities. Through our partnership with Round Rock Police Department and with the support of the community, we were able to serve more students and offer more services than ever before," said Rachael Brunson community partnerships supervisor. "It's important for students to start the New Year knowing they have the support of the entire community."* The assessment team took special note of the more than 1,400 community volunteers at the event including dozens of hair stylists, educational and faith based organizations, social service organizations and even the agency SWAT team in full gear, and nail polish, painting children's fingernails.

Agency members regularly coordinate and participate in a wide variety of community events that include their annual community National Night Out (NNO), hosting 58 NNO parties in 2015 that were viewed as major successes. To complement this effort and to meet the need of resident senior citizens, that are hesitant to attend an evening event, the agency also coordinates a National Afternoon Out (NAO). Operation Blue Santa is a non-profit organization that was established in 1978 by volunteers and employees of the Round Rock Police, Fire, and Parks and Recreation Departments where toys and food to families in need. Currently over 1,600 individuals are served. The agency's annual Public Safety Day assists in raising awareness to support the Texas Baptist Children's and the agency is a deeply committed to Special Olympics with their participation in the Torch Run, Tip-A-Cop, Fire Truck Pull and Polar Plunge fundraising activities.

During the on-site assessment, applications were being taken for the agency's 33rd Citizen Police Academy class. The agency hosts two classes each year with 40-50 participants. For the past three years the agency's school resource officers have coordinated a program that motivates kids to learn about the roles of law enforcement, and develop the qualities of a responsible citizen. The Junior Police Academy is an exciting new program for children ages eight to 16 offered in six free weeklong academies to educate students about the basic activities of a working police department.

Of specific note is the Chief's means of encouraging every member of the department to be an active participant in the community affairs function. Chief Banks established the monthly Chief's CHIP (Community, Honor, Integrity and Pride) Challenge. Employees are publically recognized and receive a Chief's CHIP challenge coin for a specific act or initiative that fosters a positive relationship with the community. These acts included a police officer taking on the repair of a ramp for an elderly couple in need of wheelchair access to their home; a washing machine provided by another employee to a family that was washing their clothes by hand; the establishment of "Blue Prom", an effort to provide prom dresses to students who would otherwise go without; and, food and clothing drives by various divisions or shifts of the agency. The list of events could fill a page of this report and it should be noted that in many cases the agency only became aware of these random acts after receiving thanks from grateful residents.

Public Information & Social Media

During this assessment period two new positions were created that have had great impact on the agency and the community they serve. Public Information Specialist Angelique Myers and Multimedia Specialist John Estrada oversee a wide variety of projects that connect the community and the department. The collaboration of these two positions has expanded the agency's ability to communicate with the community and has fostered improved relationships with the news media.

For external communications, the agency has an active presence on social media including Facebook, Twitter, YouTube and Periscope. The agency was recently named by the City-County Communications and Marketing Association as a 2016 Savvy Award finalist for Best Campaign use of Social Media Tools for their *#OpenCarryAware* effort. As Texas recently became an "open carry state" for firearms, the agency created three Public Service Announcements (PSAs) and one public forum to inform their community on the practical application of the new law. One of the PSAs recorded over 1 million views on Facebook as well as receiving nation-wide attention on a televised ABC news brief and the Daily Show.

Internally, "PD-43" was created to ensure that department information bulletins are received in full and as intended. This daily "news brief," formatted much like an affiliate newscast, features trending crime information, legal updates, upcoming events and a variety of other information. Even the assessment team's bios/photos and the on-site assessment schedule were viewed on day one of the on-site. The looped telecast plays continually for a 24-hour period on one the dozen video monitors mounted throughout the agency. The assessment team observed the daily anticipation for "today's" broadcast" throughout the agency and was truly impressed by this informative, entertaining and innovative means of internal communication.

Detainee and Court Related Activities; Auxiliary and Technical Services (Chapters 70-84)

All marked patrol units used for prisoner transport are equipped with a barrier to provide for officer safety. The assessment team observed officers routinely perform daily checks of patrol vehicles prior to beginning shifts to verify that all standards regarding prisoner transport vehicles were met.

The agency operates a temporary holding facility in which prisoners are minimally processed, tested and held for interviews (juveniles are photographed and fingerprinted within the facility as necessary, adults are processed at the respective receiving facility). The limit for holding adult prisoners is 14 hours and for juveniles it is no longer than six hours. The agency does not operate a long-term holding facility and does not have any responsibility for court security in either municipal or county courts.

Typically, transport of detainees is limited to the arresting officers transporting prisoners briefly to the agency temporary holding facility for limited processing and subsequent transfer to the appropriate receiving facility. Dependent upon where the offense occurred, detainees are transported to either the Travis or Williamson County Jails for adult detainees and either the Gardner Betts Center or the William Lott Detention Center for juvenile offenders. On occasion, detainees are transported to the facility for interrogations. In custody interview rooms are located within the temporary holding facility which requires the removal of all firearms prior to entry.

Property and Evidence

The agency's collection and preservation of evidence is performed within law enforcement best practice as set forth by CALEA. Under the direction of the Unit Supervisor Scott Cheshire, the unit consists of three civilian crime scene specialists along with six law enforcement officers specially trained to augment the unit outside normal business hours. In order to maintain proficiency and stay abreast of emerging analytical trends, members of this unit receive no less than 120 hours of training annually and all crime scene specialists are deemed expert witnesses for courtroom testimony purposes.

The agency has a well-equipped evidence processing area that allows the technicians the ability to process latent fingerprints and digital images. The room has a continuous, digital air quality monitor to provide for the safety of personnel. Items requiring analysis beyond their capabilities are transported to the accredited Texas DPS crime lab in Austin for evaluation and identification. A team of CID personnel are certified by the International Association of Computer Investigative Specialist (IACIS) and highly equipped with the tools to perform forensic preservation, retrieval and analysis of digital data from computers and tablets, cellular telephones and vehicle computers. Their skills are often sought after by local allied law enforcement agencies.

The assessment team was provided a tour of both the processing, temporary and long-term property/evidence storage areas. By agency practice, all custodial property that comes into agency personnel's possession is submitted to the appropriate storage area prior to the end of the employees' tour-of-duty. During the on-site it was determined that department directives needed to be updated to meet their current practice and CALEA standards. Policy was amended to meet compliance and to more properly reflect current agency practice. Every item is entered into the OSSI Evidence Management Software and labeled appropriately.

During the on-site, a spot audit of custodial property was conducted by the assessment team. All items audited were quickly and accurately located both in the OSSI RMS evidence database as well as in the evidence room. The custodial property room was found to be neat, well organized and functional. All of the agency's time sensitive audits and inspections regarding custodial property were found to be in compliance with CAELA standards.

H. Standards Issues Discussion:

This section provides specific information on standards found to be in compliance after on-site "adjustments" were made. Adjustments may include modifying agency policies and directives, creating documentation, and an alteration of the physical plant. [End introduction]

The agency had one standard in standards issues.

84.1.1 A written directive establishes procedures for receiving all in-custody and evidentiary property obtained by employees into agency control, to include:

- (a) requiring all property to be placed under the control of the property and evidence control function before the officer ends his/her tour of duty or under exceptional circumstances as defined by policy; (M)
- (b) requiring all property to be placed under the control of the property and evidence control function before the officer ends his/her tour of duty or under exceptional circumstances as defined by policy; (M)

ISSUE: (a) Although practices appeared to comply with standards, agency directive required the submitting officer to complete an evidence voucher but did not stipulate that it be done by the end of the tour of duty. (b) The same directive required the officer to submit items to the Evidence Room by the end of the next shift.

AGENCY ACTION: (a) The agency revised the written directive to require that all evidence related paperwork be submitted by the end of shift and (b) items placed in available evidence lockers of the Evidence Function by the end of the employee's scheduled shift.

I. 20 Percent Standards:

CALEA agencies must be in compliance with at least 80% of applicable other than mandatory (O) standards. The agency is free to choose which standards it will meet based on their unique situation.

The agency was in compliance with 100%% of applicable other-than mandatory (O) standards.

J. Future Performance / Review Issues

This section does not apply.

K. Table: Standards Summary:

Mandatory (M) Compliance	308
Other-Than-Mandatory Compliance	74
Standards Issues	1
Waiver	0
(O) Elect 20%	0
Not Applicable	<u>101</u>
TOTAL	484

L. Summary:

Throughout this assessment the men and women of the Round Rock Police Department demonstrated both their professionalism and their compliance with standards of CALEA accreditation. Throughout the assessment, every officer and staff member encountered was professional, open, and proud of the agency and their role in the agency. Community Honor, Integrity, and Pride is clearly more than just the motto that the assessors saw in wall murals throughout the building.

Each of the agency's annual reports was submitted to the Commission on time. In the pre-assessment conference call with the Chief Banks, his command staff, and the assessors, it was determined that based on the agency's strengths, weaknesses, opportunities and threats, the assessors would focus on three key areas of accreditation; recruitment and selection, training, and community involvement.

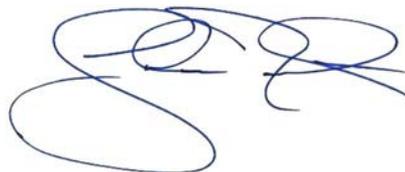
Accreditation Manager Larry Roberson did an outstanding job of preparing the agency and the assessors for the assessment. Mr. Roberson assembled well organized and thoroughly documented accreditation files that demonstrated compliance with the 43 files we reviewed off-site. After reviewing the files, conducting interviews and observing operations, it was determined that the agency was in compliance with all but one of the applicable standards. That sole standard's issue, one less than during the previous assessment, required a revision to agency directive on the submission of evidence or

property and related documentation prior to the end of shift. And, although the directive required revision, agency practice appeared to be in compliance with the accreditation standard.

Through a meet-and-greet session, tour, interviews, ride-alongs, and roll call briefings, the assessment team interacted with over 100 agency personnel and volunteers. Ten community outreach interviews included representatives of the local government, the school district, a citizen and a law enforcement partner, all of whom praised the agency as professional and involved in the community. There was a consensus of support for Chief Banks and the agency.

The Round Rock Police Department is a full service law enforcement agency that is focused on providing maximum community policing by well trained and well equipped police officers and professional staff. On July 17, 2016 Chief Banks was the recipient of the Civil Rights Justice by Action award from the National Organization of Black Law Enforcement Executives for his leadership of the agency's efforts in working with faith based communities, the business community, City leaders, and the Round Rock Independent School District to fight prejudice and racism through community involvement.

On the afternoon of August 18, the assessors conducted an exit interview with Chief Banks and his entire executive staff during which the assessment findings were discussed. The staff was extremely receptive to the assessor's comments and suggestions.



John Foster
Team Leader

October 4, 2016