

# Memorandum

**TO: ALL DEPARTMENT PERSONNEL**

**FROM:** Paul Joseph  
Acting Chief of Police

**SUBJECT: DUTY MANUAL REVISIONS:  
RESTRUCTURING THE  
COMMUNITY SERVICE OFFICER  
PROGRAM**

**DATE:** July 1, 2024

---

APPROVED

Memo #2024-019

---

## **BACKGROUND**

The Community Service Officer (CSO) Program is in the process of restructuring. The positions of Senior CSO and CSO Program Manager have been eliminated. CSOs will report directly to their assigned patrol sergeant and will be administratively supervised by a lieutenant assigned to oversee the CSO Program (CSO Lieutenant).

## **ANALYSIS**

The Duty Manual has been revised to reflect changes described below. Additions are shown in *italics and underlined*. Deletions are shown in ~~strike-through~~ form.

### **A 3001 CSO GOALS AND OBJECTIVES:** *Revised 07-01-24*

#### Goals

The *primary* goal of the CSO Program is to supplement patrol officers in the Bureau of Field Operations by responding to identified lower priority calls for service. This will assist in allowing patrol officers to remain in service and available to respond to higher priority and emergency calls and provide more time for patrol officers to conduct proactive enforcement. CSOs shall also supplement patrol officers in the Main Lobby/Information Center by completing written reports on incidents that do not require follow-up.

The CSO Program is also responsible for community policing activities. During free patrol time, CSOs will conduct outreach with citizens, ~~and~~ provide crime-prevention information, answer questions, and educate citizens about the various programs the Police Department and other City Departments have to offer.

Objectives

1. Respond to lower priority calls for service and complete the evidence collection and reporting process associated to those calls.
2. Provide assistance to Bureau of Field Operations personnel, including special events.
3. Enhance our the Department's Community Policing efforts by conducting outreach.

**A 3002**

**CSO CHAIN OF COMMAND:**

*Revised 07-01-24*

1. The CSO Program is assigned to the Bureau of Field Operations, Support Services Division.
2. CSOs are administratively supervised by the CSO Program Manager Lieutenant (See administrative duties in A 3006).
3. Senior CSOs are supervised in the field by the Area Lieutenant their assigned patrol sergeant.
4. ~~CSOs are supervised in the field by a Senior CSO.~~

**A 3003**

**DUTIES OF THE CSO:**

*Revised 07-01-24*

CSOs shall perform a wide variety of non-enforcement duties and limited enforcement duties, as assigned. The purpose of the CSO Program is to supplement patrol officers in the field by responding to, investigating, and completing the written reports for lower priority calls for service. CSOs shall also supplement patrol officers in the Main Lobby/Information Center by completing written reports on incidents that do not require follow-up (refer to the Main Lobby Standard Operating Procedures Manual for further details on the types of reports CSOs will be responsible for taking).

The CSO Program is comprised of a ~~CSO Supervisor~~, CSO I's (entry level), CSO II's (intermediate level), and ~~Senior CSOs (line level supervisors)~~ the CSO Lieutenant.

~~The CSOs shall only be dispatched and respond to select lower priority calls in which there are no suspects on-scene and no identifiable suspect information is available.~~

The following is a list of duties and responsibilities regularly undertaken by CSOs:  
~~The distribution of responsibilities shall be left to the discretion of the CSO Program Supervisor:~~

1. Assists patrol teams with non-enforcement duties; completes routine police reports; maintains records of daily work activities.

**ALL DEPARTMENT PERSONNEL**

**SUBJECT: DUTY MANUAL REVISION: RESTRUCTURING THE CSO PROGRAM**

July 1, 2024

Page 3

2. Performs non-hazardous investigative duties related to the commission of crimes against property, such as residential, commercial, and vehicle burglary, petty theft, grand theft, vehicle theft, and vandalism.
3. Collects and preserves evidence at crime scenes, which includes the processing and lifting of latent fingerprints, taking photographs at designated crime scenes, and collecting video evidence.
4. Recovers and processes stolen vehicles for evidence where found unattended.
5. Marks and tows abandoned vehicles.
6. Responds to and investigates traffic complaints such as road hazards.
7. Facilitates information exchange for non-injury vehicle accidents which are reported as traffic hazards or when the reporting party requests PD contact.
8. Directs and controls vehicle and pedestrian traffic at accidents, special events, and crime scenes when it is safe to do so. (This task includes setting up cone and/or road flare patterns).
9. Receives and responds to citizen inquiries; gives general assistance or directions as appropriate.
10. Performs routine office functions such as word processing, filing, and record keeping, including the preparation of police reports.
11. Assists law enforcement in taking reports of and searching for persons reported as missing.
12. Protects crime scenes from bystanders.
13. Transports seized, found, lost, or abandoned property or evidence (excluding controlled substances and firearms).
14. Administers first aid as necessary.
15. ~~May~~ Assist in the training of new employees and less experienced subordinates.
16. Testifies in court when necessary.

17. Issues parking citations. (NOTE: It is not the intent of this policy for CSOs to assume primary responsibility for parking enforcement for the City. However, a CSO may enforce parking violations when dispatched to an incident (e.g., 11-25, etc.) or when on-viewing a parking violation in which a parking citation is deemed appropriate.
18. Assists patrol in staffing the ~~m~~Main ~~L~~Lobby and completes routine police reports that do not require follow-up (~~R~~refer to the Main Lobby Guidelines for a list of the reports).
19. Collects and preserves ~~SART/SAFE~~ sexual assault evidence kits, including toxicology samples. Documents non-investigative sexual assault reports.

CSOs shall not process narcotics or firearms. If narcotics or firearms are encountered in the field, the CSO shall request assistance from a patrol officer.

If a CSO is directed by a patrol officer or higher-ranking officer to perform a task which is not part of their responsibility, as listed above, ~~and the CSO believes they have not been properly trained to carry out that task,~~ the CSO shall advise the person asking them to undertake the task and attempt to resolve the issue. If the issue cannot be resolved, the CSO shall immediately advise ~~the Senior CSO~~ their assigned patrol sergeant, who will make a determination as to whether or not the CSO should undertake the task. The ~~Senior CSO~~ patrol sergeant shall advise the ~~Supervising CSO~~ Lieutenant and the Area Lieutenant or on-duty Watch Commander.

If the CSO is directed to perform any task that the CSO believes may put them in a dangerous or unsafe situation, the CSO shall not perform that task. The CSO shall immediately notify ~~the Senior CSO~~ their assigned patrol sergeant, who shall advise the ~~Supervising CSO~~ Lieutenant and the Area Lieutenant or on-duty Watch Commander.

**A 3004 DUTIES OF THE SENIOR CSO:**  
*Deleted 07-01-24*

**A 3005 NOTIFICATIONS:**  
*Revised 07-01-24*

At their earliest convenience, the ~~Senior CSO~~ sergeant assigned to supervise a CSO will notify the Area Lieutenant and CSO ~~Program Manager~~ Lieutenant when any of the following occur:

1. On duty injury to ~~themselves or any other~~ the CSO.

2. Any use of force by ~~themselves or any other~~ the CSO.
3. On duty traffic collision involving ~~themselves or any other~~ the CSO.
4. Citizen complaint or potential complaint against ~~themselves or any other~~ the CSO.
5. Any time a notable person in the community is involved in an event or case a the CSO is handling.

**A 3006 SUPERVISORY DUTIES REGARDING CSOS:**

*Deleted 07-01-24*

**A 3009 COMPLAINT PROCESS:**

*Deleted 07-01-24*

**A 3013 REQUEST ASSISTANCE AND MEDICAL AID:**

*Revised 07-01-24*

When a CSO has deployed OC in defense of themselves or in the defense of others, the CSO will immediately get to a safe location, ~~and~~ advise communications of the situation, and request emergency assistance from patrol units.

The CSO should provide their exact location and, if possible, a description of the suspect. Medical aid should be requested for the suspect and advised to stage in a safe location until the suspect is taken into custody by patrol units. Refer to Duty Manual section L 2610 – PROVIDING FIRST AID.

**A 3014 NOTIFICATION OF PATROL SUPERVISOR:**

*Revised 07-01-24*

Once the situation is under control, the CSO should ensure that a patrol supervisor has been advised and is responding to the scene to handle the use of force investigation. Refer to Duty Manual section L 2605 – SUPERVISOR'S RESPONSIBILITY. The involved CSO will also advise a ~~Senior CSO and the CSO Program Manager~~ *Lieutenant* when able to do so.

**A 3015 REPORTING USE OF FORCE:**

*Revised 07-01-24*

When force is used by a CSO in the course and scope of their duties, the ~~Senior CSO~~ district sergeant will respond to the scene and oversee the investigation. ~~The Senior CSO will coordinate with the responding patrol sergeant.~~ A patrol officer will

**ALL DEPARTMENT PERSONNEL**

**SUBJECT: DUTY MANUAL REVISION: RESTRUCTURING THE CSO PROGRAM**

July 1, 2024

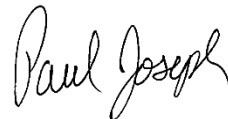
Page 6

respond and document the details of such use in a general offense crime report and/or a Narrative/Supplemental Report (Form 200-3A-AFR). ~~Details will include:~~

- ~~1. The reason for the CSO response to a call for service~~
- ~~2. The behavior of the subject which caused the CSO to use force~~
- ~~3. Type of force used (verbal and physical tools, techniques and/or tactics used)~~
- ~~4. Extent of injuries to any person and the post force care provided~~
- ~~5. Other relevant information regarding the circumstances of the use of force~~

**ORDER**

Effective immediately, all Department personnel shall adhere to the above Duty Manual sections.



Paul Joseph  
Acting Chief of Police

PJ:PH