

Procedure

11.6

**EFFECTIVE
DATE
5-21-99**

Eugene Police Department



Community Service Officers

11.6.1 PURPOSE AND SCOPE

Community Service Officers (CSO) are uniformed civilian employees who are members of the Patrol Division assigned to the Community Policing Support Team (CPST.) CSOs provide a wide variety of services to the department and to the public, including non-emergency dispatched call response, telephone/lobby report-taking, prevention/community services, and special events/major incident support.

PART I - Responsibilities and Procedures for All Personnel

- A. Dispatched call response
- B. Specific street support duties
- C. Telephone/Lobby report-taking (desk officer duties)
- D. Prevention/Community Services
- E. Special events/major incident support
- F. Uniforms and equipment
- G. Vehicles and vehicle operation
- H. Supervision

11.6.2 RESPONSIBILITIES AND PROCEDURES ALL PERSONNEL

- A. Dispatched call response
 - 1. When available for street support, CSOs will respond to calls involving accidents, traffic hazards, safety hazards, disabled vehicles, parking violations, certain residential burglaries, or any call where a police officer's presence is not required.
 - 2. CSOs are not assigned to specific beats, or sectors, and will be available for response city-wide.
 - 3. Although it is more desirable to send a CSO to certain calls, no pending call for service is CSO-exclusive. Communications should follow its normal policy for dispatch of calls, rather than waiting for the availability of a CSO.
 - 4. CSOs will not be dispatched to, or respond to, calls involving controlled substance issues, disputes, weapons, or any call where a physical confrontation is likely. (CSO *may* be dispatched to calls of

found/abandoned weapons or controlled substances.)

5. CSOs will not be dispatched to or respond as the primary unit to calls involving violations of law where enforcement action may be required, except for parking and certain minor city ordinance violations.
6. CSOs will not be dispatched or respond to calls where investigative follow-up will be required, or where the call itself is follow-up, such as the location of stolen property.
7. Due to the nature of their assignment and other pending duties, when clear, CSOs do not have to request permission from Communications to respond to City Hall. However, CSOs working the street will clear their Code 7 through Communications.

B. Specific street support duties

CSOs have two unit-specific street responsibilities which will be handled when not dispatched to calls for service.

1. *Subpoena service:* CSOs will serve any victim and witness subpoenas assigned to them at any location in the city. CSOs will not serve subpoenas on defendants or persons who pose an officer safety risk, or serve subpoenas at taverns. (They may serve subpoenas at brew pubs and at lounges/bars connected to hotels or restaurants provided they feel it is safe to do so.)
2. *Found property calls:* CSOs will respond to all property-related calls placed on the 8-log by Communications. CSOs will check this log on a daily basis and handle as time allows.

C. Telephone/lobby report-taking (desk officer duties)

The telephone/lobby report-taking function is the responsibility of the Community Policing Support Team and is staffed primarily by CSOs. An injured or modified-duty officer can also temporarily be assigned to this function with approval of his/her supervisor and the CPST supervisor. For more information about the telephone/lobby reporting function refer to General Order 1201.13.

D. Prevention/Community Services

CSOs and Crime Prevention Specialists within the CPST provide and/or coordinate prevention and community services for the department.

E. Special events / major incident support

At the direction of command staff, coordinated through the CPST Supervisor, CSOs will be detached from their normal duties and be available for special events, or for major incident support.

F. Uniforms and equipment

CSOs will be in their designated uniform when working and will carry all required equipment needed to adequately perform their assigned duties.

G. Vehicles and vehicle operation

1. CSOs are assigned and will generally drive marked trucks when working a street assignment.
2. CSOs will not respond in an emergency response mode to any call.
3. CSOs will obey all traffic laws except for those which they must violate to perform their duties.

H. Supervision

CSOs are under the direction and supervision of the CPST Supervisor; however, during street assignments, they will also be under the operational direction of on-duty patrol supervisors.