

# MILWAUKEE POLICE DEPARTMENT

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## COMMUNITY SERVICE OFFICER



## PROGRAM MANUAL

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February 17, 2025

### ROLL CALL VERSION

Contains only changes to current policy.  
For complete version of SOI, see SharePoint.



# Administration Bureau

## MILWAUKEE POLICE DEPARTMENT

### Community Service Officer Program

#### General Duties and Responsibilities

MPD supervisors and members of the ~~Technical Communications Division (TCD)~~ Department of Emergency Communications (DEC) shall continually assess and monitor the context of each CSO assignment and use all available information to ensure the assignment does not pose an unreasonable risk of harm to them.

#### Training and Development

##### **Basic Training**

CSOs shall attend the mandatory 240 hours of paid basic training at the Training Division (this may be adjusted based upon previous training the CSO may have received with the approval of the training director). The days, times, and training objectives shall be established by the training director or higher authority. Basic training will generally consist of eight-hour days, 40 hours per week. Overtime will not be authorized for CSO training (with the exception of field training).

CSO training will include, but will not be limited to, instruction on how to conduct low-level investigations, professional communications, traffic control, radio procedures, operational driving skills, and report writing. In addition, CSOs will receive training in personal protection. This training will allow them to defend themselves in the event of an attack and to safely disengage while calling for assistance.

##### **Field Training**

After basic training at the Training Division, CSOs shall complete a period of field training for a minimum of eight weeks (this may be adjusted based upon previous training the CSO may have received with the approval of the training director). The training director is responsible for establishing the training objectives, observation cycles, and the documentation necessary to assess each CSO's performance and progress during field training. The CSO's respective district or bureau commander shall be responsible for assigning a training officer to prepare the CSO for solo patrol. Training officers may include field training officers, community liaison officers, high-performing officers, and field supervisors. The district or bureau commander shall designate work location supervisors to work closely with the field training officer in evaluating the CSOs progress,

identifying areas for improvement and correcting any training deficiencies. All performance that is below standard shall be reported as soon as practical through the district or bureau chain of command.

### **Weeks One through Four: Field Training with a Training Officer**

Weeks 2 through 4: The CSO shall be assigned to a district with a training officer and will be subjected to daily observation and evaluation. A CSO shall work a minimum of twenty (20) days during ~~this period~~ **weeks 1-4** with a training officer (e.g., field training officers, community liaison officers, high-performing officers, field supervisors as assigned by the CSO's respective district commander). During this time, the training officer's primary focus will be to respond to low priority assignments such as, but not limited, to theft, criminal damage to property, entry to autos, and graffiti (if no suspects are named, observed, or described). The training officer should train the CSO on the following but not be limited to:

- Investigating property damage complaints;
- Traffic control at vehicular accidents;
- Document observations, determine findings, and prepare reports;
- Testify in court and provide depositions;
- Take and file complaints from individuals who walk into the police stations;
- Scene management;
- Provide services at special events, including traffic control;
- Determine whether sworn law enforcement should be called to the scene;
- Learn fundamentals of community orientated policing and problem oriented policing; and
- Assist community liaison officers and community prosecution officers with nuisance property investigations.

The training officer will teach the CSO how to conduct proper and thorough investigations, interview witnesses, and file reports properly. The training officer will review all of the CSO's reports thoroughly and prepare them for solo patrol as if the CSO was an officer in training (OIT). During this period, the CSO will be subject to daily observation and evaluation. The training officer will document the CSO's progress on a daily basis and submit their observations on the *Community Service Officer Report* using the ACADIS system (form PC-23), which shall be submitted to a sergeant or shift commander for review. ~~The *Community Service Officer Report* can also be located in the N: drive Forms~~

folder.

## Uniforms, Equipment, and Appearance

### Issued Equipment

The commanding officer of the Administration Bureau shall determine the quantity and type of equipment initially issued to CSOs. At a minimum, CSOs will be issued uniforms with a cloth badge, body armor, a Sam Browne belt, radio, glove pouch, **tourniquet**, and oleoresin capsicum. Except for a flashlight, mobile phone, and an approved utility knife or multi-tool, CSOs shall not carry non-department-issued equipment on their belts and shall not carry personally-owned weapons while on duty. Supervisors may determine if a CSO should be equipped with additional items for the performance of certain temporary duties, however, at no time should CSOs be issued firearms, **electronic control devices** **conducted energy weapons**, impact weapons or chemical irritants (other than oleoresin capsicum).

### Duty Assignments and Calls for Service

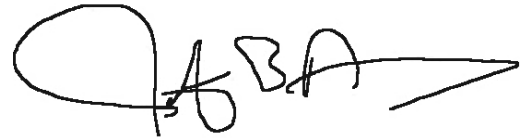
CSOs will be dispatched to low-priority non-emergency calls for service where there are no identifiable suspects. CSOs will also be dispatched to assignments where there is no information available that could directly lead to follow-up or suspect development. Decisions to dispatch CSOs as primary units will be made based on information known at the time, which is always subject to change. If ~~TCD~~ **DEC** personnel or members in the field have or obtain information changing the circumstances of a CSO's assignment, those factors shall be communicated immediately, and the CSO shall be canceled or reassigned as necessary. CSOs providing assistance to officers at crime scenes or accident scenes shall either be supervised or working under the leadership of the member responsible for guiding their work.

Examples of calls for service to which CSOs might respond:

Code	Event Type	Response Parameters
1520	<del>Abandoned Property</del> Property Found / Recovered	Except firearms, illicit drugs, hazardous material, contraband
1304/01	<del>Accident</del> PDO/PI Motor Vehicle Accident	Officers on-scene, traffic control, other assistance
1528	Entry to Autos Vehicle	No suspects named, observed, or described
1529	Graffiti	<del>No suspects named, observed, or described</del>
1530	Property Damage	No suspects named, observed, or described
1537	Theft	No suspects named, observed, or described

In addition to calls for service, CSOs should be assigned to assist members at special events, during community outreach, and in limited administrative functions. In high-risk

situations involving CSOs, members of the ~~TCD~~ **DEC** will immediately dispatch sworn members and alert responding officers to CSOs' locations to ensure their safety and the efficient coordination of resources.

A handwritten signature in black ink, appearing to read 'JBN' followed by a stylized flourish.

JEFFREY B. NORMAN  
CHIEF OF POLICE

JBN:mfk