

Informal e-mail request for information asking municipalities and jurisdictions throughout the country about their experiences with “Community Service Officers” and the various responses.

From: "Bill Gielow" <wgielo@voyager.net>
To: "Terry Witkowski" <TWITKO@milwaukee.gov>
Date: 10/6/2005 4:24:12 PM
Subject: FW: Request For Information re: "Community Service Officers"

TERRY;

BELOW IS THE ORIGINAL MESSAGE THAT I SENT. AS YOU SEE, WE ALREADY HAVE SOME RESPONSE. GOOD LUCK.

BILL
William E. Gielow
5359 South 24th Street
Milwaukee, WI 53221
Phone (414) 282-3933
Cellular (414) 530-4303
wgielo@voyager.net

-----Original Message-----

From: Bill Gielow [mailto:wgielo@voyager.net]
Sent: Thursday, October 06, 2005 2:36 PM
To: FBINAA Listserv
Subject: Request For Information re: "Community Service Officers"

Hello:

You have helped me before on another issue, so I am asking for help again.

I would like to hear from anyone who has had "Community Service Officers" working in their agency now or in the past. These employees may have been named something other than Community Service Officers, so I'll tell you what I'm looking for.

They are non-sworn civilians who have received classroom and field training that enables them to wear a uniform, drive a marked, department vehicle and respond to low-priority assignments that would free up sworn, full duty officers for medium and high priority assignments.

Vehicle accident reports, minor offense reports, traffic control, parking complaints, neighborhood mediation, vehicle lockouts, uniform visibility and many other such minor, yet time consuming duties are what they would be doing.

I don't need training requirements or operational plans, just your experiences with the concept. Do you have them now? If so, how are they working out? Are they a value to your agency and to your community? If you had them, but now you don't, what problems existed?

Thank you all in advance.
Bill Gielow

WILLIAM E. GIELOW
Milwaukee, WI

141st Session FBINA
wgielo@voyager.net

From: "William Gielow" <wgielo@voyager.net>
To: "Terry Witkowski" <TWITKO@milwaukee.gov>
Date: 10/6/2005 7:48:01 PM
Subject: FW: Community Service Officer

-----Original Message-----

From: Michael Volling [mailto:mvolling@glencoepublicsafety.org]
Sent: Thursday, October 06, 2005 5:45 PM
To: Bill Gielow
Subject: Community Service Officer

Saw your request for info on CSOs. Below is the section of our policy dealing with them. Good luck.

Mike Volling

Deputy Chief - Glencoe, IL PD

NA 215

H. Public Safety Community Service Officer - The Public Safety Community Service Officer is a

civilian employee hired by the Director of Public Safety. The Community Service Officer works

under the supervision of the patrol shift supervisor.

1. Examples of Work; duties may include, but are not limited to:

a. maintains complete records of location where animals were picked up and subsequent action taken

b. performs minor maintenance on animal control equipment, cleans and disinfects cages and equipment; assumes responsibility for the care and feeding of

animals in Department control

c. makes court appearances as required related to assigned activities and follow-up

d. keeps the public informed on a variety of laws, rules and regulations relating to the assigned area of responsibility including animal control and parking regulations

e. enforces municipal ordinance violations

f. patrol Village streets on foot or in vehicle

limits g. monitors parking meters and parking time

illegal parking h. issues citations for overtime parking and

i. represents the Village in traffic court to present evidence and testimony on offenses for which citations were issued

j. handles vehicle lockouts

k. performs a variety of other civilian support functions as required including, serving as school crossing guard, transporting vehicles and equipment for repair or service, providing courier for court records.

l. traffic control and direction.

m. follows safe work practices.

n. performs related work as required.

2. Knowledge, Skills, and Abilities Required

a. knowledge of pertinent laws, rules and regulations pertaining to assigned area of responsibility

b. knowledge of general law enforcement and public safety procedures, operations, and policies

c. knowledge of Department operating policies, procedures and techniques for dealing with the public in a tactful but firm manner

d. knowledge of methods of caring for and feeding animals

e. knowledge of basic organization and functions of a municipal public safety organization

f. knowledge of basic procedures and work methods required to perform the full range of assigned duties

g. ability to interpret and apply laws and regulations of the Village and the Public Safety Department

h. ability to maintain an efficient record

keeping system

i. ability to work independently without constant supervision

j. ability to understand and carry out oral and written directions

k. ability to deal with the public firmly, courteously and tactfully

l. ability to read; ability to communicate effectively, both orally and in writing

m. ability to gain cooperation through discussion and persuasion

n. ability to prepare written reports

o. ability to count and maintain records of funds accepted through meter collection

p. ability to safely deal with a wide variety of animals, as required by position assignment

q. ability to work various shifts as assigned

r. sit for extended periods, talk, stand for extended periods, smell, and hear

s. use hands to finger, handle, or feel objects, tools, or controls; reach with hands and arms

t. climb or balance; stoop, kneel, crouch, or
crawl

u. ability to see; ability to pass specific
vision tests, including close vision, distance
vision, color vision, peripheral vision, and adjustment in focus.

v. ability to lift/move objects weighing up to
50 pounds

w. ability to work in various weather
conditions for extended periods of time, including
extremes of hot and cold weather and during times of precipitation.

3. Experience and Training

a. any combination of experience and training
that would likely provide the required
knowledge and abilities is considered to be qualifying.

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-----DISCLAIMER-----

Glencoe Department of Public Safety
675 Village Court
Glencoe, Illinois 60022 USA
TX: (847) 835-4112

E-Mail: administrator@glencoepublicsafety.org

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From: "William Gielow" <wgielo@voyager.net>
To: "Terry Witkowski" <TWITKO@milwaukee.gov>
Date: 10/6/2005 7:48:36 PM
Subject: FW: Emailing: 35-03a CSO Performance Appraisal Criteria

-----Original Message-----

From: Michael Volling [mailto:mvolling@glencoepublicsafety.org]
Sent: Thursday, October 06, 2005 5:47 PM
To: Bill Gielow
Subject: Emailing: 35-03a CSO Performance Appraisal Criteria

Bill,
Some additional information on our CSOs.
Mike Volling

The message is ready to be sent with the following file or link attachments:

35-03a CSO Performance Appraisal Criteria

Note: To protect against computer viruses, e-mail programs may prevent sending or receiving certain types of file attachments. Check your e-mail security settings to determine how attachments are handled.
<<35-03a CSO Performance Appraisal Criteria.doc>>

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Glencoe Department of Public Safety
675 Village Court
Glencoe, Illinois 60022 USA
TX: (847) 835-4112

E-Mail: administrator@glencoepublicsafety.org

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VILLAGE OF GLENCOE
DEPARTMENT OF PUBLIC SAFETY

PUBLIC SAFETY COMMUNITY SERVICE OFFICER
PERFORMANCE APPRAISAL CRITERIA

INTERPERSONAL RELATIONS

Cooperates with other employees:

1. Takes credit for the work of others;
works alone;
does not share information with other employees;
seeks personal recognition.
2. is generally a team player;
shares necessary information with others.
assists other department members as needed
3. Passes personal recognition for Department gain;
team play seen in daily activity;
provides model for motivation for others.

Accepts supervision:

1. requires constant observation by supervisor;
argues with superiors when assigned tasks;
acts on own when supervisor should be involved;
oversteps authority; violates chain of command.
2. performs assigned tasks willingly
consults with supervisor as needed;
follows principles of chain of command;
seldom requires observation by supervisor.
3. Accepts delegated responsibilities without supervisory follow-up;
team concept used in daily activities;
portrays a good concept of interrelations of the chain of
command principle in his dealings with supervisors.

Interactions with citizens/contacts:

1. abrupt, belligerent, overbearing;
introverted and uncommunicative;
lacks tact and courtesy which adversely effects performance;
allows emotions to hinder officers public image.
2. courteous, friendly and empathetic;
communicates in a professional and unbiased manner;
considers circumstances in public capacity and acts accordingly.
3. always considers circumstances and acts in the best interest of solving the
problem;
extends self to enhance the public relations image;

Exhibits professional ethics:

1. takes personal advantage of position for personal gain, such as looking for free services and use of on-duty time for personal business; displays questionable honesty or stretches the truth.
2. uses position in context of duties; does not seek personal gain outside his position by use of his Department position.
3. portrays a positive public image in the role of a Public Safety Community Service Officer

Cooperates with other Village Departments:

1. ignores Village concerns not directly related to Public Safety; bypasses involvement of other Village Departments; fails to report problems in other Village Departments.
2. complies with providing essential information and services with other Village Departments; assists other Village Departments for the good of the Village.
3. is constantly aware of, and provides Village services in role of a Public Safety Officer; understands the role of providing Villages services with Public Safety being one member of the Village team.

PERFORMANCE CHARACTERISTICS

Follows Department Policy and Procedures:

1. shows limited knowledge and understanding of responsibilities and duties of a Public Safety Community Service Officer; constantly requires reminding of policy and procedures relating to specific circumstances.
2. familiar with and applies most commonly used Department policies and procedures relating to job duties; researches and applies policy and procedure not commonly used.
3. possesses an exceptional working knowledge of Department policy and procedures regarding Community Service functions and consistently applies them as situations dictate.

Performs assigned/required duties and responsibilities:

1. seldom performs duties and responsibilities without being reminded; work is often incomplete; situations requiring exercising duties and responsibilities are often ignored or overlooked; situations are avoided;
2. understands and administers on a routine basis, the duties and responsibilities of a Public Safety Community Service Officer.

3. proactive application of duties and responsibilities with a constant perspective on role of a public safety department.

Knows and understands required responsibilities:

1. does not know and does not seek to acquire knowledge necessary to perform in role of public safety community service officer.
2. generally possesses a knowledge of the position of public safety community service officer, but has difficulty at time adjusting to different environmental conditions of the job; at times difficult in interaction between components of public safety.
3. always able to blend the necessary elements of the public safety community service officer position to do a good job on a consistent

basis.

Reports on time to all duty assignments:

1. consistently late and unprepared for work assignments
2. seldom late for assignments; generally responsible for being prompt and prepared for any assignment
3. is always prepared for any assignment given; prompt.

Finishes assignments promptly:

1. works assignments seldom completed promptly or with necessary timeliness; work seldom turned in on time or without supervisory intervention; always has excuses for late or unfinished assignments; finds other things to do which interferes with assignments.
2. usually finishes work on time; shows responsibility for the timeliness for which a project or assignment is to be completed; will identify and ask for intervention of a supervisor on conflicting time management.
3. duties are always completed on time; assignments are completed not only with timeliness but with thoroughness; management of time is effective to meet the role and responsibilities of the public safety community service officer.

EQUIPMENT STANDARDS

Performs equipment checks before use:

1. seldom checks equipment before use; often in situations where failure to check equipment hampers ability to perform Public Safety Community Service officer responsibilities.

2. performs required equipment checks prior to use on a routine basis.
3. equipment checks always render officer ready to meet any situation require to be performed.

Displays proper care for equipment in use:

1. shows little regard for equipment; damages or misuses equipment; not responsible for where equipment is left; does not return equipment used to its proper place; does not retain proper custody of equipment; uses Department equipment for personal benefit not related to Department position; beverages and food used and left around computer and radio equipment.
2. is usually concerned for all equipment used; equipment is only used for its intended purpose; maintains equipment and returns it to its original place; usually conscientious of care of equipment.
3. treats all Department equipment as if it was his own; takes initiative to maintain equipment used by them or other members of the Department.

Reports problems with equipment to proper authority:

1. overlooks problems with equipment; leaves problems for the next guy; loses equipment consistently; does not report loss or damage to Department equipment; takes no responsibility for damage caused by Community Service Officer; fails to report problems to the proper authority.
2. reports or notifies supervisor of any damage or problems with equipment; files necessary form with the proper authority; accountable for loss or damage.
3. identifies problems before they occur; identifies and reports methods of equipment control to benefit Department.

Wears proper and complete uniform for assignments:

1. reports to duty assignments without complete or proper uniform required; requires constant supervision to maintain proper uniform; condition of uniform equipment is often dirty, wrinkled, etc.; wears portions of uniform or items of uniform routinely missing. -badge, name tag, etc.
2. shows concern for department uniform condition; shows up for assignments in full and proper uniform; has all necessary parts of the uniform available and ready for use.

3. displays personal pride in Department uniform at all times; reflects a positive image of the Department in the way the Department uniform is worn.

PERSONAL CHARACTERISTIC

Exhibits emotional control:

1. becomes emotional and panic stricken in certain situations rendering him/her unable to function effectively in the role of a Public Safety Community Service Officer;
2. exhibits a calm and controlled attitude; does not allow situations to deteriorate because of emotions; adequately considers circumstances and acts accordingly.
3. has ability to maintain control and bring order to emotional situations; treats members of the public with respect and courtesy even under adverse conditions.

Exhibits a positive attitude in work environment:

1. constantly finds faults with other members of the Department; constantly complains of working conditions; allows personal problems to adversely affect work relationships; never extends self for the benefit of the Department; personal development viewed solely as a Department responsibility; no effort for self improvement not obtained through position; resists and undermines change – always view as negative.
2. generally acts as a team member; generally maintains a balanced attitude of working conditions; flexible enough accept changes that may be beneficial to the Department as a whole.
3. Reflects a positive team attitude in all phases of work relationships; will pass up personal credit for Department benefit; finds positive aspects in most changes or will not allow personal feelings to affect performance of self or others.

Has interest in self improvement:

1. no efforts for self improvement not obtained through position; feels Department responsible for any and all personal development; refuses Department sponsored training or areas of specialization.
2. interested in improving skills and training through Department; generally has interest in self-improvement.
3. always active in improving position or self in the Department and as an individual by being available to accept new challenges and responsibilities; takes specialized course work or obtains schooling outside the Department sponsored programs to improve self.

Displays initiative related to Department goals:

- minimally
1. seldom displays any initiative to do anything other than what is required to get by;
initiative displayed is for personal gain and not within the best interest of position within the Department;
seeks no challenges;
avoids responsibility.
 2. will seek to do things on his own when challenged or assigned certain criteria;
initiative usually will be for projects that benefit the Department as a whole, and not exclusively for personal gain.
 3. looks for challenges and new and added responsibilities;
gladly accepts responsibilities that will enhance the image and operational effectiveness of the Department;
takes charge in situations requiring it;
seeks accountability for initiative.

Keeps physically fit:

1. seems to tire easily;
routine job duties seem to be an effort;
shows no concern for physical well being.
2. generally stays in condition that allows them to perform necessary functions of the position of public safety Community Service Officer.
3. seems energetic at all times;
always in proper condition to meet the requirements of the position of public safety Community Service Officer.

From: "William Gielow" <wgielo@voyager.net>
To: "Terry Witkowski" <TWITKO@milwaukee.gov>
Date: 10/6/2005 5:07:06 PM
Subject: FW: CSOs

-----Original Message-----

From: Gary Smith [mailto:Gary.Smith@CI.NORTHFIELD.MN.US]
Sent: Thursday, October 06, 2005 4:57 PM
To: wgielo@voyager.net
Subject: CSOs

We currently have a full time CSO and a summer one. We call them Community Service Officers. The positions are invaluable and I'd like to add 3 more full time positions. They are cost-effective and the community loves them. They are versatile and have filled many of the voids in areas licensed officers cared not to participate.

Gary G. Smith
Northfield (MN) Police Chief
507-645-4477 - voice
507-645-7057 - fax
gary.smith@ci.northfield.mn.us
<http://garygsmith.net>
FBINA #217

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From: "William Gielow" <wgielo@voyager.net>
To: "Terry Witkowski" <TWITKO@milwaukee.gov>
Date: 10/6/2005 4:00:31 PM
Subject: FW: Community Service Officers

original Message-----

From: CaptJ27@aol.com [mailto:CaptJ27@aol.com]
Sent: Thursday, October 06, 2005 3:30 PM
To: wgielo@voyager.net
Subject: Community Service Officers

Bill

The Town of Clinton Connecticut has used CSOs for approximaty 8 years. We have found it to be a very successful program. The concept was started in order to have unformed "officers" patrol on bikes along our residential beach community. They are empowered to give out Town parking tickets. They also attend high school games in uniform as supports staff to the assigned police officers.

These officers are non-paid and are very interested in becoming law enforcement officers. They wear uniforms, both summer and recently we started using them during the winter months. They carry no weapons.

I receive many compliments from members of the public who report that they often see them in various areas: beach, Town marina, parks, downtown business area and at school sporting events.

Bottom line, for the cost of their uniforms it is the best program for the money spent by the Department.

Joe Faughnan

Clinton, CT Police Department

107 - FBINA

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From: "William Gielow" <wgielo@voyager.net>
To: "Terry Witkowski" <TWITKO@milwaukee.gov>
Date: 10/7/2005 2:18:22 PM
Subject: FW: CSOs[Scanned]

-----Original Message-----

From: Kelly McMillin [mailto:kellym@ci.salinas.ca.us]
Sent: Friday, October 07, 2005 1:13 PM
To: wgielo@voyager.net
Subject: CSOs[Scanned]

Bill,

We've had CSOs here for years--can't live without them. They have several roles: bailiff (running court packets to the DA), parking enforcement, taking desk reports (mostly property crime, no suspect stuff; insurance only reports, etc.), missing person follow ups and, most importantly, patrol.

Our patrol CSOs handle non-injury TAs, property crimes as above, animal calls, traffic control, abandoned vehicles and general patrol assistance, like standing by for tow trucks, assisting on vehicle inventories, etc. One of our CSOs has recovered more stolen cars than most of our officers! They have also proven to be a great training/recruiting ground for future police officers, and a good place for retirees who want some work to do.

Our CSOs are fully integrated into the PD culture, too. They attend the social functions, develop relationships like (and with) the cops and are active as volunteers with our PAL and Explorer program.

You may want to keep an eye on the DOJ/COPS website. Several years ago we wrote a COPS MORE (Making Officer Redeployment Effective) grant and used the money to hire four CSOs. We tracked their activity to determine how many officer FTE hours they saved, and it was substantial. We're a very high-activity city, so keeping our officers free for priority calls is huge.

Hope this helps. If you come across a potential grant, let me know and I'll send you our stuff. Might save you some research time.

Kelly

Kelly J. McMillin

Commander

FBI NA 213

Salinas Police Department

222 Lincoln Av.
Salinas, CA 93901

(831) 758-7120

kellym@ci.salinas.ca.us

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From: "Stringer, Richard" <RStringer@GLENDALEAZ.com>
To: <>wgielo@voyager.net>
Date: 10/17/2005 3:06:26 PM
Subject: community service officers

Sir:

Reference your inquiry, we currently do not have this position, but may offer it in the near future. Peoria PD and Scottsdale PD here in AZ currently utilize the position and have had success with the program.

If I can be of further assistance, let me know.

Sgt. Rich Stringer

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From: "William Gielow" <wgielo@voyager.net>
To: "Terry Witkowski" <TWITKO@milwaukee.gov>
Date: 10/14/2005 6:34:27 PM
Subject: FW: CSO's

-----Original Message-----

From: DLynch@keameygov.org [mailto:DLynch@keameygov.org]
Sent: Tuesday, October 11, 2005 3:59 PM
To: wgielo@voyager.net
Subject: RE: CSO's

Bill:

We have had CSO's for over 10 years. I can not speak highly enough for the position. It is a great boon to the budget, having non-sworn people do things that are too expensive to have an Officer do. It has also been an excellent training ground for new people as sworn Officers. It is a great "bang for your buck".

Call if you have further questions.

"It is our responsibilities, not ourselves, that we should take seriously."

—Peter Ustinov

Daniel L. Lynch
Keamey Police Department
2025 Avenue A
PO Box 875
Keamey, NE 68848
FBINAA 141st
308 237-2104

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From: "William Gielow" <wgielo@voyager.net>
To: "Terry Witkowski" <TWITKO@milwaukee.gov>
Date: 10/14/2005 6:36:31 PM
Subject: FW: P.S.A.

-----Original Message-----

From: Lee Harris [mailto:lharris@claysheriff.com]
Sent: Thursday, October 13, 2005 9:23 AM
To: wgielo@voyager.net
Subject: P.S.A.

Mr. Gielow,

This is response to your inquiry reference Public Service Aids. We have two units up and running at present, they have been out of the training program for two to three weeks now. Our plans are to bring on an additional eight members. Thus far they have proven to be a valuable asset to the Patrol Division and Traffic Section freeing up time consuming duties a sworn person would ordinary handle. I haven't had them running long enough to evaluate statistically how much time they are saving the patrol and traffic officers. I would recommend you contact St Johns county S.O. and Jacksonville Sheriffs Office; they too are using the PSA program and have a longer track record. If I can be of additional help feel free to contact me.

They address non- criminal activities and take no law enforcement action in the performance of their daily activities, Some of their duties are as follows;

- * Traffic accidents non criminal
- * Residential house checks
- * Parking enforcement
- * Traffic control
- * Abandoned property recovery (bicycle, etc)
- * Disabled vehicles assist
- * Keys locked in vehicles

Their uniform of the day is:

- * Florescent green shirt with a five point star (PSA), collar brass and name plate
- * Issued body armor
- * Duty belt (basket weave) with glove, flashlight and radio attachments.
- * Dark green pants
- * Department issued boots

Vehicle:

- * Vehicle is an Impala or Crown Victoria
- * Equipped with a radio, computer, light bar with Yellow lights only, no cage or prisoner area.
- * Vehicle markings are different from our deputies vehicle, on the door the letters PSA replaces the star, striping is reflective yellow not green like the patrol cruisers.

Captain Lee Harris

Patrol Division Chief

904-213-6128

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From: "William Gielow" <wgielo@voyager.net>
To: "Terry Witkowski" <TWITKO@milwaukee.gov>
Date: 10/14/2005 6:36:02 PM
Subject: FW: Dear Mr. Gielo,

-----Original Message-----

From: David Caron [mailto:Caron@glasct.org]
Sent: Wednesday, October 12, 2005 4:22 PM
To: wgielo@voyager.net
Subject: Dear Mr. Gielo,

Dear Mr. Gielo,

Commissioner James Thomas asked me to respond to your request on our CSO program.

In the early 1980s the state of Connecticut passed a law requiring that all police officers, full and part time must receive the same training to be certified. This effectively eliminated every part time police program in the state.

The town of Glastonbury initiated a Community Service Officer program. Many of the part time officers transitioned into the CSO program.

We current have 25 authorized CSO positions. They receive 150hrs. of initial training in topic areas such as HazMat, traffic control, emergency medical response, and driver safety. Although unarmed they do wear uniforms.

Duties include park patrol, traffic control, high visibility walking beats in retail areas, and holiday patrols during the Christmas season.

The CSOs are a valuable asset and supplement to the full time force. They are empowered to enforce local town ordinances and issue tickets and misdemeanor summons.

If I can be of further assistance please feel free to contact me.

Captain David Caron
Glastonbury Police Department
860-652-4251
caron@glasct.org

From: "William Gielow" <wgielo@voyager.net>
To: "Terry Witkowski" <TWITKO@milwaukee.gov>
Date: 10/14/2005 6:33:54 PM
Subject: FW: Request For Information re: "Community Service Officers"

-----Original Message-----

From: Don Raley [mailto:draley@ci.gallup.nm.us]
Sent: Tuesday, October 11, 2005 10:36 AM
To: wgielo@voyager.net
Subject: RE: Request For Information re: "Community Service Officers"

Hi Bill,

We here at the Gallup Police Department have just begun a new Community Service Aid program and it is working well. It is modeled after the program that I worked with at the Bernalillo County Sheriff's Department in Albuquerque NM prior to my retirement from there. In Albuquerque both the city police and the sheriff's department used CSA's and they were great for manpower relief and for speeding up the service process.

If I can be of more assistance please call me at 505-726-5420. I have had a good deal of experience with the programs over the years and as long as you give them a distinctively different uniform and vehicle and limit the calls they can respond to they are a big plus for an agency.

Sincerely,

Don Raley

Deputy Chief

Gallup Police Department

Gallup, NM

FBINA 204

From: Bill Gielow [mailto:wgielo@voyager.net]
Sent: Thursday, October 06, 2005 1:36 PM
To: general@lists.fbinaa.org
Subject: Request For Information re: "Community Service Officers"

Hello:

You have helped me before on another issue, so I am asking for help again.

I would like to hear from anyone who has had "Community Service Officers" working in their agency now or in the past. These employees may have been named something other than Community Service Officers, so I'll tell you what I'm looking for.

They are non-sworn civilians who have received classroom and field training that enables them to wear a uniform, drive a marked, department vehicle and respond to low-priority assignments that would free up sworn, full duty officers for medium and high priority assignments.

Vehicle accident reports, minor offense reports, traffic control, parking complaints, neighborhood mediation, vehicle lockouts, uniform visibility and many other such minor, yet time consuming duties are what they would be doing.

I don't need training requirements or operational plans, just your experiences with the concept. Do you have them now? If so, how are they working out? Are they a value to your agency and to your community? If you had them, but now you don't, what problems existed?

Thank you all in advance.

Bill Gielow

WILLIAM E. GIELOW

Milwaukee, WI
141st Session FBINA

<mailto:wgielo@voyager.net> wgielo@voyager.net

From: "William Gielow" <wgielo@voyager.net>
To: "Terry Witkowski" <TWITKO@milwaukee.gov>
Date: 10/6/2005 4:04:01 PM
Subject: FW: Request For Information re: "Community Service Officers"

-----Original Message-----

From: Richard Fulford [mailto:rfulford@smith-county.com]
Sent: Thursday, October 06, 2005 2:41 PM
To: wgielo@voyager.net
Subject: RE: Request For Information re: "Community Service Officers"

You might check with Chief Gary Swindle at Tyler Police Dept in Tyler, Texas. They have this program in effect. His phone is (903)531-1015 .

Richard Fulford, Sgt 185th NA

Smith County Sheriff Dept

Tyler, Texas

-----Original Message-----

From: Bill Gielow [mailto:wgielo@voyager.net]
Sent: Thursday, October 06, 2005 2:36 PM
To: general@lists.fbinaa.org
Subject: Request For Information re: "Community Service Officers"

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They are non-sworn civilians who have received classroom and field training that enables them to wear a uniform, drive a marked, department vehicle and respond to low-priority assignments that would free up sworn, full duty officers for medium and high priority assignments.

Vehicle accident reports, minor offense reports, traffic control, parking complaints, neighborhood mediation, vehicle lockouts, uniform visibility and many other such minor, yet time consuming duties are what they would be doing.

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Thank you all in advance.

Bill Gielow

WILLIAM E. GIELOW

Milwaukee, WI
141st Session FBINA

<mailto:wgielo@voyager.net> wgielo@voyager.net

This message scanned for viruses by CoreComm <<http://www.core.com/>>

From: "William Gielow" <wgielo@voyager.net>
To: "Terry Witkowski" <TWITKO@milwaukee.gov>
Date: 10/6/2005 4:03:31 PM
Subject: FW: Request For Information re: "Community Service Officers"

-----Original Message-----

From: David Alford [mailto:David.Alford@baytown.org]
Sent: Thursday, October 06, 2005 2:50 PM
To: wgielo@voyager.net
Subject: RE: Request For Information re: "Community Service Officers"

We have ours stay "in the house." They take the mundane or late reported calls with no or little follow up to include gas thefts, criminal mischief, etc. We have even taken auto thefts over the phone, but the district officer will make the scene and perform a site investigation and either submit a supplement or ensure the CSO includes the officer's observations. These dual response calls are rather infrequent. We like our program and they receive between 3 and 10 reports per 8 hour shift on average.

Lt. D.W. Alford

Baytown, Texas PD

FBINA 218

-----Original Message-----

From: Bill Gielow [mailto:wgielo@voyager.net]
Sent: Thursday, October 06, 2005 2:36 PM
To: general@lists.fbinaa.org
Subject: Request For Information re: "Community Service Officers"

Hello:

You have helped me before on another issue, so I am asking for help again.

I would like to hear from anyone who has had "Community Service Officers" working in their agency now or in the past. These employees may have been named something other than Community Service Officers, so I'll tell you what I'm looking for.

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Thank you all in advance.

Bill Gielow

WILLIAM E. GIELOW

Milwaukee, WI
141st Session FBINA

<mailto:wgielo@voyager.net> wgielo@voyager.net

This message scanned for viruses by CoreComm <<http://www.core.com/>>

From: "William Gielow" <wgielo@voyager.net>
To: "Terry Witkowski" <TWITKO@milwaukee.gov>
Date: 10/6/2005 4:03:08 PM
Subject: FW: Request For Information re: "Community Service Officers"

-----Original Message-----

From: Raia, Matt [mailto:MRaia@ci.westminster.co.us]
Sent: Thursday, October 06, 2005 2:55 PM
To: wgielo@voyager.net
Subject: RE: Request For Information re: "Community Service Officers"

Bill,

We have 8 ½ time uniformed CSO's working one of our major shopping center and entertainment centers.

We have 2 non-uniformed civilian Report Specialists who work out of the PD and take crime reports by telephone and walk-in crime reports

We have 6 uniformed civilian Traffic Accident Investigators who investigate traffic accidents. They also do parking enforcement and abandoned vehicle enforcement.

All of these positions have saved us a great amount of police officer time, and money. The Traffic Accident Investigators are all either level 3 or level 4 Traffic Accident Investigators, and handle approximately 90% of our traffic accident investigations.

I hope this information helps you out.

Matt Raia, 131st Session

Section 1 Representative

FBINAA Executive Board

Westminster Police Department

9110 Yates St.

Westminster, CO. 80031

303-420-2400 ext 4412

Fax 303 487-4382

From: Bill Gielow [mailto:wgielo@voyager.net]
Sent: Thursday, October 06, 2005 1:36 PM
To: general@lists.fbinaa.org
Subject: Request For Information re: "Community Service Officers"

Hello:

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Thank you all in advance.

Bill Gielow

WILLIAM E. GIELOW

Milwaukee, WI
141st Session FBINA

<mailto:wgielo@voyager.net> wgielo@voyager.net

From: "William Gielow" <wgielo@voyager.net>
To: "Terry Witkowski" <TWITKO@milwaukee.gov>
Date: 10/6/2005 4:24:54 PM
Subject: FW: Request For Information re: "Community Service Officers"

-----Original Message-----

From: Michael Fraser [mailto:MFraser@ci.pleasanton.ca.us]
Sent: Thursday, October 06, 2005 4:12 PM
To: wgielo@voyager.net
Subject: RE: Request For Information re: "Community Service Officers"

Bill: We at Pleasanton, CA have had CSOs for about 20 years. Their primary role is in patrol, taking traffic collisions, traffic direction, cold burglary/theft reports and the like. They are also used in parking enforcement and grants and personnel and training. They have been a significant asset to our department. I wish we had a few more. Presently we have seven CSOs for a 68000 town with 87 sworn officers.

Let me know if you need any more information,

Captain Mike Fraser

Pleasanton Police Department

4833 Bernal Ave.

PO Box 909

Pleasanton, CA 94566

mfraser@ci.pleasanton.ca.us

-----Original Message-----

From: Bill Gielow [mailto:wgielo@voyager.net]
Sent: Thursday, October 06, 2005 12:36 PM
To: general@lists.fbinnaa.org
Subject: Request For Information re: "Community Service Officers"

Hello:

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Officers" working in their agency now or in the past. These employees may have been named something other than Community Service Officers, so I'll tell you what I'm looking for.

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Thank you all in advance.

Bill Gielow

WILLIAM E. GIELOW

Milwaukee, WI
141st Session FBINA

<<mailto:wgielo@voyager.net>> wgielo@voyager.net

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From: "William Gielow" <wgielo@voyager.net>
To: "Terry Witkowski" <TWITKO@milwaukee.gov>
Date: 10/6/2005 4:02:12 PM
Subject: FW: Request For Information re: "Community Service Officers"

-----Original Message-----

From: Steve Schwein [mailto:SSchwein@cityofoxford.org]
Sent: Thursday, October 06, 2005 3:04 PM
To: wgielo@voyager.net
Subject: RE: Request For Information re: "Community Service Officers"

Bill,

Call Sgt. Russ Warner at the Cape Coral, FL PD. They have used CSO's for years. Tell him I referred you to him. You can reach him at:

239-229-3820

Steve Schwein
Chief of Police
City of Oxford
101 E. High Street
Oxford, Ohio 45056
(513) 524-5247

-----Original Message-----

From: Bill Gielow [mailto:wgielo@voyager.net]
Sent: Thursday, October 06, 2005 3:36 PM
To: general@lists.fbinnaa.org
Subject: Request For Information re: "Community Service Officers"

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Bill Gielow

WILLIAM E. GIELOW

Milwaukee, WI
141st Session FBINA

<<mailto:wgielo@voyager.net>> wgielo@voyager.net

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From: "William Gielow" <wgielo@voyager.net>
To: "Terry Witkowski" <TWITKO@milwaukee.gov>
Date: 10/7/2005 9:07:39 AM
Subject: FW: Request For Information re: "Community Service Officers"

-----Original Message-----

From: John Barnes [mailto:JBarnes@ci.manassas.va.us]
Sent: Friday, October 07, 2005 8:53 AM
To: wgielo@voyager.net
Subject: RE: Request For Information re: "Community Service Officers"

Bill,

Wow! I was in Virginia Beach this past week and noticed "CSO's" working. While I don't have information on their specific duties of responsibilities, they were in uniform and in unmarked—albeit police-type vehicles.

For more info, I'd contact the Virginia Beach Police Department. We have auxiliaries that are sworn and fulfill the same function of regular duty staff.

Good Luck!

John Barnes

Lt. John D. Barnes
Administrative Services Division
Manassas City Police Department
(703) 257-8032

From: Bill Gielow [mailto:wgielo@voyager.net]
Sent: Thursday, October 06, 2005 3:36 PM
To: general@lists.fbinaa.org
Subject: Request For Information re: "Community Service Officers"

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Bill Gielow

WILLIAM E. GIELOW

Milwaukee, WI
141st Session FBINA

<mailto:wgielo@voyager.net> wgielo@voyager.net

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From: "William Gielow" <wgielo@voyager.net>
To: "Terry Witkowski" <TWITKO@milwaukee.gov>
Date: 10/6/2005 4:01:37 PM
Subject: FW: Request For Information re: "Community Service Officers"

-----Original Message-----

From: Perry Kingsbury [mailto:pkingsbury@manitowoc.org]
Sent: Thursday, October 06, 2005 3:06 PM
To: wgielo@voyager.net
Subject: RE: Request For Information re: "Community Service Officers"

Hi Bill,

Manitowoc has one Community Service Worker. I have asked for 2 more in 2006 budget request, so I guess you could say that the position works out well and we consider the position to be extremely valuable to the department and community.

If you need anything else, please let me know.

Perry

Chief Perry Kingsbury NA 195
Manitowoc Police Department
910 Jay Street
Manitowoc, WI 54220
www.manitowoc.org/police
pkingsbury@manitowoc.org
w - (920) 688-6573
f - (920) 688-6575

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From: Bill Gielow [mailto:wgielo@voyager.net]
Sent: Thursday, October 06, 2005 2:36 PM

To: general@lists.fbinaa.org
Subject: Request For Information re: "Community Service Officers"

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Milwaukee, WI
141st Session FBINA

<mailto:wgielo@voyager.net> wgielo@voyager.net

From: "William Gielow" <wgielo@voyager.net>
To: "Terry Witkowski" <TWITKO@milwaukee.gov>
Date: 10/6/2005 4:01:11 PM
Subject: FW: Request For Information re: "Community Service Officers"

-----Original Message-----

From: johnbroc@juno.com [mailto:johnbroc@juno.com]
Sent: Thursday, October 06, 2005 3:25 PM
To: wgielo@voyager.net
Subject: Re: Request For Information re: "Community Service Officers"

We call them Public Safety Officers, and I think they do a good job for us. They free our officers to concentrate on the more serious situations. They respond to minor complaints which require only a report. They help direct traffic at crash scenes and other road blockages, and they drive pickup trucks that contain extra traffic cones, flares, bottled water, and other supplies for extended traffic assignments. They also staff our Telephone Reporting Unit, which is responsible for taking reports over the phone.

John Brockman, Captain
Support Services Division
Plano (TX) Police Department
972-941-2123
NA Session 174

-- "Bill Gielow" <wgielo@voyager.net> wrote:

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Milwaukee, WI
141st Session FBINA

<mailto:wgielo@voyager.net> wgielo@voyager.net

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From: "William Gielow" <wgielo@voyager.net>
To: "Terry Witkowski" <TWITKO@milwaukee.gov>
Date: 10/7/2005 9:06:48 AM
Subject: FW: Request For Information re: "Community Service Officers"

-----Original Message-----

From: fred kirby [mailto:fred_kirby2003@yahoo.com]
Sent: Friday, October 07, 2005 8:51 AM
To: wgielo@voyager.net
Subject: Re: Request For Information re: "Community Service Officers"

WILLIAM, MY DEPARTMENT HAS A COMMUNITY SERVICE UNIT, HEADED BY A COMM. SERVICE OFFICER, THE UNIT IS MADE UP OF OUR TRIAD OFFICER, DARE OFFICERS AND THE SCHOOL RESOURCE OFFICERS FOR OUR COUNTY. THESE OFFICERS STAY IN CONTACT WITH THE COMMUNITIES IN WHICH THEY WORK. THEY DEAL MOSTLY WITH THE SCHOOL CHILDREN AND THE ELDERLY. THEY CHECK ON THE ELDERLY AND ASSIST THEM WITH SERVICES UP TO AND INCLUDING INVESTIGATIONS FOR ELDERLY ABUSE. THEY ALSO ASSIST WITH THE OFFICE OF CHILDRENS SERVICES DEALING WITH CHILD ABUSE AND JUST GENERAL PROBLEMS DEALING WITH THE CHILDREN IN THE SCHOOL SYSTEMS AND AT HOME. THESE OFFICERS WITH THE EXCEPTION OF THE DARE OFFICERS ARE NOT SWORN BUT DO WEAR UNIFORMS AND DRIVE MARKED UNITS. THEY TAKE A GREAT BURDEN OFF OF THE REGULAR PATROL DIVISION AND INVESTIGATIONS DIVISION WITH THEIR ASSISTANCE AND CONSTANT CONTACT WITH THE POPULATION. MOST OF THE TIME, DUE TO THEIR FIRST HAND KNOWLEDGE OF PROBLEMS THEY ARE THE FIRST WITNESSES THAT WE OBTAIN INFORMATION FROM AND A LOT OF THE TIME, THESE OFFICERS ARE THE INITIAL COMPLAINANTS ON THESE TYPE OF CALLS.

THESE OFFICERS ARE VERY VALUABLE, WITH THEIR DIFFERENT CONTACTS THROUGHOUT THE COMMUNITIES AND THEIR KNOWLEDGE THAT THEY OBTAIN FROM BEING IN CONSTANT CONTACT CAN NEVER BE UNDERESTIMATED.

IF YOU CARE TO SPEAK TO ME, I CAN BE REACHED AT 985-839-7878 OR CELL PHONE NUMBER 985-515-6583

FRED KIRBY

WASHINGTON PARISH SHERIFF'S OFFICE

FRANKLINTON, LA.

NA 218TH

Bill Gielow <wgielo@voyager.net> wrote:

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Thank you all in advance.

Bill Gielow

WILLIAM E. GIELOW

Milwaukee, WI
141st Session FBINA

<mailto:wgielo@voyager.net> wgielo@voyager.net

Yahoo! for Good
Click here to donate <<http://store.yahoo.com/redcross-donate3/>> to the Hurricane Katrina relief effort.

This message scanned for viruses by CoreComm <<http://www.core.com/>>

From: "William Gielow" <wgielo@voyager.net>
To: "Terry Witkowski" <TWITKO@milwaukee.gov>
Date: 10/8/2005 9:30:27 PM
Subject: FW: Request For Information re: "Community Service Officers"

Subject: Re: Request For Information re: "Community Service Officers"

Bill, we carry 6 per year through a partnership with local colleges. They workout great. Feel free to contact Capt. Mat Mueller @ 920.322.3745.
Tony Barthuly

—Original Message—

From: "Bill Gielow" <wgielo@voyager.net>
Subj: Request For Information re: "Community Service Officers"
Date: Thu Oct 6, 2005 2:37 pm
Size: 1K
To: "general@lists.fbinna.org" <general@lists.fbinna.org>

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Thank you all in advance.
Bill Gielow

WILLIAM E. GIELOW
Milwaukee, WI
141st Session FBINA
wgielo@voyager.net

Have a safe day.
Tony Barthuly, Chief of Police
Were making Fond du Lac "a safe place to live, learn, work and play"

TREO REPLY

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From: "William Gielow" <wgielo@voyager.net>
To: "Terry Witkowski" <TWITKO@milwaukee.gov>
Date: 10/6/2005 5:11:20 PM
Subject: FW: Request For Information re: "Community Service Officers"

-----Original Message-----

From: Tony Hanlin [mailto:thanlin@qwest.net]
Sent: Thursday, October 06, 2005 4:58 PM
To: wgielo@voyager.net
Subject: Re: Request For Information re: "Community Service Officers"

Bill,

We have had the equivalent of a "CSO" for over twenty years. (We call ours "Public Service Officers" or PSO's.) We are a relatively small agency, (2nd ring suburb of Minneapolis), with 26 sworn officers. To put it bluntly - we would have a difficult (if not impossible) time getting by without our PSO's. They do all the tasks you mentioned below plus making errand runs to the Crime Lab in downtown Minneapolis and the BCA in St. Paul to name a few. We also designate one of them (we have two PSO's on staff) as our primary Property Room clerk. The other one is also cross trained and fully certified as a Dispatcher.

Additionally, this has proven to be an excellent training ground for the step up to a sworn officer position. We have several officers we have hired from their PSO jobs.

If you have any other questions please feel free to contact me.

Tony Hanlin
Hopkins, MN
FBINA 213

----- Original Message -----

From: Bill Gielow <mailto:wgielo@voyager.net>

To: general@lists.fbinaa.org

Sent: October 06, 2005 2:36 PM

Subject: Request For Information re: "Community Service Officers"

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Bill Gielow

WILLIAM E. GIELOW

Milwaukee, WI
141st Session FBINA

<mailto:wgielo@voyager.net> wgielo@voyager.net

From: "William Gielow" <wgielo@voyager.net>
To: "Terry Witkowski" <TWITKO@milwaukee.gov>
Date: 10/6/2005 5:12:01 PM
Subject: FW: Request For Information re: "Community Service Officers"

-----Original Message-----

From: Laura Johnson [mailto:LauraJ@ci.brooklyn-park.mn.us]
Sent: Thursday, October 06, 2005 4:56 PM
To: wgielo@voyager.net
Subject: RE: Request For Information re: "Community Service Officers"

Most agencies in our area have CSO's. We have seven CSO's and one CSO Coordinator in a Department with 86 sworn officers, 70,000 population, and about 60,000 yearly calls. They wear a distinctive uniform that has a different color shirt than the police officers, and they drive cars that are marked differently than the police squads, but still look like they belong to the police department. Their cars have amber overhead lights instead of red or blue lights. Their typical duties include:

Deliveries and pick ups: Deliver weekly Council Packets to the Council Members, take evidence to or retrieve evidence from the chemist or lab, shuttle squads to the shops for maintenance & repair, give victims or witnesses rides home, etc.

Traffic-Related: Parking tickets, traffic direction when signals are out or around an accident (so the cop can investigate the accident), lock-outs, sit on tows/impounds, assist stalled motorists, etc.

Animal-Related: Pick up stray dogs, barking dog tickets, animal bites, tranquilize dangerous animals, impound pets found at search warrant scenes, etc.

The only crime-related calls we let them handle are stolen bicycles. They do not take any other crime reports, they don't make traffic stops (illegal for non-sworn in MN), they don't drive red lights and siren, and they don't carry firearms. We do not use them for neighborhood mediations or anything that requires a great deal of skill, judgment, or discretion.

Our experience has been that they are invaluable for the following reasons:

- They do the low skill, low risk stuff that is too expensive to do with real cops, and they do it well instead of thinking it is beneath them, so the public gets better service.
- Most of them want to become police officers, so they are highly motivated to perform well.
- You get to see what kind of employees they are (punctual, good judgment, don't abuse benefits, good attitude, etc.) and teach them some essential skills (using the radio, finding addresses in your town, report protocol, how to deal with angry customers, etc.) before you might promote them to police officer.
- They can often be cross trained in other civilian positions (like detention officer or dispatcher) to fill in during pregnancy leaves or other shortages.

Some points to consider when starting such a program:

- You will want to have a very good supervisor for the CSO's who can mentor them and keep their enthusiasm in check. They need to be given clear lines of direction in terms of what they can and cannot do. You have to be clear about what they should do if they witness a shoplifting, or see a fleeing suspect, or observe a traffic violation. If not, they may chase an armed robber into the woods, use excessive force to detain a shoplifting suspect, start a pursuit over an expired license plate, or get themselves killed when they get in over their head and try to do things they are not trained or equipped to do. I have attached a booklet we use with our uniformed civilian personnel to establish clear lines of where their authority extends and does not extend.
- You will have a lot of turnover among the CSO's. Most of them are pursuing police careers and will leave to take a police job as soon as they finish their law enforcement schooling. Thus, you need to have a formal training program in place and be ready to replace them every 2 years or so, depending on the length of your state's required pre-service education. The good thing is that your CSO's will be a known quantity that you may wish to promote when you have openings. You will also have good CSO's who simply cannot transition to a real cop job because they lack the social/intellectual/common sense skills to handle the more advanced position.
- I would not let their pay scale ever get higher than the entry level pay for your cops. Otherwise, you'd have to give them a salary decrease if you promoted them (assuming you have a labor contract with your cops).
- You want to prevent the CSO's from becoming "spotter patrol," calling your officers every five minutes when they see a minor violation. They need some guidance regarding when to report and not report law violations they observe or suspect. For example, yes, do notify the

shift sergeant if you see what appears to be a guy casing the local stop and rob, but, no, please don't call in every fail to signal lane change that you see.

The only problems we have had in the past involved CSO's who either exceeded their authority or became "radio-active," calling in every little thing and driving the cops nuts. We now make the rules very clear and have a good supervisor who keeps them in check, so we no longer have CSO's peeling out of their home driveways with lights and siren to impress their neighbors, CSO's getting involved in police incidents that are beyond their authority, or CSO's becoming a talk show host on the police radio.

Best of luck with your research. We could not live without our CSO's.

FBINA #203

Captain Laura Johnson
Brooklyn Park Police Department
5400-85th Avenue North
Brooklyn Park, Minnesota 55443
763-493-8267
lauraj@ci.brooklyn-park.mn.us

From: Bill Gielow [mailto:wgielo@voyager.net]
Sent: Thursday, October 06, 2005 2:36 PM
To: general@lists.fbinaa.org
Subject: Request For Information re: "Community Service Officers"

Hello:

You have helped me before on another issue, so I am asking for help again.

I would like to hear from anyone who has had "Community Service Officers" working in their agency now or in the past. These employees may have been named something other than Community Service Officers, so I'll tell you what I'm looking for.

They are non-sworn civilians who have received classroom and field

training that enables them to wear a uniform, drive a marked, department vehicle and respond to low-priority assignments that would free up sworn, full duty officers for medium and high priority assignments.

Vehicle accident reports, minor offense reports, traffic control, parking complaints, neighborhood mediation, vehicle lockouts, uniform visibility and many other such minor, yet time consuming duties are what they would be doing.

I don't need training requirements or operational plans, just your experiences with the concept. Do you have them now? If so, how are they working out? Are they a value to your agency and to your community? If you had them, but now you don't, what problems existed?

Thank you all in advance.

Bill Gielow

WILLIAM E. GIELOW

Milwaukee, WI
141st Session FBINA

<mailto:wgielo@voyager.net> wgielo@voyager.net

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From: "William Gielow" <wgielo@voyager.net>
To: "Terry Witkowski" <TWITKO@milwaukee.gov>
Date: 10/6/2005 5:09:07 PM
Subject: FW: Request For Information re: "Community Service Officers"

-----Original Message-----

From: Jessica M. Cummins [mailto:jessgrow@cox.net]
Sent: Thursday, October 06, 2005 4:53 PM
To: wgielo@voyager.net
Subject: Re: Request For Information re: "Community Service Officers"

Bill,

Previously I was a Major with the Oklahoma City Police Department. I left in 2004 to take a position in San Diego. OCPD had implemented the CSO program. Call 405-297-1100 and Cindy Brazeil can direct your call to the Operations Support Unit that oversees the program.

<<http://www.mymailsignature.com>>

----- Original Message -----

From: Bill Gielow <mailto:wgielo@voyager.net>
To: general@lists.fbinaa.org
Sent: Thursday, October 06, 2005 12:36 PM
Subject: Request For Information re: "Community Service Officers"

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Bill Gielow

WILLIAM E. GIELOW

Milwaukee, WI
141st Session FBINA

<mailto:wgielo@voyager.net> wgielo@voyager.net

<<http://www.mymailsignature.com/?partner=ZGzeb001>>

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From: "William Gielow" <wgielo@voyager.net>
To: "Terry Witkowski" <TWITKO@milwaukee.gov>
Date: 10/6/2005 4:02:43 PM
Subject: FW: Request For Information re: "Community Service Officers"

-----Original Message-----

From: H.W. Schmahl [mailto:hschmahl@whitebearlake.org]
Sent: Thursday, October 06, 2005 2:54 PM
To: wgielo@voyager.net
Subject: RE: Request For Information re: "Community Service Officers"

call me at 651-429-8553.

-----Original Message-----

From: Bill Gielow [mailto:wgielo@voyager.net]
Sent: Thursday, October 06, 2005 2:36 PM
To: general@lists.fbinaa.org
Subject: Request For Information re: "Community Service Officers"

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Bill Gielow

WILLIAM E. GIELOW

Milwaukee, WI
141st Session FBINA

<mailto:wgielo@voyager.net> wgielo@voyager.net

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From: "Ed Whealon" <SPDED@co.shawano.wi.us>
To: <wgielo@voyager.net>
Date: 10/10/2005 8:23:52 AM
Subject: Request For Information re: "Community Service Officers"

Bill,

We have had community service officers for a number of years and revamped our program from a full time position to part-time. When we did that we targeted area students were attending either a tech college or 4 year college and majoring in Criminal Justice. We felt that it was a great opportunity for our department to look at these kids and at the same time give these kids an opportunity to work within a police department and give them some experience. It is set up so that they must maintain their grades and carry a min of 12 semester credits and can work her for three months after they graduate, and we are flexible. They wear a uniform and go thru field training. They handle animal complaints along with investigate complaints that deal with minor municipal ordinance complaints and handle crossing guard duties in the morning along with various escorts. They have been a pleasure to work with and we have only had a few problems with two of them were we terminated their employment with us. We are please that all who worked in the program were all hired by other departments and working full time. The last one with the Cedarburg Police Department. If you have any further questions please feel free to call.

Chief Ed Whealon FBINA 211th
Shawano Police Department
125 S. Sawyer St.
Shawano, WI 54166
Ph# 715-524-4545
Fax#715-524-2786
e-mail spded@co.shawano.wi.us

>>> "Bill Gielow" <wgielo@voyager.net> 10/6/2005 2:36:07 PM >>>
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Thank you all in advance.
Bill Gielow

WILLIAM E. GIELOW
Milwaukee, WI
141st Session FBINA
wgielo@voyager.net

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<<<<GWAVAsig>>>>

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From: "Cisneros, Ed" <ecisneros@chinopd.org>
To: <wgielo@voyager.net>
Date: 10/10/2005 10:19:38 AM
Subject: RE: Request For Information re: "Community Service Officers"

We have Community Service Officers (we call them Police Service Officers or PSO's) as part of our Patrol Force. They are invaluable in freeing up sworn officers for more critical or time sensitive calls for service. PSO's do conduct non-suspect contact investigations and have been most instrumental in getting cold fingerprint hits from crime scenes, so they do minor CSI as well. Their value has been proven to the point that we have expanded our cadre of PSO's through the budget process. We also use PSO's for crime prevention work.

From: Bill Gielow [mailto:wgielo@voyager.net]
Sent: Thursday, October 06, 2005 12:36 PM
To: general@lists.fbinnaa.org
Subject: Request For Information re: "Community Service Officers"

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Thank you all in advance.

Bill Gielow

WILLIAM E. GIELOW

Milwaukee, WI
141st Session FBINA

<mailto:wgielo@voyager.net> wgielo@voyager.net

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From: "William Gielow" <wgielo@voyager.net>
To: "Terry Witkowski" <TWITKO@milwaukee.gov>
Date: 10/14/2005 6:35:01 PM
Subject: FW: Request For Information re: "Community Service Officers"

-----Original Message-----

From: Stephen Moore [mailto:Stephenm@ci.hurst.tx.us]
Sent: Tuesday, October 11, 2005 4:30 PM
To: wgielo@voyager.net
Subject: Fwd: Request For Information re: "Community Service Officers"

Williams,
We have five Public Service Officers in Hurst Texas and they work out greatly. They take the low priority calls, handle the alarm permitting requirement, inoperative vehicles and offenses where there is no need for immediate arrest or conflict with a suspect. The regular patrol officer greatly appreciate their help, and we hear about it when they are not available.

If you need more information please let me know.

Steve Moore
215th

Steve Moore
Assistant Chief of Police
Hurst Police Department
1501 Precinct Line Rd.
Hurst, TX 76054
(817) 788-7130
(817) 788-7195 fax
Stephenm@ci.hurst.tx.us

>>> "Charles Loader" <LoaderC@michigan.gov> 10/11/2005 3:20:08 PM >>>
N/A

>>> "Bill Gielow" <wgielo@voyager.net> 10/6/2005 3:36 PM >>>
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Thank you all in advance.
Bill Gielow

WILLIAM E. GIELOW
Milwaukee, WI
141st Session FBINA
wgielo@voyager.net

From: "William Gielow" <wgielo@voyager.net>
To: "Terry Witkowski" <TWITKO@milwaukee.gov>
Date: 10/6/2005 5:08:33 PM
Subject: FW: Request For Information re: "Community Service Officers"

-----Original Message-----

From: Laura Johnson [mailto:LauraJ@ci.brooklyn-park.mn.us]
Sent: Thursday, October 06, 2005 4:56 PM
To: wgielo@voyager.net
Subject: RE: Request For Information re: "Community Service Officers"

Most agencies in our area have CSO's. We have seven CSO's and one CSO Coordinator in a Department with 86 sworn officers, 70,000 population, and about 60,000 yearly calls. They wear a distinctive uniform that has a different color shirt than the police officers, and they drive cars that are marked differently than the police squads, but still look like they belong to the police department. Their cars have amber overhead lights instead of red or blue lights. Their typical duties include:

Deliveries and pick ups: Deliver weekly Council Packets to the Council Members, take evidence to or retrieve evidence from the chemist or lab, shuttle squads to the shops for maintenance & repair, give victims or witnesses rides home, etc.

Traffic-Related: Parking tickets, traffic direction when signals are out or around an accident (so the cop can investigate the accident), lock-outs, sit on tows/impounds, assist stalled motorists, etc.

Animal-Related: Pick up stray dogs, barking dog tickets, animal bites, tranquilize dangerous animals, impound pets found at search warrant scenes, etc.

The only crime-related calls we let them handle are stolen bicycles. They do not take any other crime reports, they don't make traffic stops (illegal for non-sworn in MN), they don't drive red lights and siren, and they don't carry firearms. We do not use them for neighborhood mediations or anything that requires a great deal of skill, judgment, or discretion.

Our experience has been that they are invaluable for the following reasons:

- They do the low skill, low risk stuff that is too expensive to do with real cops, and they do it well instead of thinking it is beneath them, so the public gets better service.
- Most of them want to become police officers, so they are highly motivated to perform well.
- You get to see what kind of employees they are (punctual, good judgment, don't abuse benefits, good attitude, etc.) and teach them some essential skills (using the radio, finding addresses in your town, report protocol, how to deal with angry customers, etc.) before you might promote them to police officer.
- They can often be cross trained in other civilian positions (like detention officer or dispatcher) to fill in during pregnancy leaves or other shortages.

Some points to consider when starting such a program:

- You will want to have a very good supervisor for the CSO's who can mentor them and keep their enthusiasm in check. They need to be given clear lines of direction in terms of what they can and cannot do. You have to be clear about what they should do if they witness a shoplifting, or see a fleeing suspect, or observe a traffic violation. If not, they may chase an armed robber into the woods, use excessive force to detain a shoplifting suspect, start a pursuit over an expired license plate, or get themselves killed when they get in over their head and try to do things they are not trained or equipped to do. I have attached a booklet we use with our uniformed civilian personnel to establish clear lines of where their authority extends and does not extend.
- You will have a lot of turnover among the CSO's. Most of them are pursuing police careers and will leave to take a police job as soon as they finish their law enforcement schooling. Thus, you need to have a formal training program in place and be ready to replace them every 2 years or so, depending on the length of your state's required pre-service education. The good thing is that your CSO's will be a known quantity that you may wish to promote when you have openings. You will also have good CSO's who simply cannot transition to a real cop job because they lack the social/intellectual/common sense skills to handle the more advanced position.
- I would not let their pay scale ever get higher than the entry level pay for your cops. Otherwise, you'd have to give them a salary decrease if you promoted them (assuming you have a labor contract with your cops).
- You want to prevent the CSO's from becoming "spotter patrol," calling your officers every five minutes when they see a minor violation. They need some guidance regarding when to report and not report law violations they observe or suspect. For example, yes, do notify the shift sergeant if you see what appears to be a guy casing the local stop and rob, but, no, please don't call in every fail to signal lane change

that you see.

The only problems we have had in the past involved CSO's who either exceeded their authority or became "radio-active," calling in every little thing and driving the cops nuts. We now make the rules very clear and have a good supervisor who keeps them in check, so we no longer have CSO's peeling out of their home driveways with lights and siren to impress their neighbors, CSO's getting involved in police incidents that are beyond their authority, or CSO's becoming a talk show host on the police radio.

Best of luck with your research. We could not live without our CSO's.

FBINA #203

Captain Laura Johnson
Brooklyn Park Police Department
5400-85th Avenue North
Brooklyn Park, Minnesota 55443
763-493-8267
lauraj@ci.brooklyn-park.mn.us

From: Bill Gielow [mailto:wgielo@voyager.net]
Sent: Thursday, October 06, 2005 2:36 PM
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Thank you all in advance.

Bill Gielow

WILLIAM E. GIELOW

Milwaukee, WI
141st Session FBINA

<mailto:wgielo@voyager.net> wgielo@voyager.net

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To: "Terry Witkowski" <TWITKO@milwaukee.gov>
Date: 10/14/2005 6:35:33 PM
Subject: FW: Request For Information re: "Community Service Officers"

-----Original Message-----

From: Tim Newsome [mailto:tnewsome@fontana.org]
Sent: Wednesday, October 12, 2005 8:52 AM
To: wgielo@voyager.net
Subject: RE: Request For Information re: "Community Service Officers"

Dear sir,

Fontana California (pop. 175,000) has CSO's and has had for 20 plus years. The benefits outweigh the negatives. They take non-critical reports, those with little or no suspect info or evidence that cannot be followed up on. They also mostly do traffic such as illegal parking, abandoned vehicles and non-injury traffic collision reports. They work the front desk and other similar duties as well. They are a big help and cost effective as they are about a third cost of an officer. There are not as reliable or efficient as an officer but overall they are very useful.

Captain Tim Newsome

Fontana CA Police Department

From: Bill Gielow [mailto:wgielo@voyager.net]
Sent: Thursday, October 06, 2005 12:36 PM
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