

Information related to Community Service Officers in Orlando Florida.



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Summary:

This procedure is an excerpt from the Orlando, Florida, Police Department's Policy Manual. This document contains the Department's policy regarding Community Service Officers. It is the policy of the Department to provide responsible civilian employees to handle many nonviolent crimes and service type calls. The purpose is to allow police officers additional time to handle more in-progress type calls and to perform appropriate proactive enforcement activities.

Document Text:

Community Service Officers
OP-20C

Orlando Police Department

Policy & Procedure

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Approval: Chief of Police

Contents:

1. Responsibilities
2. Restrictions
3. Supervision
4. Light-Duty Assignment (Restricted)
5. Use Of Chemical Agents

POLICY: It is the policy of the Orlando Police Department to provide responsible civilian employees to handle many nonviolent crimes and service type calls. The purpose is to allow police officers additional time to handle more in-progress type calls and to perform appropriate proactive enforcement activities.

Community Service Officers shall operate by and adhere to all applicable regulations, City/Department policies and procedures, and any applicable sections of the Department's written directive system.

Individuals selected for employment as Community Service Officers shall meet the minimum qualifications for hire and complete the employment procedures listed in Attachment A. (24.05b)

CSO uniforms shall comply with the standards outlined in the current Department uniform directive, and in design shall be distinctly different from uniforms worn by sworn members. (24.05c)

PROCEDURES:

I. RESPONSIBILITIES

I.1 PRIMARY RESPONSIBILITIES

The CSO's primary responsibilities are answering calls for service and patrolling assigned areas looking for traffic accidents, parking violations, and abandoned/disabled vehicles that are blocking traffic. CSO's shall have enforcement authority at traffic scenes as outlined in FSS 318.141 for traffic control officers and traffic infraction enforcement officers. When called upon to direct traffic, CSO's shall follow guidelines in the Traffic Manual. CSO's shall also be on the lookout for any crimes in progress, and notify Communications of the location and nature of the activity without becoming directly involved. (24.04a)

1.2 ADDITIONAL RESPONSIBILITIES

When not attending to their primary responsibilities, CSO's shall patrol their assigned areas and perform activities which include, but are not limited to, those listed below: (24.05a)

- a. Spot parking and extra patrol at high traffic accident locations in an effort to deter traffic violations.
- b. Patrolling parking lots and residential neighborhoods where numerous vehicle and residential burglaries have been reported.
- c. Patrolling residential neighborhoods, marking and towing abandoned/derelict vehicles on roadways or City right-of-ways.
- d. Assisting police officers in locating lost or missing children/endangered persons.
- e. Assisting police officers as a scribe and/or runner at police command posts at major crime scenes.

1.3 OTHER DUTIES

Community Service Officers may be assigned to other duties as deemed appropriate by the Chief of Police. These duties include, but are not limited to positions in the Recruiting and Training Section, Criminal Investigations Division, and Special Operations Division. Detailed job descriptions for each position will be maintained by the respective divisions. (24.05a)

2. RESTRICTIONS

2.1 USE OF FORCE

Under no circumstances will Community Service Officers be allowed to use physical force in the performance of their duties, except as a last resort in self-defense.

Community Service Officers do not have general arrest powers; therefore, they shall not attempt or make physical arrests. If a situation arises where a physical arrest is indicated, a police officer will be summoned to the scene.

CSO's will not be used to search prisoners.

2.2 EMERGENCY OPERATION OF CSO VEHICLES

Under no circumstances shall Community Service Officers be dispatched to any calls requiring emergency operation of their assigned vehicles. Emergency lights shall only be used in close proximity to traffic accident scenes or to alert the public of roadway blockage or other potential traffic hazards when necessary.

2.3 IN-PROGRESS CALLS

Under no circumstances shall Community Service Officers be dispatched to or respond to any crime in progress. Should a CSO unit inadvertently be in close proximity to an in-progress or potentially dangerous situation, the CSO shall move to a position of safety, notify Communications of his/her location, and relay all pertinent information to Communications and/or the responding police officer.

2.4 DISTURBANCE CALLS

Under no circumstances shall Community Service Officers be dispatched to any disturbance calls involving confrontations between individuals such as family disturbances, neighborhood disputes, disorderly persons, etc. If a

confrontation occurs on any call that a CSO responds to, the CSO on the scene shall retreat to an area of safety, notify Communications, observe without becoming involved, and relay all pertinent information to Communications until a police officer arrives. The call shall then be reassigned to the responding officer.

2.5 BODY ARMOR

CSO'S assigned to nighttime duties shall wear their Department-issued body armor when in uniform.

2.6 CALLS WHERE SUSPECT IS KNOWN

Under no circumstances shall a Community Service Officer be dispatched to any call that is over with where the suspect is known to still be on the scene, or who has recently left the scene, and the suspect's return is probable. This information shall be obtained from Communications.

2.7 RESTRICTED AREAS

Communications shall dispatch CSO's to nonviolent calls and calls for service that are not located within the CSO restricted areas. The North Patrol Division Commander will supply Communications with a list of restricted CSO areas on a periodic basis.

3. SUPERVISION

A chain of command shall be established within the North Patrol Division for the Community Service Officers. The CSO supervisor shall have line authority regarding the CSO Unit's operation.

Departmental procedures concerning call reassignment shall be followed as outlined in the current issue of OP-17, Police Radio Communications.

4. LIGHT-DUTY ASSIGNMENT (RESTRICTED)

Police officers placed in a restricted-duty status may work as CSO's taking CSO criteria calls and are not to be utilized in the capacity as police officers. Restricted-duty police officers shall not be dispatched to any traffic crash that is still on the roadway, roadway obstruction, or for traffic direction.

5. USE OF CHEMICAL AGENTS

Community Service Officers shall carry an approved chemical agent in an issued chemical carrier carried right side up, while on duty. Primarily, chemical agents will only be used by Community Service Officers for their personal protection as a defensive option. CSO's shall not carry their chemical agent in an off-duty status. (4.05)

5.1 AUTHORIZED USE OF CHEMICAL AGENTS

Department-issued chemical agents may be used only in accordance with the Department's "Resistance and Response Continuum." (4.06) Good judgment and discretion and proper application of established techniques shall be exercised by Community Service Officers using chemical agents. The Community Service Officer should not attempt to handle a suspect on a hand-to-hand basis when the chemical agent can be used. The purpose of the chemical agent is to minimize assault and assault exposure time, thereby decreasing the potential for injury to the Community Service Officer as well as the suspect. Chemical agents may also be used against attacking dogs. Community Service Officers will not carry chemical agents until they have received the Use of Force policy and have received training in the policy. (4.02)

5.2 PROFICIENCY

Approval to carry the chemical agent shall be granted only to those Community Service Officers who have viewed the approved training videotape on the use of chemical agents and have completed the necessary training by the In-Service Training Unit. (4.07) The Community Service Officer shall annually participate in in-service training on the Use of Force policy and instructions as to its applicability to Community Service Officers and the use of chemical agents.

5.3 DEFENSIVE TACTICS FORM

A sworn supervisor shall respond to the scene to interview all Community Service Officers and police officers involved, any witnesses, and the suspect, and shall complete a Defensive Tactics Form in accordance with the current issue of OP-

39, Use of Force. (4.10, 4.11)

6. TRAINING REQUIREMENTS

6.1 ANNUAL TRAINING

a. Community Service Officers must show proficiency in Driver's Training. This training is to be coordinated through the In-Service Training Section.

b. The Community Service Officer will participate in in-service training on the Use of Force policy.

c. Community Service Officers will participate in the Department's Bloodborne Pathogens training and/or testing programs. (37.02)

6.2 BIENNIAL TRAINING

Community Service Officers will be certified in CPR. This training requirement can be fulfilled through the Department's In-Service Training Unit or through other Department resources with the approval of the In-Service Training Unit.

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ATTACHMENT A

COMMUNITY SERVICE OFFICERS

QUALIFICATIONS

Age: Must be 18 at date of application.

Health: Must be in good physical condition.

Eyesight: Subject to approval by City physician for motor vehicle operators.

Education: Must be a high school graduate or possess a state equivalent (GED) at date of application.

Residency: No pre-employment established residency required. Must live within a 45-minute driving radius (or 30 miles) after employment.

Driver's: Must possess a valid Florida driver's license at date of application.

License:

EMPLOYMENT PROCEDURES

Application: To be accomplished by City Personnel Department.

Written Reading comprehension, writing skills, and cognitive skills tests, to be Examination: administered by Civil Service.

Background Conducted by the Orlando Police Department to ascertain any violation

Investigation: of selection standards.

Oral Interview: Conducted by the Orlando Police Department Selection Committee, to review background information and interview performance to determine fitness for employment.

Polygraph: To verify application content and background information, to be conducted by the Orlando Police Department.

Medical Complete examination by City physician.
Examination:

Psychological Conducted by certified psychologist to determine adaptability to
Examination: community service employment.

Contact Information:

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COMMUNITY SERVICE OFFICER

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[Hiring Process](#) [Training](#)

Police Dept.

Orlando Police Dept.
P.O. Box 913
100 S. Hughey Ave.
Orlando, FL
32802-0913
[Email](#)

Police Links

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The Orlando Police Department Equal Employment Opportunity Plan

The Orlando Police Department is firmly committed to equal employment opportunity and provides for equal opportunity before and during employment with the Department for all applicants and employees regardless of race, color, religion, sex, age, national origin, political affiliation, disability, marital status, or other similar factors not job related. The Department's policy of equality of opportunity applies to all levels of employment in the Department and to all job classifications. In addition, it is the responsibility of each department manager and supervisor to give the Department's non-discrimination policy full support through leadership and by personal example. In addition, it is the duty of each employee to help maintain a work environment which is conducive to and which reflects the Department's commitment to equal employment opportunity. Every effort will be made to employ and retain disabled individuals. In compliance with the Americans with Disabilities Act of July 26, 1990, the Orlando Police Department exercises an affirmative duty to make reasonable accommodations to disabled applicants and employees so that qualified individuals can perform the essential functions of a job.

Employment Links

- [Police Communications](#)
- [CSOs](#)

En Español

Government Web Directory

ABOUT US



Community Service Officers

[Job Outline](#)

The community service officer's (CSO's) primary responsibilities are answering calls for service for crimes not in progress, patrolling assigned areas looking for traffic accidents, parking violations, and abandoned/disabled vehicles that are blocking traffic.

Purpose

The Orlando Police Department employs responsible civilian employees to handle many non-violent crimes and service type calls. The purpose is to allow police officers additional time to handle more serious criminal type calls and to perform appropriate proactive enforcement activities.

History

The CSO's were established in 1983 as a result of a recommendation of the Orlando Crime Commission Report issued on October 8, 1981, to create a non-sworn category of "service officer" for the purpose of handling "barking dog" calls and non-crime responses. In addition, the goal of the CSO program was to maintain the quality of service, but reduce personnel costs by using civilian personnel to answer non-hazardous calls for service.

Today, the CSO recruits receive 672 hours of training at the Central Florida Criminal Justice Institute conducted by Florida Department of Law Enforcement certified instructors plus a twelve week field training period conducted by veteran CSO's trained as Field Training Officers.

JOB DESCRIPTION

NOTE: The listed duties are only illustrative and are not intended to describe every function performed by this job class. The omission of specific statements does not preclude management from assigning specific duties not listed if such duties are a logical assignment to the position.

- Responds to emergency and non-emergency police calls such as criminal incidents not in progress, fires (including vehicle, residential, commercial), arsons, gas leaks/hazardous material spills or explosions, burglaries (including residential, commercial and vehicle), stolen/recovered vehicles, traffic crashes (minor crashes to traffic homicides), missing juveniles/adults, emergency road closures, traffic positions, animal complaints, abandoned/disabled vehicles, theft, criminal mischief (vandalism), forgeries, frauds, embezzlements, counterfeit currency/checks, and other economic crime related calls.
- Community service officers, while not performing primary duties, patrol in a marked CSO vehicle in residential neighborhoods, commercial areas and public parking lots as a visible deterrent to criminals, locate disabled/abandoned vehicles, parking violators or other related offenses.
- Community service officers patrol city streets, provide visible deterrence in high traffic crash areas, provide school crossing guard duties when required, and respond to general calls for assistance by members of the public.
- Investigates assigned traffic crash/incident scenes, determines public safety precautions and need for summoning additional units or authority, interviews and records detailed accounts of incident/accident investigations, witness statements, affidavits and intent to prosecute forms, prepares related reports and when applicable, after conducting an investigation, issues traffic violators with Florida Uniform Traffic Citations.

- Performs basic crime scene duties such as lifting fingerprints, collecting evidence, establishing and securing crime scenes, completing reports, photographing evidence and submitting collected evidence into property and evidence.
- Provides basic life sustaining first aid at traffic crash/incident scenes using knowledge and training techniques, directing traffic at traffic crash scenes, large events, power outages during severe weather conditions up to and including hurricanes, tornadoes and other disasters, or where otherwise needed or directed.
- May serve as a Field Training Officer (after obtaining FTO certification) for new community service officers.
- May testify in Traffic Court, Juvenile Court, depositions (including felony/misdemeanor cases), traffic infraction hearings, criminal hearings, and civil trials as required.
- Ability to respond to department call-outs in cases of emergencies and natural disasters such as hurricanes, tornadoes and floods.
- Performs various other law enforcement duties of an emergency and non-emergency nature as designated by a supervisor.
- The CSO rides solo and is expected to represent the Orlando Police Department in a professional manner. The vehicles are marked CSO vehicles and the CSO is equipped with a radio to respond to our dispatch system. They do not have arrest powers and do not respond to crimes in progress.

Knowledge, Skills, and Abilities

- Knowledge of laws, ordinances, and policies governing law enforcement in the state of Florida.
- Knowledge of investigation and identification techniques, criminal law, and criminal procedure including classification of crimes, rules of evidence, misdemeanor or felony classifications, and the seizure and processing of evidence.
- Understand, interpret, and apply laws, regulations, policies and procedures, analyze situations and make objective decisions on complicated issues; identify and take appropriate action on violations of criminal and traffic laws.
- Understand and carry out oral and written instructions during emergency and non-emergency situations.
- Maturely deal with conflict and with emotionally upset persons.
- May be exposed to armed/dangerous persons, communicable diseases, exposure to bodily fluids, blood-borne pathogens or bio-hazardous situations.
- Mentally visualize locations and routes within the City of Orlando.
- Take appropriate action which may include recommending arrest and citing suspected violators.

- Ability to deal with unusual and emergency situations, such as injured, frightened, distraught disoriented people or fatalities.
- Knowledge of city government and departmental operations, and geographic locations within the city of Orlando.
- Knowledge of the methods and practices of crime prevention, criminal investigation and identification, and basic crime scene processing techniques.
- Ability to stand and walk for extended periods of time and to sit for several hours while operating a CSO vehicle.
- Ability to work in inclement weather conditions.
- Ability to wear issued bullet resistant body armor and chemical agent while performing the duties of a CSO.
- Ability to establish and maintain effective working relationships with department officials, employees, members of other agencies, and with the general public.
- Ability to communicate effectively, both verbally and in writing.
- Ability to draw diagrams of accident scenes.
- Maintain a mental capacity which allows for the exercise of sound judgment and rational thinking under strenuous and hectic circumstances; evaluate options and alternatives and choose an appropriate and reasonable course of action; and demonstrate needed intellectual capabilities during testing and training.
- Ability to lift and operate a fire extinguisher.
- Ability to operate a two-way radio and a motor vehicle.

QUALIFICATIONS

- Age:** Must be 18 at date of application.
- Health:** Must be in good physical condition.
- Eyesight:** Subject to approval by City Physician for motor vehicle operators.
- Education:** Must be a high school graduate, or possess a state equivalent (G.E.D.) at date of application. No pre-employment established residency required.
- Residency:** Must live within a 45 minute driving radius (or 30 miles) after employment.
- Driver's License:** Must possess a valid Florida driver's license at date of application.
- Standards:** Must be of good moral character; no felony convictions or misdemeanor convictions involving moral character, perjury or false statements. Must be able to meet our very restrictive drug standard.

EMPLOYMENT PROCEDURES

- Application:** To be processed by the Police Department.
- Written Examination:** Reading comprehension, writing skills, and cognitive skills test, to be administered by Civil Service.
- Background Investigation:** Conducted by the Police Department to determine any violation of minimum standards.

Conducted by a Police Department Selection

- Oral Interview:** Committee, to review background information and interview performance to determine suitability for employment.
- Polygraph:** To verify application content and background information, to be conducted by the Police Department.
- Medical Examination:** Complete examination by the City Physician.
- Psychological Examination:** Conducted by a certified psychologist to determine adaptability to community service employment.

BENEFITS

- Hours:** 40 hours per week – rotating shifts (day shift and evening shift, including weekends).
- Advancement:** Opportunities for advancement and experience in specialized facets of the law.
- Personal Leave:** Three weeks paid per year.
New Years Day, Dr. Martin Luther King Day, Independence Day, Christmas Day and two floating holidays. Members working approved holidays may elect to take double pay or choose to take another day off.
- Holidays:** New officers are fully provided with uniforms and other equipment.
Members are encouraged to obtain an Associates, Baccalaureate, or Masters Degree from area colleges and Universities.
- Uniforms:**
- Educational Opportunities:** Members attending college may be reimbursed the cost of tuition, up to \$1,400 annually.
Members are provided paid life and health insurance. Dependent coverage is available at a minimal cost.
- Insurance:**
- Career Development and Educational Incentives** Monies are available for job related courses and for the attainment of a college degree.
When off-duty, officers will receive the greater of two hours paid overtime, or the actual amount of time present in court for a duty related case, as prescribed by current Department policy.
- Court Time:**
- Life Insurance** Coverage equal to the member's basic annual salary is provided effective on the date of hire. Members may retire with 25 years of service and collect 62.5 percent of their average salary from the last three years. Vested rights after 5 years of service.
- Retirement** Civilian members will contribute 3 percent of their pension income to the D.C. (Defined Contribution) plan each pay period.
- Pension Plan**
- Paid Military Leave** For members serving their annual Military Reserve or National Guard obligation.

SALARIES

- Starting Salary:** \$24,086.40, pay increase after one year (plus 70 cents per hour differential pay for evening shift), as of October 1, 2000.
 - Overtime Pay:** Members working overtime will be compensated at time and one half rate; may elect to take that in pay or compensatory time
 - Longevity/Bonus Pay**
- | | |
|--|------------|
| Based on years of service, paid in October | Annually |
| 0 - 4 years | \$0.00 |
| 5 - 9 years | \$400.00 |
| 10 - 14 years | \$700.00 |
| 15 - 19 years | \$1,000.00 |

20 - 24 years	\$1,200.00
25 years and over	\$1,500.00

HIRING PROCESS

Each selected applicant must successfully complete the following:

1. Written Civil Service exam
2. Polygraph examination
3. Background investigation
4. Panel Interview
5. Conditional Job Offer
6. Medical examination
7. Psychological evaluation

TRAINING

New employees are required to sign a two-year working contract. If the contract is not fulfilled, the City will collect the cost of training at a prorated rate.

Upon appointment as a CSO recruit, you will attend the Police Academy as a paid employee. The high standards and intensive training in the following areas will help in preparation for your new career:

- | | |
|-------------------|------------------------|
| Florida Law | Traffic Direction |
| Rules of Evidence | Economic Crimes |
| Patrol Techniques | Report Writing |
| Burglaries | Accident Investigation |
| First Aid | And more |

Each academy graduate will be assigned to a CSO Field Training Officer who will instruct the trainee on the practical application of what has been learned thus far. During this 12 week field training program, the new officer will be instructed, observed and evaluated on a daily basis.

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