

MILWAUKEE POLICE DEPARTMENT

COMMUNITY SERVICE OFFICER



PROGRAM MANUAL

February 17, 2025

Administration Bureau



MILWAUKEE POLICE DEPARTMENT

Community Service Officer Program

Community Service Officers

The Milwaukee Police Department's Community Service Officer (CSO) program was established in August 2016. CSOs are non-sworn members of the Milwaukee Police Department and are essential components of the department's efforts to provide quality service to the residents of Milwaukee. This program manual will identify the essential functions and duties of CSOs and the responsibilities of their supervisors.

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General Duties and Responsibilities

CSOs are intended to support the Patrol Bureau and Criminal Investigation Bureau by responding to low priority and non-emergency calls for service. CSOs will also assist with other functions that do not require an officer's response. CSOs shall contribute to the Milwaukee Police Department's mission statement by assisting with community engagement functions, special events, crime prevention initiatives, and other tasks as determined by their commanding officers. The CSO program is intended to supplement the efforts of officers in the field and to reduce the number of non-emergency calls to which law enforcement members must respond. CSOs shall not be used to book prisoners. This does not preclude supervisors from assigning them to assist officers with certain administrative functions, such as auditing, servicing and maintaining equipment, and assisting with Internal Affairs Division and accreditation requirements.

Supervisors shall use their discretion when assigning tasks to CSOs, however, their safety, training, and ability to complete tasks should always be considered. The following is a list of tasks that CSOs can regularly perform. This list is not intended to limit their duties and responsibilities.

- Respond to non-emergency calls for service where there is no known suspect and no indication of risk to the responder (e.g., property damage, theft, and abandoned / recovered property).
- Take photographs, collect physical evidence, and file appropriate reports. CSOs shall not inventory firearms, hazardous materials, or contraband.
- Respond to traffic hazards and resolve them safely or direct traffic until the hazards have been mitigated.
- Direct traffic at special events, fires, traffic accidents, and other incidents as directed by a supervisor.
- Alert the dispatcher to crimes in progress and potentially hazardous situations, minimizing personal risk and risk to others while being a good witness.
- Assist in low-risk scene security under the direction of a supervisor, police officer, or detective to prevent the entry of unauthorized persons.
- Administer first aid, as necessary, to the extent that they have been trained at the Training Division.
- Testify in court when subpoenaed.
- Serve subpoenas.
- Assist in Line-Ups.

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

Training and Development

Basic Training

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

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

In the event a CSO misses training or fails to meet the required training objectives, the training director shall provide that information to the commanding officer of the Administration Bureau. CSOs that miss training for any reason or cannot meet the required training objectives are subject to termination.

Field Training

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

District or bureau commanders made aware of substandard performance by CSOs shall immediately review all of their evaluation reports to determine patterns of performance deficiencies and any corrective measures taken. The district or bureau commanding officers shall promptly notify the training director in writing with recommendations to

provide remedial training, extend field training, and/or CSO reassignment to another district/bureau for training purposes. The training director shall review all written recommendations and notify the commanding officer of the Administration Bureau.

Extension of field training beyond the initial eight-week period will be at the discretion of the training director and the commanding officer of the Administration Bureau. In the event that field training is extended for an individual CSO or a class of CSOs, the training director shall inform the district or bureau commander as soon as practicable of the training objectives and timeline to train the CSO(s) to an acceptable level. All pertinent documentation shall be forwarded to the commanding officer of the Administration Bureau for review and approval.

Weeks One through Four: Field Training with a Training Officer

Week 1 will consist of orientation in which the CSO will work with a police officer. During this period, the CSO will be acclimated to patrol related duties and shall be allowed to participate in calls for service. Emphasis during the orientation period shall be on officer safety and will not be subject to evaluation.

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

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

policing; and

- Assist community liaison officers and community prosecution officers with nuisance property investigations.

The training officer will teach the CSO how to conduct proper and thorough investigations, interview witnesses, and file reports properly. The training officer will review all of the CSO's reports thoroughly and prepare them for solo patrol as if the CSO was an officer in training (OIT). During this period, the CSO will be subject to daily observation and evaluation. The training officer will document the CSO's progress on a daily basis and submit their observations on the *Community Service Officer Report* using the ACADIS system.

Weeks Five through Seven: Crime Scene Trained (CST) Field Training

Weeks 5 through 7: During this time, the CSO will conduct a three week ride along with a Crime Scene Trained (CST) police officer and will be subject to daily observation and evaluation. A CSO shall work a minimum of fourteen (14) days during this period with the CST police officer. If the CSO's previous training officer was a CST police officer, the CSO will continue to work with the same officer if staffing permits. During this portion of field training, the CST police officer's primary focus will be to guide the CSO in forensic evidence collection, photographing basic crime scenes, video recovery, latent print processing and recovery, and how to properly file CST related reports.

Week Eight: CSO Training Provided by a Senior CSO

CSOs will ride along with senior CSOs, or a designee, during week 8 of field training. The senior CSO will respond to calls for service and assist the new CSO with conducting proper and thorough investigations.

On-Going Training and Development

The training director is responsible for the continuing training and education of CSOs. The training director shall establish training requirements for CSOs pursuant to SOP 082 - Training and Career Development. With reasonable notice to commanding officers, the training director will require CSOs to attend in-service and specialized training sessions or the specific parts thereof that relate to their duties. The training director shall require CSOs to attend at least one eight-hour training session per year designed for their position. The training director shall maintain the training records of CSOs in the same manner as those of sworn officers.

Work location supervisors are responsible for the training, conduct, and efficiency of the members under their authority per SOP 005.10 (Rank Structure of the Milwaukee Police Department). Work location supervisors are also responsible for recommending that members receive remedial training when the need has been identified per SOP 082.30. Although the training director is responsible for the formal training of CSOs, supervisors

and other members of the department should always engage in on-the-job development opportunities, coaching, and mentoring to ensure CSOs are meeting expectations.

Uniforms, Equipment, and Appearance

Uniforms and Appearance

The commanding officer of the Administration Bureau will determine the number and type of uniform garments initially issued to CSOs and an acceptable replacement schedule. While on duty, CSOs shall wear their department issued uniforms and have their department issued identification cards in their possession at all times. CSOs in good standing are eligible to request additional uniform pants and shirts at the end of their first year of service at no personal cost. If a CSO wishes to purchase additional uniform items, they must be approved by the quartermaster at the Training Division per SOP 340.20(I) – Optional Personal Purchase Items.

CSOs shall adhere to department grooming standards in accordance with SOP 340 – Uniforms, Equipment, and Appearance.

Issued Equipment

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

CSO Field and Patrol Operations

CSOs are representatives of the City of Milwaukee and the Milwaukee Police Department, and shall conduct themselves in a professional manner. They shall treat citizens and colleagues with dignity and respect, and shall be fair and impartial in the performance of their duties (Code of Conduct, 5.00 – Respect). CSOs are not police officers and shall not be assigned to duties that place them at unreasonable risk of harm. They have no authority to enforce the statutes of the State of Wisconsin or the ordinances of the City of Milwaukee.

Duty Assignments and Calls for Service

Upon reporting for duty, CSOs shall check-in with a supervisor and attend roll call. After a period of off days, CSOs shall ensure they read the roll call items for each day they were not on duty. If CSOs are not assigned responsibilities by a supervisor or other

members tasked with overseeing their duties, they shall place themselves in service subject to calls from the dispatcher.

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

Examples of calls for service to which CSOs might respond:

Event Type	Response Parameters
Property Found / Recovered	Except firearms, illicit drugs, hazardous material, contraband
Motor Vehicle Accident	Officers on-scene, traffic control, other assistance
Entry Vehicle	No suspects named, observed, or described
Property Damage	No suspects named, observed, or described
Theft	No suspects named, observed, or described

In addition to calls for service, CSOs should be assigned to assist members at special events, during community outreach, and in limited administrative functions. In high-risk situations involving CSOs, members of the DEC will immediately dispatch sworn members and alert responding officers to CSOs' locations to ensure their safety and the efficient coordination of resources.

CSOs Flagged Down or Summoned for Assistance

CSOs who encounter suspects or persons who are injured or in crisis, or hazards in the performance of their duties, shall call for a squad to assist; render aid; or disengage from threats to their safety. If they are summoned for assistance or happen upon crimes, hazards, or emergency situations, they shall identify themselves as CSOs with no police powers and do all of the following that apply:

- Identify dangerous situations and minimize immediate risks to themselves and citizens by disengaging if appropriate and directing others to safety.
- Notify the dispatcher of the nature and location of the incident and remain in a safe place until the arrival of police members.
- Call for medical assistance and provide first aid to the extent of their training and

abilities.

- Request a member of the Crisis Intervention Team (CIT) or the Crisis Assessment Response Team (CART) if they suspect that a person is undergoing a mental health crisis.
- Secure evidence when safe to do so by staying near and minimizing unnecessary or unsafe handling of items.
- Remain at the scene, if safe, or return to the scene when rendered safe to provide information and support to emergency responders.
- Document observations and actions in their official memorandum books in order to complete reports and provide information to responding officers and medical personnel.
- Be a good witness.

Investigations, Property, and Reports

CSOs shall adhere to department policies and their supervisor's directives regarding filing incident reports and other documentation. They shall thoroughly investigate the incidents to which they are assigned or happen upon. They shall record statements; their observations; and write professional, accurate, and truthful reports. CSOs shall not ordinarily file reports on overtime; however, supervisors can use their discretion to allow the use of overtime consistent with their commanding officer's directives.

CSOs shall properly safeguard, collect, and inventory evidence or property for safekeeping coming into their possession and refer to SOP 560.15 – Property. CSOs shall not inventory firearms, hazardous materials, or contraband. When encountering firearms, hazardous materials, or contraband in the field, CSOs shall immediately notify a dispatcher, who shall dispatch a police member to the location.

If a CSO investigation leads to the development of a suspect or the need for follow-up, the investigating member shall notify a supervisor who shall either allow the CSO to conduct follow-up, or reassign the assignment to a police officer or detective. CSOs shall neither attempt nor be assigned to locate or interview suspects under any circumstances. When individual CSOs display proficiency in investigations, reports, and effective decision-making in the field, commanding officers can determine specific assignments and follow-up they can complete.

Use of Department Vehicles

All provisions of SOP 640 – Department Owned Vehicles and Property apply to CSOs. CSOs shall follow proper vehicle sign-out procedures (SOP 640.05(G)) and shall conduct vehicle inspections prior to and at the end of their tours of duty (SOP 640.10(A)). Although

they may operate vehicles equipped with emergency lights, they may not activate the blue and/or red emergency lights or sirens except in emergency situations, for their safety or the safety of others, or traffic control.

CSOs shall not be assigned to drive marked vehicles absent exigent circumstances and shall not operate vehicles equipped with firearms while performing duties in the field. If CSOs are assigned to operate a vehicle in which there is a firearm, a supervisor or sworn officer shall remove and store the weapon in an armory or other appropriate place designated by their commanding officer.

Supervision and Oversight

CSOs will be assigned to the Patrol Bureau or Criminal Investigations Bureau after completing basic training unless otherwise assigned by the Chief of Police. Commanding officers shall administratively assign CSOs to a supervisor for the purposes of frontline supervision, employee development, and performance evaluations. Supervisors shall monitor CSOs as they do all other employees working in the field to ensure their efforts are aligned with the objectives of the work location and the Milwaukee Police Department. Supervisors shall ensure that CSO assignments are appropriate and do not place them at unreasonable risk of harm. Supervisor shall take into account the nature of the assignment, the CSO's training, experience, and individual abilities as demonstrated by their performance. As with other members of the department, such as police aides, probationary police officers, and new-hires, supervisors can assign non-supervisory members to guide and oversee the work of CSOs, but this does not relieve them of their management and formal leadership responsibilities.

A handwritten signature in black ink, appearing to read 'J.B.N.' with a stylized flourish extending to the right.

JEFFREY B. NORMAN
CHIEF OF POLICE

JBN:mfk