

Procedure

11.6

EFFECTIVE
DATE

4-30-20

Eugene Police Department



Community Service Officers

11.6.1 PURPOSE AND SCOPE

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

11.6.2 RESPONSIBILITIES AND PROCEDURES ALL PERSONNEL

A. Dispatched call response

1. When available for street support, CSOs will respond to calls involving accidents, traffic hazards, safety hazards, disabled vehicles, parking violations, certain residential burglaries, or any call where a police officer's presence is not required.
2. CSOs are not assigned to specific beats, or sectors, and will be available for response city-wide.
3. Although it is more desirable to send a CSO to certain calls, no pending call for service is CSO-exclusive. Communications should follow its normal policy for dispatch of calls, rather than waiting for the availability of a CSO.
4. CSOs may be dispatched or respond to calls where investigative follow-up will be required, such as property crimes with suspect information (not personally known to the caller) or the location of stolen property. They are not expected to conduct follow-up on locating a suspect.
5. CSO's may complete forgery/fraud 9-log reports where the suspect is known or unknown to the victim. They are not expected to conduct follow-up on locating a suspect.
6. CSOs may be dispatched to calls of found/abandoned weapons or controlled substances.
7. CSOs may be dispatched to support police activities if the area of operation for

the CSO is safe.

8. CSOs will not be dispatched to, or respond to, calls involving disputes, weapons, or any call where a physical confrontation is likely, or a suspect is on scene or likely to return.
4. CSOs will not be dispatched to or respond as the primary unit to calls involving violations of law where enforcement action may be required at the scene, except for parking and other minor city ordinance violations.
9. Due to the nature of their assignment and other pending duties, when clear, CSOs do not have to request permission from Communications to respond to Police Headquarters. However, CSOs working the street will clear their Code 7 through Communications.
10. To clear a CSO, dispatch will first call the CSO on the air to get their attention prior to dispatching them to the call.

B. Specific street support duties

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

1. *Found property calls:* CSOs will respond to all property-related calls placed on the 9-log by Communications. CSOs will check this log on a daily basis and handle as time allows.
2. *Drug Drop Box:* CSOs will follow current procedures to monitor and empty the drug drop box in the lobby of EPD headquarters.
3. *Guardian Trailer System:* CSO's will follow current procedures to deploy and monitor the trailer system
4. *Found Property Received at Records:* CSOs will follow current procedures to receive and return found property.

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

The telephone/lobby report-taking function is staffed primarily by CSOs, and secondarily by light-duty officers. When modified/light-duty officers are available to staff the desk, CSOs should generally be in the field. For more information about the telephone/lobby reporting function refer to *Procedure 11.5 – Telephone Lobby Report Taking Desk or Desk Officer*.

D. Prevention/Community Services

CSOs can assist the Community Engagement Team to coordinate prevention and community services for the department.

E. Special events

CSOs may be detached from their normal duties and be available for special events, with command staff approval.

F. Uniforms and equipment

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

G. Vehicles and vehicle operation

1. CSOs are assigned and will generally drive marked trucks when working a street assignment.
2. CSOs will not respond in an emergency response mode to any call.
3. CSOs will obey all traffic laws except for those which they must violate to perform their duties.
4. CSOs will utilize the emergency equipment in their vehicle (lights and/or siren) when operating in a manner that violates traffic laws, unless doing so would needlessly cause confusion or create a safety hazard.

H. Supervision

CSOs are under the direction and supervision of the Operations Support Lieutenant. During street assignments, they will also be under the operational direction of on-duty patrol supervisors and the Watch Commander.

Chris Skinner
Chief of Police