

WINTER HAVEN POLICE DEPARTMENT

GENERAL ORDER 45.3

COMMUNITY SERVICE OFFICER PROGRAM

ACCREDITATION STANDARDS: CALEA 16.4.1; CFA 18.12

EFFECTIVE: AUGUST 30, 1996

RESCINDS: G.O. 45.3 February 21, 2013 and all applicable Amended/Temporary Orders prior to January 5, 2018

LAST REVISED DATE: January 5, 2018

CONTENTS

This General Order contains the following numbered sections:

- I. The Community Service Officer Program
 - II. Responsibilities
 - III. Training
 - IV. Definition
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POLICY

It shall be the policy of the Winter Haven Police Department to maintain a Community Service Officer (CSO) Program that enhances the quality of customer service to the citizens of Winter Haven. The CSO program allows sworn members additional time to handle in-progress type calls and to perform appropriate proactive enforcement activities. CSOs are non-sworn members employed to provide services to the citizens. (CALEA 16.4.1a)

PURPOSE

The purpose of this General Order is to establish guidelines and responsibilities for the Department's Community Service Officer Program. The Community Service Officer Program is comprised of civilian personnel who have no sworn law enforcement arrest authority. (CFA 18.12a)

DISCUSSION

The Winter Haven Police Department recognizes that many functions traditionally performed by sworn members can be performed efficiently by specially trained civilian members. CSOs are one example of civilian members who receive job-specific training allowing them to perform a variety of functions throughout the agency. (CFA 18.12b)

SCOPE

This General Order shall apply to all Department members.

PROCEDURES

I. The Community Service Officer Program

- A.** The Community Service Officer Program is under the administrative control of the Uniform Services Bureau Commander and they shall designate a lieutenant and/or Sergeant as the direct supervisor
- B.** The concept of the Community Service Officer Program is to:
 - 1. Provide non-emergency police services.
 - 2. Reduce the response time for calls.
 - 3. Assist in crime prevention programs, general information concerning Police Department services and working with the youth of the community.

II. Responsibilities (CFA 18.12a)

- A.** The CSO shall respond to a series of requests for police services.
- B.** The CSO will **not** respond to complaints concerning:
 - 1. Loud noise coming from establishments that serve alcoholic beverages.
 - 2. Loud noise that could be a domestic disturbance.
 - 3. Homicides
 - 4. Robberies
 - 5. Sexual Batteries
 - 6. Battery
 - 7. Assault

(Note: except to assist with crime scene investigation)

- C.** Community Service Officers shall respond to the following request for police service: (CFA 18.12a)
 - 1. Found/lost property
 - 2. Funeral escorts
 - 3. VIN verifications
 - 4. Faulty equipment checks
 - 5. Highway obstruction/disabled vehicles
 - 6. Various city ordinance violations

7. Animal complaints
8. Water ban violations
9. Missing person reports/no foul play suspected
10. Directing Traffic
11. Abandoned vehicles
12. All thefts where no suspect(s) are present.
13. All criminal mischief where no suspect(s) are present.
14. Traffic Crashes with no injuries.
15. All burglaries which include residential, commercial, structure and conveyance where no suspect(s) are present.
16. Recovery of stolen vehicles
17. Vacation patrol requests
18. Special Events to include but not limited to: (CFA 18.12a)
 - a. Parades
 - b. Traffic control for sporting or other City events
 - c. Participation in safety awareness events
 - d. Seasonal events such as the Citrus Classic or Walk Rock and Run
19. Fingerprinting
20. Forgeries
21. Theft of identity
22. This list is not intended to be an all-inclusive listing for service calls handled by CSO.

III. Training (CFA 18.12b)

- A. All individuals selected as Community Service Officers shall receive and successfully complete training as documented in the Community Service Officer Field Training Manual and any other training offered. This training shall be documented by the Assistant Field Training Commander.

IV. Definition – NONE

APPROVED 

Charles E. Bird
CHIEF OF POLICE