



GENERAL ORDER

MINOCQUA POLICE DEPARTMENT

SUBJECT: COMMUNITY SERVICE OFFICER

SCOPE: All Department Personnel
DISTRIBUTION: General Orders Manual

REFERENCE:

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CSO

PURPOSE: The purpose of this General Order is to outline the organization of the Community Service Officer of the Minocqua Police Department and to establish the duties and responsibilities of the position.

This General Order consists of the following numbered sections:

- I. POLICY
- II. PROCEDURES

I. POLICY

- A. It is the policy of the Minocqua Police Department to staff a Community Services Officer position with a part-time limited term civilian personnel, who shall assist the Department with various support and service duties.

II. PROCEDURES

A. Position Organization

- 1. The Community Service Officer is a position of the patrol division of the Minocqua Police Department, and as such, is under the overall command of the Lieutenant.
- 2. The position is overseen by an Oversight Committee consisting of 3 full-time employees of the Department; the Community Service Officer Coordinator, the Community Service Officer Supervisor and Community Service Officer Commander.

B. Position Definitions and Responsibilities

1. The Community Service Officer Commander is the rank of Lieutenant, who is responsible for the overall management of the position. The Community Service Officer Supervisor is the Lead Tele-communicator. The Community Service Officer Coordinator is the Department Confidential Secretary.
2. The Community Service Officer Coordinator is responsible for the day to day operations of the Community Service Officer. The Community Service Officer Coordinator is responsible for scheduling, general oversight of the Community Service Officer and other tasks as assigned by the Community Service Officer Commander or Community Service Officer Supervisor.
3. The Community Service Officer Supervisor is responsible for the following:
 - Developing the CSO hiring/selection process
 - Interviewing CSO applicants & being involved in hiring/selection decisions
 - General oversight and policy decision making involving the operations of the Community Service Officer
 - The Community Service Officer Commander shall consult with the Community Service Officer Supervisor in decisions that greatly affect the overall operation of the Community Service Officer however the Commander will possess the final decision
4. The Community Service Officer is a part-time limited term civilian employee with duties relating to ordinance enforcement, traffic control, animal control, parking enforcement, and other support and service duties.

C. Uniforms and Equipment

1. The Community Service Officer shall be provided with two long-sleeve and two short sleeve yellow Polo shirts with the Community Service Officer Department Patch across the left chest and the letters "CSO" on the back. The CSO shall also be provided with a jacket. The CSO shall be allowed to choose whether to wear a short or long sleeve shirt or whether to wear a jacket or not, based on their own individual comfort level. The CSO shall wear black BDU style pants and black shoes or boots.
2. The CSO shall wear department-issued duty belts and duty gear while on duty.
3. No CSO may wear or carry any department-issued uniform items or gear (including duty belts and department-issued OC spray) while off duty, except when directly in transit to or from duty.
4. No CSO may ever carry any type of badge or ID while on duty or in uniform, except for official, authorized department-issued items of this nature.
5. No CSO may ever wear any item marked "police" or "sheriff" or that would otherwise identify the wearer as a law enforcement officer while on duty or in uniform, unless such item is issued to them for temporary use by a police officer.
6. No CSO may wear any uniform item or carry any duty gear or equipment that is not department-issued or specified in this policy, without prior approval from the position Commander.
7. The CSO is strictly prohibited from carrying any weapon or restraint device when on duty or in uniform. This includes, but is not limited to: firearms, saps, gloves with lead or metal inserts, kubaton-type devices, brass-knuckle type devices, Tasers, blackjack-type devices, control devices, handcuffs, thumb cuffs, and flex cuffs.

The only exceptions to this section are that the CSO is allowed to carry Department-issued OC pepper spray, to be used for defense against vicious animals, after the CSO has been officially

certified as completing a WI-state certified DAAT instruction course through a certified WI college, taught by a certified WI DAAT instructor.

The CSO who has been officially certified as completing a WI-state certified DAAT instruction course through a certified WI college, taught by a certified WI DAAT instructor, and has completed bite stick training and been approved for baton carrying, may carry a department-issued baton for defense against vicious dogs.

A copy of proof of the CSO's DAAT completion must be on file in the CSO's personnel file before the CSO is issued and allowed to carry OC pepper spray and/or a baton.

8. The CSO shall only wear departmental issued ball caps during inclement weather or during periods of extended exposure to the sun. Black winter hats shall be worn at the discretion of the CSO.
9. The CSO shall adhere to the department standards for personal appearance.

D. Dispatching and Radio Numbers

1. The CSO shall be assigned the radio number 345.
2. The CSO shall be dispatched by radio or telephone to designated call types, as specified in this policy.

E. Call Types and Duties

1. The CSO shall not be dispatched to any call or incident in which there is an evident threat of violence or danger due to a human threat.
2. The CSO shall not be dispatched to calls involving alcohol or drugs.
3. The CSO shall not be dispatched to any call that would evidently require a physical arrest, or enforcement action other than a simple ordinance citation or parking citation.
4. The CSO shall not respond to any call for service unless assigned to them by the on duty tele-communicator.
5. The CSO shall conduct patrol operations in an ethical, moral, and legal manner at all times. The CSO's primary patrol duties are to ensure security of homes and parks a like, zoning ordinance enforcement, parking enforcement, animal control, and frequent foot and bicycle patrols to promote positive community awareness and support as defined by the mission and core values of the Minocqua Police Department.
6. The CSO may be assigned to other tasks as deemed by the on duty tele-communicator or department administration. i.e. Traffic Control, Crossing Guard, Errand Calls, etc.

F. Vehicle Operations

1. The CSO is allowed to operate departmental vehicles for patrol purposes, for transporting items/equipment, and for moving departmental vehicles from one location to another.
2. The CSO shall use the Town of Minocqua's marked vehicle for patrol purposes, unless authorized to operate a marked squad car or other Town vehicle for patrol by a supervisor or by the unit commander.
3. The CSO shall operate the authorized emergency vehicles in accordance with, and observe all traffic laws, with the following exceptions:
 - a) The CSO may park in violation of state statutes regarding parking/stopping/and standing,

with emergency lights operating, when required to do so by the nature of their duties (e.g. traffic control, parking enforcement, dealing with a traffic hazard or crash, etc...).

- b) When conducting escorts, the CSO shall follow statute restrictions governing escorts and shall be conducting the escort with a full-time sworn patrol officer. The CSO may proceed through stop signs or red stop lights when conducting a funeral or wide load escort, when the CSO is: operating the emergency lights of the vehicle, is proceeding slowly through the stop sign or traffic signals, is operating the siren when proceeding through a stop sign or traffic lights, ensures that there are no oncoming vehicles, and is driving with due regard.
- c) The CSO may use the emergency lights when they are changing the position of their vehicle at an incident scene, when required to do so by the circumstances of the scene.

The CSO may only use their emergency lights under these circumstances when traffic conditions require them to do so to either move traffic out of their way, or to give proper warning to oncoming traffic.

- d) Other than the above mentioned exemptions, the CSO must obey all traffic laws and may not operate their emergency lights or sirens.

G. CSO Authority

1. The CSO has the authority to issue ordinance citations and Town parking citations. The CSO does not have the authority to issue state Uniform Traffic Citations, state misdemeanor citations, or to make physical arrests.
2. The CSO has the legal authority to direct and control traffic, but does not qualify as a "traffic officer" under WI state law.
3. The CSO has the legal authorities and powers under Town ordinances granted generally to Town employees, except those authorities reserved to law enforcement officers or reserved to specific Town officers or positions.
4. The CSO has the legal authority to operate an authorized emergency vehicle, as subject to the restrictions enumerated in this policy.
5. The CSO has the authority to seize illegal items from persons that they come into contact with (e.g. seizing cigarettes from a juvenile), if they can safely do so without using force or incurring a violent confrontation. If such a seizure would not be able to be accomplished without force or violence, the CSO must contact a police officer to seize the illegal items.
6. The CSO shall not have the authority to detain or take into custody any person. The CSO is prohibited from the use of any physical force or physical control of a person, including the pursuit, whether by vehicle or on foot, of fleeing persons.
7. The CSO shall have the powers granted to Humane Officers under WI state law.
8. The CSO shall have the authority to run checks with Dispatch for driver's license records, warrant checks, probation/parole status, and for VIN and license plate records.

The CSO shall not have the authority to run criminal histories, or to access law-enforcement sensitive or restricted information. If the CSO has a legitimate need for such information, they must request that an officer obtain the information for them.

9. The CSO will have access to Department records and reports, insofar as they require access for legitimate duties. The CSO will have access to the New World RMS system, and will be allowed to complete incident reports through the New World system (with the exception of parking citation reports, which will be completed through the use of paper report forms).

10. The CSO may **NOT** stop or attempt to stop a vehicle, except through the means of routine traffic controls signals as part of legitimate and necessary special manual traffic control activity, for any kind of violation. The CSO is not authorized to enforce traffic law and may not engage in traffic stops.

H. Supervision and Disciplinary Action

1. General supervision and management of the CSO shall be provided by the Community Service Unit Commander and Supervisor.
2. Officers and tele-communicators on duty will directly supervise the CSO when he/she is working.
3. The CSO is required to obey any and all lawful orders of a Town police officer, or the lawful orders of any other law enforcement officer with whom the CSO is working, if an officer from another agency is assisting the MPD, or the CSO is assisting an officer from another agency.
4. Any disciplinary action shall follow Minocqua Police Department General Orders.
5. Any acts of insubordination, rule/policy violations, violations of the law, or other improper acts by the CSO shall be reported by the officer or tele-communicator observing or having become aware of such an act to the Community Service Officer Commander (via email if off duty), as well as the on-duty supervisor or duty command supervisor.
6. The CSO is fully subject to all provisions of the MPD Manual of Rules.

I. CSO Hiring/Selection Process

1. Will be decided in the form of a written directive by the Community Service Officer Supervisor.

J. Use of Force Against Animals

1. The CSO shall strictly follow the guidelines outlined in the Minocqua Police General Order on Use of Force. The Community Service Officer is allowed to use the maximum amount of force they are certified to use through Wisconsin Training and Standards.

David J. Jaeger

David J. Jaeger
Chief of Police

This General Order cancels and supersedes any and all written directives relative to the subject matter contained herein.

Initial 02/01/2017