

“Keep Orlando a safe city by reducing crime and maintaining livable neighborhoods.”

ORLANDO POLICE DEPARTMENT POLICY AND PROCEDURE

1107.5, COMMUNITY SERVICE OFFICERS

EFFECTIVE DATE:	1/9/2024
RESCINDS:	P&P 1107.4
DISTRIBUTION GROUP:	CSOs
REVIEW RESPONSIBILITY:	EAST PATROL DIVISION COMMANDER
ACCREDITATION STANDARDS:	4, 7, 18
RELATED LAWS:	N/A
RELATED POLICIES:	N/A
CHIEF OF POLICE:	ERIC D. SMITH

CONTENTS:

1. PURPOSE
2. POLICY
3. DEFINITIONS
4. PROCEDURES
 - [4.1 Responsibilities](#)
 - [4.2 Use of City Vehicles](#)
 - [4.3 Restrictions](#)
 - [4.4 Supervision](#)
 - [4.5 Annual Driver’s Physicals](#)
 - [4.6 Use of Chemical Agents](#)
 - [4.7 Training Requirements](#)
5. FORMS AND APPENDICES

1. PURPOSE

This directive outlines procedures and guidelines for Community Service Officers to successfully complete their tasks.

2. 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 (CSOs) shall operate by and adhere to all applicable regulations, City and Department policies and procedures, and any applicable sections of the Department's written directive system and the current labor contract.

Individuals selected for employment as Community Service Officers shall meet the required qualifications for hire and successfully complete the Department's hiring process outlined in P&P 1609, Hiring and Terminating Civilian Employees. The CSO uniforms shall comply with the standards outlined in the department Policy 1624, Uniforms. The CSO uniform design shall be distinctly different from uniforms worn by sworn members.

3. DEFINITIONS

N/A

4. PROCEDURES

4.1 RESPONSIBILITIES

4.1.1 PRIMARY RESPONSIBILITIES AND AUTHORITY

The Community Service Officers' primary responsibilities are answering calls for service, directing traffic, traffic enforcement and patrolling assigned areas looking for traffic accidents, parking violations, and abandoned/disabled vehicles that are blocking traffic. CSOS shall have traffic control and traffic crash investigation authority as outlined in [Florida Statute 316.640\(3\)\(b\)](#). (24.06a) CSOs shall follow the guidelines in the Orlando Police Department Traffic Operations Manual. CSOs 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.

- a. Restrictions: Under no circumstances will CSOs be allowed to use physical force in the performance of their duties except in self-defense.

CSOs do not have general arrest powers: therefore, CSOs shall not attempt to make physical arrests, detain individuals, or initiate traffic stops of any kind. If a situation arises where a physical arrest is indicated, a police officer will be summoned to the scene. CSOs shall not be used to search prisoners.

- b. Use of Notary Public Powers: A CSO who has full notary powers will be restricted to performing the same notary functions as sworn police officers while on duty and no fee will be charged. A CSO using his or her full notary powers while off duty will be solely liable and must comply with all the laws set forth in Florida State Statute Chapter 117, Notaries Public.
- c. Reserve/Auxiliary Officer Status: A CSO shall not act in the capacity of a sworn Reserve/Auxiliary Police Officer with the Orlando Police Department or any other police agency.
- d. Body Armor: CSOs shall wear their department issued body armor as outlined in Policy 1624, Uniforms.

4.1.2 ADDITIONAL RESPONSIBILITIES

When not attending to their primary responsibilities, CSOs shall patrol their assigned areas and perform activities, which include, but are not limited to, those listed below:

- a. Parking at highly visible locations and providing 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 obviously abandoned or derelict vehicles on roadways or City rights-of-way.
- 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.

4.1.3 OTHER DUTIES

CSOs may be assigned to other duties as deemed appropriate by the Chief of Police. These duties, but are not limited to, positions in the Recruiting Unit, Training Section, Criminal Investigations Division, and Special Operations Division. Each respective Division will maintain a detailed job description for each position.

4.2 USE OF CITY VEHICLES

4.2.1 GUIDELINES FOR THE USE OF CITY VEHICLES

Please refer to Policy 1802, Use of City Vehicles.

4.3 RESTRICTIONS

4.3.1 POSSESSION OR HANDLING FIREARMS

- a. At no time will a CSO be permitted to possess a firearm on his or her person or in the patrol vehicle.
- b. CSOs who come into contact with a loaded firearm shall follow the procedure outlined in Policy 1123, Property and Evidence, and call for a sworn officer.

4.3.2 EMERGENCY OPERATIONS OF CSO VEHICLES

Under no circumstances will Community Service Officers be dispatched to any calls requiring emergency response of their assigned vehicles. Emergency lights and or sirens shall only be used in the immediate proximity to traffic crash scenes or to alert the public of roadway blockage or other potential traffic hazards when necessary. CSOs are not authorized to use the CSO vehicle's emergency lights and/or siren to make any type of traffic stop.

4.3.3 IN-PROGRESS CALLS

Under no circumstances will CSOs be dispatched to or respond to any crime in progress. Should a CSO inadvertently be in close proximity to an in-progress or potentially dangerous situation, the CSO shall move to a position of safety. The CSO shall immediately notify Communications of his or her location and relay all pertinent information to Communications and the responding officers. CSOs shall not follow any suspect, suspect vehicle or suspicious vehicles.

4.3.4 DISTURBANCE CALLS

Under no circumstances will a CSO be dispatched to any disturbance type calls involving confrontations between individuals, family disturbances, neighborhood disputes, disorderly person, etc. If a confrontation occurs on any call, the CSO on the scene shall retreat to a place 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. The CSO shall immediately leave the scene.

4.3.5 CALLS WHERE SUSPECT IS KNOWN

A CSO shall not be dispatched to any call where the suspect is known and still may be on scene, or the suspect has recently left the scene but the suspect's return is possible, or the scene has not been searched.

4.3.6 NO RESPONSE AREAS

A CSO shall not be dispatched to any calls for service that are located within the CSO "No Response Areas" as provided on OPD Online. The East Patrol Division Commander will supply Communications with a list of the CSO "No Response Areas." A CSO is prohibited from working any extra-duty job that is in the designated "No Response Areas."

4.4 SUPERVISION

The Chain of Command for the CSO Unit shall be established within the Patrol/Airport Divisions and will follow the Department's Organizational Chart. The CSO Supervisor/Airport CID 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 Department P&P 1122, Police Radio Communications.

4.5 ANNUAL DRIVER'S PHYSICALS

Each CSO will be required to pass an annual driver's physical with drug screen as outlined under City of Orlando P&P 800, Operators of City Motor Vehicles and Equipment (Annual Physical Exam) and the current labor contract.

4.6 USE OF CHEMICAL AGENTS

Community Service Officers shall only carry an approved chemical agent in an upright position in an issued chemical carrier while on duty or in an extra-duty status. CSOs may use their chemical agents for their personal protection as a defensive option in the performance of their duties.

4.6.1 AUTHORIZED USE OF CHEMICAL AGENTS

Department-issued chemical agents may be used only in accordance with the Department's Response to Resistance Policy. The use of chemical agents is considered a use of force and will require a defensive tactics report. CSOs will carry the approved chemical agent while performing their assigned duties. The approved chemical agent will be carried in any extra-duty work assignment. CSOs shall not carry their chemical agent in an off-duty status.

4.6.2 DEFENSIVE TACTICS FORM

A sworn supervisor shall respond to the scene for any use of force involving a CSO and shall complete a Defensive Tactics Form as outlined in Department P&P 1128, Response to Resistance and Apprehension Techniques.

4.7 TRAINING REQUIREMENTS

The CSO assigned as the Training Coordinator shall be responsible for the coordination and maintenance of the records for all mandatory training, with the guidance of the Orlando Police Department Training Unit.

4.7.1 TRAINING

- a. Each CSO will receive training on driver's proficiency, use of the chemical agent, and unarmed self-defense
- b. Each CSO will complete annual training on the Response to Resistance policy
- c. Each CSO will complete the Department's Bloodborne Pathogens training and/or testing program.

4.7.2 BIENNIAL TRAINING

Each CSO will be certified in CPR every two years. This training requirement can be fulfilled through classes provided by the Department's Training Unit or through other Department resources with the approval of the Training Unit.

4.7.3 FIELD TRAINING

The CSO assigned as the Field Training Officer Coordinator shall be responsible for the Field Training Program and the maintenance of the Field Training Manual. This will be accomplished under the supervision of the CSO Supervisor designated as the CSO-FTO Supervisor.

The CSO Field Training Program (CSO-FTP) is consistent with the goals and objectives of the sworn Department Field Training Program. The CSO-FTP adheres to statutory requirements, Department policies and the current collective bargaining contract for CSOs. The CSO-FTP is defined in the CSO Field Training Program Manual and is available from any CSO Supervisor.

4.7.4 EXTRA-DUTY EMPLOYMENT

CSOs may engage in extra-duty employment providing only traffic direction or traffic control as outlined in Department P&P 1117, Extra-Duty Employment.

CSOs are prohibited from working in the CSO “No Response” areas.

CSOs may be denied the privilege to work extra duty if the employee’s personal leave is depleted, discipline record, or present job performance indicates the lack of ability to sustain both Departmental and extra-duty employment. These employees are prohibited from working extra duty and shall not sign up for or work any further extra duty until released in writing by the Division Commander. All other extra-duty requirements in Department P&P 1117, Extra-Duty Employment continue to apply.

5. FORMS AND APPENDICES

N/A