



Approved:  
*Chief Marcia Harnden*

Subject:

# 670. Community Resource Unit

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CALEA Standards:

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## 670.1: PURPOSE AND SCOPE

The purpose of this policy is to define the functions and duties of the Community Resource Unit of the Department.

## 670.2: POLICY

**It is the policy of the Albany Police Department (APD) to maintain and deploy a Community Resource Unit (CRU) to engage in a variety of activities, which can range from non-emergency calls for service to crime prevention and code enforcement.**

## 670.3: COMMUNITY RESOURCE UNIT FUNCTIONS

The CRU works under the supervision of the CRU Sergeant. The CRU positions are unique as they do not perform patrol functions, but they assist with patrol functions. The CRU employees often work in a community setting while dealing with disturbed, distraught, or difficult individuals and frequent dealing with dangerous individuals (felons). For these reasons, employees of the CRU are required to wearing protective vests and are issued and trained on defensive tools such as OC, ASP baton and a Taser.

## 670.4: COMMUNITY SERVICE OFFICERS

Community Service Officers (CSOs) respond to a variety of calls for service.

Calls for service include, but are not limited to:

- a. Animal control services (animal complaints)
- b. Non-injury motor vehicle crashes and assist patrol with injury crashes
- c. Assisting with traffic control:
  - 1) Disabled vehicles
  - 2) Road hazards
  - 3) Public events

- d. Motor vehicle calls if the caller has no suspect information:
  - 1) Theft from a motor vehicle
  - 2) Criminal mischief to a motor vehicle
  - 3) Unlawful entry to a motor vehicle
  - 4) Recovery of a stolen vehicle
- e. City ordinance violations and complaints:
  - 1) Abandoned vehicles or vehicle storage on the street
  - 2) Junk and trash complaints
  - 3) Parking complaints (including handicapped parking violations)
  - 4) Road obstructions such as garbage cans and basketball hoops
  - 5) Neighborhood nuisance complaints
  - 6) Abandoned shopping carts
  - 7) Graffiti complaints
  - 8) Abandoned transient camps and assist patrol with occupied transient camp and clean-up
- f. Found property
- g. Recovered property
- h. Assist with searching for missing persons
- i. Assist patrol and detectives with major crime scene security

#### **670.4.1: CSO AUTHORITY**

Per [Policy 100: Law Enforcement Authority](#), every employee within the department is afforded the commensurate authority to effectively make decisions and carry out their responsibilities. CSOs are non-sworn members of the department and do not have law enforcement authority, except in municipal code violations. CSOs shall request police officer in any situation where law enforcement authority is needed, outside of their normal enforcement situations.

#### **670.4.2: CSO EQUIPMENT**

- a. CSOs shall wear a protective vest while on-duty and in uniform.
- b. CSOs shall be trained, equipped, and carry a Taser, OC, and ASP baton.

#### **670.4.3: CSO TRAINING**

Newly hired CSOs will complete a Field Training and Evaluation Program (FTEP). The CSO FTEP is designed to prepare the CSO to perform and possess the skills needed to operate in a safe, productive, and professional manner.

- a. CSOs must complete the FTEP within eighteen months of their date of hire.

- b. The training period for CSOs may be modified depending on the trainee's demonstrated performance and level of experience but shall consist of a minimum of eight weeks.

#### **670.5: CODE ENFORCEMENT**

The Code Compliance Officer (CCO) serves as the primary point of contact for all public nuisance and property maintenance code compliance and enforcement matters.

- a. Receives complaints of code violations
- b. Performs onsite inspection of properties, investigates, and conducts research to determine compliance with city codes and unlicensed activities
- c. Contacts responsible parties and issues citations
- d. Coordinates and provides direction to CSOs, PSO, City staff, and volunteers during clean-up events.
- e. Addresses code compliance of blighted properties
- f. Responds to tall grass complaints
- g. Monitors and re-inspects properties to ensure continued compliance
- h. Handles abatement issues, including search warrants related to same

#### **670.5.1: CCO EQUIPMENT**

- a. The CCO shall wear a protective vest while on-duty and in uniform.
- b. The CCO shall be trained and equipped with OC, ASP baton, and a Taser device.

#### **670.6: COMMUNITY ENGAGEMENT**

The Community Engagement Program Coordinator/Public Information Officer (PIO) is responsible for a variety of community engagement programs, crime prevention, and safety programs for the Department.

Duties and programs include:

- a. Crime Prevention Through Environmental Design (CPTED)
- b. Security assessments
- c. Identity theft
- d. Neighborhood watch program
- e. Safe and Secure Seniors Independent (SASSI)
- f. Child safety
- g. Services to seniors
- h. Community policing activities
- i. Community relations
- j. Social media
- k. APD quarterly reports

**670.6.1: PIO EQUIPMENT**

The PIO shall be trained and equipped with OC and Taser device to carry as needed, while in uniform.

**670.7: PARK SERVICE OFFICER**

The Park Service Officer (PSO) responds to a variety of calls for service in addition to routine patrol of city parks grounds.

Calls for service which occur within or near a city park include, but are not limited to:

- a. City ordinance violations and complaints
- b. Abandoned vehicles
- c. Parking complaints
- d. Abandoned shopping carts
- e. Graffiti complaints
- f. Abandoned transient camps and assist patrol with occupied transient camp and clean-up
- g. Animal complaints
- h. Found or recovered property
- i. Assist with searching for missing persons
- j. Non-injury motor vehicle crashes and assist patrol with injury crashes
- k. Assisting with traffic control:
  - 1) Disabled vehicles
  - 2) Road hazards
  - 3) Public events

**670.7.1: PSO AUTHORITY**

Per [Policy 100: Law Enforcement Authority](#), every employee within the department is afforded the commensurate authority to effectively make decisions and carry out their responsibilities. PSOs are non-sworn members of the department and do not have law enforcement authority, except in municipal code violations. PSOs shall request police officer assistance in any situation where law enforcement authority is needed, outside of their normal enforcement situations.

**670.7.2: PSO EQUIPMENT**

- a. PSOs shall wear a protective vest while on-duty.
- b. PSOs shall be trained, equipped, and carry a Taser, OC, and ASP baton.
- c. PSOs will be issued a cell phone.

**670.7.3: PSO TRAINING**

Newly hired PSOs will complete a Field Training and Evaluation Program (FTEP). The PSO FTEP is designed to prepare the PSO to perform and possess the skills needed to operate in a safe, productive, and professional manner.

- a. PSOs must complete the FTEP within eighteen months of their date of hire.
- b. The training period for PSOs may be modified depending on the trainee's demonstrated performance and level of experience but shall consist of a minimum of eight weeks.