Clayton County Police Department

PROCEDURES

Subject			Procedure #
PUBLIC SAFETY AMBASSADORS			**E13**
Authorizing Signature	Effective	☐ New ☒ Amended ☐ Rescinds	Total Pages
	11-14-2026		**6**

I. PURPOSE

The purpose of this policy is to establish procedures for the operation and use of Public Safety Ambassadors within the Clayton County Police Department (CCPD).

II. POLICY

The Public Safety Ambassadors provide additional support to the Clayton County Police Department (CCPD) and to the community by increasing visibility, observation, and reporting, enhancing community policing efforts and increasing community outreach, and performing other types of administrative activities.

III. PROCEDURES

A. General

1. A Public Safety Ambassador (hereinafter referred to as PSA) is a non-sworn position intended to support the mission of the Clayton County Police Department (CCPD).
2. Public Safety Ambassadors will provide support to the Department's Uniform Patrol Division.
3. PSAs will also perform other administrative activities that do not require actions by sworn officers of the Department.

B. Unit Command Authority

1. The Uniform Patrol Division (UPD) Commanders (Major) are in charge of operations for the PSAs within their respective district; hence, PSAs are assigned to the UPD.
2. PSAs will work shifts as assigned by either Major of the UPD. PSAs will generally work an eight (8) hour shift. Occasionally, PSAs might be required to work other hours, weekends and holidays based on the needs of the Department.
3. PSAs shall report to a UPD sector Lieutenant or authorized designee, for their assignment. The PSAs supervisor shall assign and deploy a PSA wherever they are needed the most on any given day to help sworn officers of the Department and the community.

C. Authority

1. PSAs are not first responders.
2. PSAs are non-sworn employees that support the mission of the Department.

3. PSAs will respond to low-risk calls and non-criminal calls for service in the field and perform other administrative activities that do not require actions by sworn officers of the Department.
4. PSAs will not be armed nor authorized to arrest or detain suspects, conduct traffic or investigatory stops of vehicles or persons, write citations other than parking citations as authorized by county ordinance, nor use force other than in self-defense.
5. PSAs are authorized to issue parking citations for violations of county ordinance or state law in accordance with Clayton County Code Section 94-63. Parking citations shall be issued under the supervision of a sworn police supervisor.

D. Uniform

1. PSAs uniforms will look distinctly different in color and design, from any uniform worn by sworn police officers of the Department.
2. PSAs ***will not*** wear any part of their uniform or equipment while off-duty, except when traveling back and forth to work and/or court.
3. PSAs ***will not*** represent themselves as law enforcement officers, or display any badge or emblem to designate themselves as such.
4. The carrying of weapons, even if properly licensed, is forbidden. PSAs ***will not*** carry any type of weapon (e.g., firearms, baton, knife, mace, pepper spray, etc.) while working as a PSA.
5. PSAs will be inspected daily by a supervisor for compliance with grooming and dress standards, general appearance, readiness for duty, and to ensure the general condition of equipment are in a state of operational readiness as set forth by CCPD SOP: *D2: Dress Code & Grooming Standards*.

E. Radio & Equipment

1. PSAs will be equipped with a police radio, which will enable them to request immediate assistance in emergency situations.
2. PSAs ***will not*** carry any type of physical restraint device.
3. PSAs will be issued an identification card that shall be used for official use only, and shall remain as the property of the Department. PSAs shall notify their supervisor if the identification card is lost or stolen. At no time will PSAs display their identification card to secure special privileges or personal gain.
4. PSAs are responsible for the care, control and maintenance of all County equipment permanently and/or temporarily assigned to them. PSAs shall inspect all assigned County equipment prior to each use to ensure operational readiness. In the event any County equipment is lost or stolen, damaged or unusable, PSAs will notify their supervisor in accordance with CCPD SOP: *B14: Agency Property Control*.

F. Assigned Vehicle

1. The PSA vehicle is distinctly different in body style, color and graphic design from any Department marked police vehicle. The PSA vehicle is marked with lettering that notes “Clayton County Public Safety Ambassador” and equipped with amber lights. The PSA vehicle (hereinafter referred to as PSA marked vehicle) will not have a siren.
2. The PSA marked vehicles are assigned to the Uniform Patrol Division (UPD). PSA marked vehicles shall be inspected by the assigned PSA operator prior to operation. The inspection(s) will be directly supervised and documented in accordance with CCPD SOP: *B8: Vehicle Assignment, Usage & Maintenance*.
3. PSAs ***will not*** operate any County-marked police vehicle.

4. PSAs will notify a supervisor of all Department vehicle accidents, or of any damage occurring to a PSA marked vehicle or equipment, assigned to them, in their care or occurring in their immediate presence. See also CCPD SOP: *B22: Department Vehicle Accidents & Investigations*.

G. Duties & Responsibilities

1. PSAs will be required to comply with the Department's core values, policies, procedures and rules and regulations, and all applicable laws.
2. PSAs must conduct themselves in such a manner as to demonstrate the highest standards of professionalism so as to maintain the public trust.
3. PSAs shall establish and maintain good working relations with the public.
4. PSAs will attend special events, community events, neighborhood watch meetings, and respond to questions and requests for information.
5. PSAs shall provide information and assistance to citizens.
6. PSAs will be polite and courteous at all times.
7. PSAs shall work alongside sworn CCPD officers inside a watch office at the Headquarters Facility or one (1) of the sector precinct locations, providing vital services so the respective watch officer can focus their time on functions that only sworn officers can perform.

H. Response to Calls and Scene Operations

1. Calls for service that originate with the Department through the E911/Communications Center is a potential criminal matter; hence, sworn officers of the Department have overall control of incidents that occur in the unincorporated areas of the County.
2. The PSA's supervisor will determine which type of calls a PSA can respond to and will notify the dispatcher of such calls. **PSAs will only respond to low-risk and non-criminal calls and only when they are authorized to do so by their supervisor**. Types of calls, pending on the circumstances, shall include, but is not limited to the following:
    a. Abandoned vehicle;
    b. Area surveillance;
    c. Assist stranded motorist;
    d. Assist with missing person searches;
    e. Courtesy run (employees only);
    f. General patrol;
    g. Information for officers;
    h. Lost or found property;
    i. Package pick-up/delivery;
    j. Private property auto accidents which do not require a physical arrest;
    k. Property check;
    l. Watch office (headquarters, sectors) assistance; and
    m. Other non-emergency calls that are low-risk and non-criminal in nature.
    n. Parking complaints and parking enforcement, including the issuance of parking citations as authorized by county ordinance.
3. PSAs ***will not*** be dispatched to calls where multiple parties are present in disagreement, e.g., domestic disturbance, civil disturbance, etc. Under no circumstances will PSAs be dispatched to calls in which it is known or suspected that:
    a. There is a potential for assault on the responding PSA;

b. There is a potential for an on-scene arrest;
c. There is anticipation of the use of defensive action;
d. There is an alleged crime and/or crime in progress;
e. There is a fleeing suspect; and
f. Any other emergency/priority calls.

4. Should a citizen request a sworn police officer instead of a PSA (prior to dispatch or once the PSA arrives), a sworn police officer will be dispatched and respond to the scene.
5. PSAs will notify the E911/Communications Center, via the County radio, when they begin and end their scheduled shift and/or tour of duty.
6. PSAs are required to follow safety procedures while in the field.
7. **PSAs shall operate within the County, utilizing a PSA marked vehicle and will only respond to calls and/or locations when they receive permission from their supervisor.**
8. **Under no circumstance will a PSA marked vehicle be driven in an emergency mode. It will only be driven in the routine response manner adhering to all traffic laws.**
9. When authorized by their supervisor, PSAs shall canvass neighborhoods and other areas for increased visibility.
10. At no time will a PSA initiate or voluntarily become involved in an investigation or incident that may become dangerous or volatile in nature.
11. **PSAs have no legal authority to stop, detain, question or hinder any person from moving about freely.**
12. No officer of this Department shall request a PSA to respond to a call, unless such officer can ensure that the incident and/or response location is safe and only when authorized to do so by the PSA's supervisor.
13. If a PSA is dispatched for assistance, the on-scene officer will be in charge and will let the PSA know what is expected of them. The safety of the scene and the PSA is the responsibility of the on-scene officer at all times.
14. PSAs ***will not*** use a PSA marked vehicle to transport citizens; if a citizen needs to be transported, a sworn officer will transport the individual.
15. Occasionally PSAs will be dispatched to a scene where, upon arrival, it becomes evident that the call for service requires attention of emergency personnel, e.g., police, fire, emergency medical services, etc. In such circumstances, PSAs will discontinue activities and immediately notify the dispatcher that additional resources are needed.
16. PSAs ***shall not*** take unreasonable risks that could result in death or serious bodily injury and will disengage or withdraw if such action can be safely accomplished without further endangering themselves, other officers or the public.
17. PSAs ***shall not*** place hands on or intervene physically with individuals. If a situation (i.e., self-defense) occurs where a PSA has placed hands on or intervened physically with an individual, the PSA shall notify their supervisor as soon as practicable.
18. PSAs will notify the dispatcher when they arrive and depart from the scene of any dispatched or self-initiated call, follow-up investigation, or officially responded to any call, while acting on behalf or under the authority of the Department. If a PSA changes location while conducting official business, the new or next location of their call for service, if not already known, will be provided.

I. Field Reporting

PSAs will be required to complete reports originating from dispatched calls, in-person or telephone contact with citizens, or for other reasons not specified.

1. Incident Report
    a. When applicable, PSAs will request a case number from the dispatcher to complete a non-crime related *Incident Report*.
    b. PSAs will complete all of the required data fields on the *Incident Report* and the narrative for such report must be clear and factual, display correct spelling and punctuation, and be organized in a manner that is understandable.
    c. Once the report is completed, PSAs will submit the *Incident Report* via the Department's Records Management System (RMS) so their supervisor can review it.
    d. The supervisor will review the *Incident Report* to ensure the report is complete and accurate. If the report is unapproved, the PSA will correct the error(s) as soon as practical and resubmit the report for supervisory approval.
    e. *Incident Reports* shall be submitted through the RMS before the end of the PSAs shift.
2. Private Property Accident Report

    When dispatched to a private property accident PSAs shall:

    a. Respond to the accident scene and determine the cause and contributing factor(s) of the vehicle accident.
    b. Request a case number from the dispatcher to complete the *Georgia Uniform Motor Vehicle Accident Report*.
    c. Complete the *Georgia Uniform Motor Vehicle Accident Report* and submit it through the Georgia Electronic Accident Reporting System (GEARS). Detailed instructions for preparing the *Georgia Uniform Motor Vehicle Accident Report* are contained in the *Georgia Uniform Motor Vehicle Accident Report Instruction Manual*.
    d. Any private property accident reported to the Department more than twenty-four (24) hours after the actual occurrence will be completed on an *Incident Report*.
    e. A supervisor will review the *Georgia Uniform Motor Vehicle Accident Reports* to ensure the report is complete and accurate. If the report is unapproved, the PSA will correct the error(s) as soon as practical and resubmit it for supervisory approval.
    f. *Georgia Uniform Motor Vehicle Accident Reports* shall be submitted through the Georgia Electronic Accident Reporting System (GEARS) before the end of the PSAs shift.

J. Communications

1. PSAs shall be aware of their support function and role, and understand their use of the County radio system is not that of a primary user. When PSAs utilize the County radio system, which is associated with public safety functions (e.g., police, fire, emergency medical services, etc.), and the channel or frequency is being utilized for a public safety purpose, they will yield to the public safety radio transmissions and refrain from transmitting any radio traffic. The only exception, is during exigent circumstances involving the safety of a PSA or third party. See also CCPD SOP: *A9: Radio Communications*.
2. PSAs will possess, commit to memory and utilize Department signals, codes, as applicable, while utilizing the County radio system. See also CCPD SOP: *D1: Patrol Operations*, Appendix A for the current CCPD Signals, Status Codes, Service Codes and Priority Codes.
3. All radio communication must be professional, clear, concise, timely, and easily understood by both the E911/Communications Center personnel and field units.

K. Court Appearances/On-Call Court Status

PSAs will be subject to court appearances and on-call court status. See also CCPD SOP: *C13: Court-Attendance, Conflicts, Demeanor and Preparation.*

L. Confidential Information

1. PSAs may on occasion have access to confidential information such as investigative or suspect information. Unless otherwise directed by a supervisor, all police information shall be considered confidential. Only that information specifically identified and approved by authorized personnel shall be released. Confidential information shall be given only to persons who have a need to know as determined by CCPD policy and supervisory personnel.
2. Subsequent disclosure of any confidential information, verbally, in writing, or by any other means shall be grounds for immediate dismissal and possible criminal prosecution.
3. PSAs ***shall not*** address public gatherings, appear on radio, television, internet, and social media, prepare any article for publication in a newspaper or other periodical, release or divulge any information concerning the activities of the Department, or maintain that they represent the Department in such matters.

M. Complaint

1. Any complaint of improper behavior by a PSA that is received by the Department will be investigated. Normally, the investigation will be conducted by the PSA's supervisor when such incident occurred, unless the allegation warrants investigation by another supervisor or the Internal Affairs (IA) Unit. Complaints will be conducted in accordance with *CCPD SOP: E1: Internal Affairs Investigations*.
2. PSAs can be removed from their assignment at the discretion of the Chief of Police.

N. Transfers

Dependent upon the needs of the Department, PSAs may be relieved of their assignment from the Uniform Patrol Division (UPD) and transferred to other departmental components at the discretion of the Chief of Police. PSAs will answer to the chain of command and follow the work schedule assigned by their concerned supervisor.

O. Training

1. PSAs shall receive training appropriate to their assigned duties by the unit that they are assigned to.
2. All newly hired PSAs will receive thorough training through the Department's Academy & Training Unit and Field Training program. PSAs will have to successfully complete all required academy and field training before they are eligible for solo status in the field.
3. PSAs will also be trained in first aid and will be required to meet annual training requirements and other mandatory training requirements offered through the Department.

IV. CANCELLATION

This procedure amends and supersedes the following standard operating procedure: *SOP E13: Public Safety Ambassador Unit*, dated September 16, 2024.