



Colorado Springs Police Department Standard Operating Procedure

DL-1096-02 Community Service Officer (CSO/CSO II)

Patrol Bureau – Community Service Unit

Active Date: 2/9/2026

Supersedes Date: NA

.01 Purpose

The purpose of this directive is to define the duties and responsibilities of the Community Service Officer (CSO) CSO II position.

.02 Cross Reference

[GO 240 Special Events and Extra Duty](#)
[GO 240-01 Special Events and Extra Duty Program](#)
[GO 810 Police Training Officer Program](#)
[GO 1063 Communications Protocols](#)
[GO 1072 Alternative Reporting](#)
[GO 1096 Community Service Unit](#)
[GO 1305 Traffic Crash Investigations](#)
[GO 1704 Chief's Letter of Appointment](#)
[GO 1840 Staffing Availability](#)
[DL-440-01 Uniforms and Appearance](#)
[DL-440-02 Personal Appearance and Grooming](#)
[CSO-01 CSO Training Academy and Field Training](#)

.03 Discussion

A Community Service Officer is a specially trained, non-sworn position, which performs a wide variety of non-sworn public safety functions in support of the patrol divisions, which do not require the carrying of a weapon or arrest authority. CSOs investigate property crimes that are not in-progress and there is no viable suspect information. CSOs also perform traffic-related responsibilities as assigned by the department.

.04 Policy

Community Service Officers will perform their assigned duties within their level of authority.

CSOs will request the assistance of a sworn officer for any situation that exceeds their capabilities, authority, or presents an identified safety concern.

The attached CSO priorities list designates and ranks CSO specific activities. A CSO Supervisor should be consulted if there are any questions or concerns regarding a CSO response.

CSOs may sign up for Special Events assignments if the event falls within the purview of their assigned responsibilities and level of authority as outlined in this policy.

.05 Definitions

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.10 Authority

A CSO's authority is granted under the Chief of Police's letter of appointment process, which authorized the following activities:

- The enforcement of city parking ordinances
- The authority to tow vehicles under City of Colorado Springs Municipal Code, Chapter 10
- The authority under community caretaking to tow and inventory vehicles prior to impound
- The authority to direct traffic and block roadways as needed
- Responding to, investigating, and documenting criminal activity
- Collecting and submitting evidence
- Assisting with traffic accident investigations and traffic hazards

A CSO will adhere to the responsibilities outlined in their letter of appointment.

.15 Primary Duties

The primary duties of a CSO include, but are not limited to:

- Traffic hazards
- Traffic control
- Investigate hit and run traffic accidents
- Investigate non-injury traffic accidents
- Motor vehicle theft reports and recoveries

- Cold Burglaries (commercial and residential)
- Direct Line Reporting (DLR) calls (based on established priorities)
- Internet Crime Reporting (suspect and no suspect as outlined in policy)
- Supplements for property crimes
- Video pick-up for property/person crimes
- Evidence collection for property crimes, excluding firearms
- Evidence collection for person/domestic violence crimes, video and paperwork only. Excludes items such as bullet slugs, blood evidence, graphic photos, clothing items, etc. CSOs will not respond to a location where the suspect lives or works to retrieve evidence.
- Pawn Shop stolen property/evidence retrieval (no victim on scene)
- Parking complaints
- Unoccupied abandoned vehicles (Highway and Interstate)
- Found property, excluding firearms
- Found narcotics/paraphernalia
- Safe Station controlled substance retrieval (items placed for destruction)
- Division/POC front desk coverage
- Missing Person/Runaway reports
- Other duties assigned by the department

.20 Prohibited Activities

CSOs are prohibited from engaging in the following activities:

- Carrying or using a firearm, either open carry or concealed, while on duty
- Stopping, detaining, or hindering a person from moving freely, exception traffic control
- Making arrests
- Pulling a vehicle over
- Issuing citations for State statute violations
- Taking calls with viable suspect information as defined in [GO 1072 Alternative Reporting](#), with the exception of Internet Crime Reporting and traffic accidents
- Handling firearms
- Operating a vehicle in an emergency (Code 3) manner
- Responding to an in-progress call or remaining on scene where the suspect is unaccounted for and/or believed to be in the area
- Traffic control point (TCP) in the immediate area of an active scene (barricaded suspect, active shooter, bomb threat, felony stop, etc.). Immediate area is defined as a house, building, or location of an incident that is in sight of the assigned TCP location. CSOs are permitted to assist with traffic control on the outer perimeter of an active scene

- Investigating person crimes, to include Harassment and Extortion
- Investigating domestic violence related calls/cases
- Collecting shell casings or fragments with known property damage or related to a person's crime

.25 Training and Orientation

The CSO training and curriculum mirrors the Police Training Officer (PTO) Program as outlined in policy.

CSO training is based on the department adopted Problem-Based Learning (PBL) methodology.

The CSO Training Academy is prepared by the CSO Supervisors and conducted at a designated training facility. CSO field training is administered by CSO certified trainers and conducted at all four patrol divisions. Division CSO Supervisors will oversee field training.

.30 Radio Procedures

CSOs will remain in constant radio communications with the Communications Center following the provisions outlined in policy.

.35 Vehicles

CSO vehicles are outfitted in a standard configuration identified as:

- White base color vehicle
- Authorized green marking and lettering clearly stating "Community Service"
- Reflective green and white stickers on the bumper
- Amber and blue overhead lights on top of the vehicle and a light bar in the back window. CSO vehicles will not be equipped with red overhead lights.
- Equipped with a spotlight, mobile computer stand, siren, and hard mount police radio

CSO vehicles are required to have the basic necessary equipment to perform duties set by department standards. Vehicles will be maintained and inventoried according to department policy.

.40 CSO Uniforms and Equipment

In the daily performance of the CSO duties, all CSOs are responsible for proper attire and personal appearance in accordance with [DL-440-01 Uniforms and Appearance](#) and [DL-440-02 Personal Appearance and Grooming](#).

The CSO uniform is an integral part of the image CSPD must present and is considered key to instant recognition by the community.

The standard CSO Uniform consists of:

- A high visibility yellow/black ballistic vest
- A black polo shirt
- Navy blue cargo pants
- Black shoes or boots
- Duty belt with accessories (radio holder, OC spray and holder, flashlight with holder).

Additional accessories may be utilized when approved by CSO Unit chain of command and falls within department uniform standards and the current equipment list.

CSOs will be on the issue/replacement system for uniforms. In the event a clothing item needs replacement due to wear and usage over time, or the item is damaged beyond repair, an Authorization for Clothing and Equipment form must be completed and sent through the CSO Unit chain of command for approval.

.45 Seniority

Seniority for CSO personnel is initially determined by academic performance during the CSO Training Academy. The CSO Training Academy staff is responsible for tracking and documenting individual academic scores and providing an updated seniority list to the chain of command. After academy performance is finalized, graduates will select divisions based on seniority and available vacancies.

Any CSPD employee who applies for and is appointed to the CSO II position will have their seniority established based on academic performance in the CSO Training Academy.

Upon successful completion of the CSO Training Academy, seniority will be established based on the total length of time served in the CSO position. The chain of command is responsible for maintaining and updating the official seniority list to ensure accuracy and transparency.

CSOs who voluntarily leave the unit may be considered for re-employment if they meet all applicable Human Resources requirements and guidelines. Upon reinstatement, a CSO's seniority date will be revised to account for the time spent away from the position.

.50 Annual Shift Selection

Annual shift selection will occur annually on a date and time determined by the CSO Unit chain of command. Selections will be based on unit and rank seniority, with an updated seniority list published prior to the process.

Before the selection date, a bulletin will be issued outlining the schedule, procedures, and expectations for all unit personnel. During shift selection, employees will select their division and start times. All chosen shifts will take effect on day one period one.

.55 Schedules

CSOs are considered essential employees and are scheduled four 10-hour work shifts (day shift and swing shift) to include weekends and holidays.

In certain instances, sworn or civilian employees may be required to work past the end of a scheduled tour of duty, or perform duties at special times or in special circumstances. At such times, paid overtime may be appropriate but must first be authorized by a supervisor.

Attachments

[CSO Priorities](#)