



# Colorado Springs Police Department Standard Operating Procedure

## GO 1096 Community Service Unit

### Patrol Bureau – Patrol Functions

Active Date: 6/26/2024

Supersedes Date: 2/15/2018

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#### **.01 Purpose**

The purpose of this directive is to define the duties and responsibilities of the Community Service Unit (CSU) and its members.

#### **.02 Cross Reference**

[GO 500 Use of Force](#)

[GO 1063 Communication Protocols](#)

[GO 1072 Alternative Reporting](#)

[DL-440-02 Personal Appearance and Grooming](#)

[DL-500-02 Oleoresin Capsicum](#)

#### **.03 Discussion**

The CSU provides support to the Colorado Springs Police Department (CSPD) by performing a variety of routine public safety and administrative functions to assist the community, Patrol Divisions, Police Operations Center, Specialized Enforcement Division, and the Colorado Springs Airport.

#### **.04 Policy**

CSU members are assigned to the Patrol Divisions to provide support functions to CSPD patrol officers as assigned within their designated capacity as a CSO or CSR.

There are two sections to the Community Service Unit, Community Service Representatives (CSR) and Community Service Officers (CSO), both sections report to their assigned supervisors, who report to the CSU Manager.

CSU responsibilities are assigned based on call for service data, the needs of the community and the department, as determined by staff, and in accordance with current alternative response protocol.

## **.05 Definitions**

*Community Service Representative (CSR/CSO I):* CSRs are specially trained, non-sworn personnel, stationed at the front desk of each patrol division, the Police Operations Center, and Colorado Springs Airport police office. CSRs serve the community and CSPD personnel with a primary focus on customer service, accessing law enforcement information, providing resources, and completing paperwork. CSRs also take department approved case reports and supplements over the phone or in the lobby.

*Community Service Officer (CSO/CSO II):* CSOs are specially trained, non-sworn personnel, who perform a variety of fieldwork around the city in a marked green and white CSO cruiser in support of basic police operations and functions, which do not require full police powers. CSOs have limited law enforcement authority. Traffic responsibilities include enforcing parking ordinances, towing vehicles, directing vehicular traffic at traffic accidents, traffic hazards, and major incidents. CSOs also take department approved case reports and supplements over the phone or in person, where the call is not in progress and the suspect is no longer on scene.

*Community Service Officer Supervisor:* CSO Supervisors will be administratively and operationally accountable for CSRs and CSOs assigned to their division consistent with the principles of unity of command and span of control.

*Community Service Officer Manager:* CSO Manager will be administratively accountable to all CSO Supervisors, CSRs, and CSOs assigned to the Community Service Unit.

## **.10 Authority**

CSOs and CSRs are non-sworn members with no law enforcement powers to make arrests, carry firearms, or enforce laws.

CSOs receive a Letter of Appointment from the Chief of Police, which authorizes the enforcement of city parking ordinances, authority to tow vehicles under Municipal Code Chapter 10, authority under community caretaking to tow and inventory vehicles prior to impound, and the authority to direct traffic and block roadways as needed.

CSOs are trained and certified to carry and utilize the approved Oleoresin Capsicum (OC) product supplied by the department in accordance with [GO 500 Use of Force](#). Community service officers

are authorized to use OC on a person if they have a reasonable belief it is necessary to defend themselves from imminent danger.

## **.15 CSU Responsibilities**

CSU duties include, but not limited to:

- Assist officers in the field with administrative tasks
- Take specific case reports and supplements
- Collect evidence within purview
- Staff front desk of police substations
- Train new CSU personnel

CSU members may be assigned limited ancillary duties as needed by CSO supervisors.

## **.20 Chain of Command**

The CSU will adhere to established department rank and responsibilities as outlined in policy.

The CSU will adhere to the following chain of command:

- CSO Unit Patrol Commander
- CSO Manager
- CSO Supervisors

The assigned CSO Unit Commander and CSO Manager are responsible for the overall direction of the CSO Unit.

Patrol division commanders, lieutenants, and CSO Supervisors will oversee day to day operations and management of personnel within the division.

CSO Supervisors receive direct supervision from the CSO Manager as well as higher management, at the rank of lieutenant and above.

CSOs and CSRs receive direct supervision from CSO Supervisors as well as higher management which includes the CSO Manager, lieutenant and above.

## **.25 Training and Orientation**

Community Service Unit personnel training and curriculum follows the Police Training Officer (PTO) Program. This training is based on the department adopted Problem-Based Learning (PBL) methodology.

Under this structured curriculum, the Civilian Trainer Program (CTP) will function based on the established program of core competencies and phases, as documented in the current Civilian Training Manual approved through the Training Academy.

CSU members will attend and complete all assigned training in accordance with unit needs, academy, and other departmental requirements deemed appropriate.

### **.30 Grooming & Equipment**

CSU personnel will present a neat, clean, and professional appearance in accordance with department policy.

CSU personnel will dress in the assigned uniform and will have all of the required equipment to complete the day-to-day job functions.

All CSOs performing field duties in uniform, including voluntary assignments and extra duty, are required to wear the department issued ballistic vest and carry the approved OC product supplied.

### **.35 Schedule**

CSU is responsible for staffing 365 days a year and is considered essential personnel.

CSU personnel are full-time employees scheduled to work a 40-hour work week, who must be able to work an assigned shift, to include weekends and holidays.

Schedules typically consist of four 10-hour shifts. Patrol staff reserves the authority to assign or change schedules according to department/bureau needs when operationally necessary.

CSU members will schedule any vacations, holidays, or other personal time off through their division CSO Supervisors. CSO Supervisors will be responsible for contacting the CSO Manager for time off requests.

Should CSU members need to call in sick, they will contact their division CSO Supervisors on duty for their division as well as the duty desk to make the appropriate notification. CSO Supervisors will be responsible for contacting the duty desk as well as the CSO Manager to ensure proper notification of sick call off.