


Fort Collins Police Services Policy Manual

 FORT COLLINS POLICE	POLICY	203
	TITLE	Community Service Officers

203.1 PURPOSE AND SCOPE

It is the policy of the Agency to utilize paraprofessionals in the delivery of police services to the community when such services do not require the attention of a sworn police officer.

The community service officer (CSO) position is a limited commission, non-sworn civilian position designed to delivery efficient service to the community. A large percentage of police calls are service-oriented rather than enforcement-related. Many of these calls do not require the expertise of a sworn officer and can be competently handled by CSOs.

203.2 LEVELS

(a) Level 1 – Recruit CSO I

1. Officers at this level are trainees.
2. While at this level an officer may be assigned to a basic training academy and field training program.
3. While at this level, an officer must successfully complete the basic training academy and the field training program for CSO's.
4. Generally, duty time at this level shall not exceed six months. Failure to advance to Level 2 will be grounds for termination.

(b) Level 2 – Recruit CSO II

1. Officers at this level are considered to be generally trained.
2. Recruit designation still applies in that on-duty performance at times will still be opportunities for training.
3. Officers must remain at this level for six months.
4. Before moving to Level 3, an officer must receive a written performance evaluation indicating satisfactory performance. Failure to advance to Level 3 within 18 months from date of hire may be cause for termination.

(c) Level 3 – Recruit CSO III

1. Officers at this level have successfully completed their City Introductory Period and are increasing their skill levels; developing individual techniques and styles.
2. An officer must remain at this level a minimum of 12 months prior to next level advancement but not to exceed 18 months.
3. In order to advance to Level 4, an officer must receive a written performance evaluation indicating satisfactory performance. Failure to receive a satisfactory performance evaluation may be cause for discipline up to and including termination.

(d) Level 4 – CSO I

1. Officers at this level are considered to be fully trained, enhancing their skills through practical experience and additional training.

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2. An officer must remain at this level a minimum of 12 months prior to next level advancement.
3. In order to advance to Level 5, an officer must receive a written performance evaluation from his/her supervisor indicating consistent satisfactory performance.

(e) Level 5 – CSO II

1. An officer at this level is an independent officer who can handle all associated job duties assigned to them. They are considered an asset to the Agency and the community.
2. This is the career level for CSOs in this Agency and they shall attain and maintain this level.
3. Officers at this level must receive written performance evaluations indicating satisfactory performance in order to remain at this level.

203.3 ASSIGNMENT

CSOs may be assigned to any division of the Agency, as needed. Individual assignments within or between these divisions will rotate at the Agency's discretion, depending on Agency needs, job enrichment opportunities, and the needs of the individual.

The Patrol Assistant Chief will determine the days and times to be worked and the number of CSOs assigned to a particular division or shift. The CSOs immediate supervisor will determine the day-to-day activity and assignment.

203.3.1 COMMISSION

The CSO position is one of a limited police commission. A CSO is commissioned to issue citations into Municipal Court for violations of the Fort Collins City Code and Charter. In addition, a CSO does not have the authority to make arrests for violations of any law.

203.3.2 CAREER

- (a) The position of CSO is one of career status. There are no provisions for promotion or automatic movement into the position of police officer.
- (b) The Agency encourages all CSOs to continue their education, whether they plan to become police officers or have other career plans. Within budgetary constraints, the Agency will assist with tuition expenses through the Tuition Reimbursement Program.

203.4 DUTIES AND LIMITATIONS

- (a) CSOs are typically assigned to the Patrol Division or the Criminal Investigations Division.
- (b) The types of crime calls a CSO may handle are often referred to as "cold reports". A cold report is typically one which involves an incident which occurred more than 15 minutes prior to the call, or one where rapid response by an officer would not aid in the apprehension of a suspect or in securing evidence at the scene.
 1. It is not a crime in progress;
 2. There is not significant physical evidence at the scene;
 3. The incident reported is not a major felony; and
 4. The case does not require extensive or immediate follow-up.
- (c) If a CSO responds to a call and finds that it is not one that he/she can handle, he/she shall call for a police officer to respond to the scene.

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- (d) Continuous evaluation of assigned calls must be made by both CSOs and supervisors to assure that only appropriate calls are being handled by personnel in this position. CSOs are not sworn personnel and are, therefore, to be limited in the scope of assigned tasks and responsibilities.

203.4.1 ROLE IN INVESTIGATING TRAFFIC ACCIDENT

- (a) CSOs are authorized to investigate traffic accidents, with the following conditions:
1. CSOs shall respond to accidents on a non-emergency basis only.
 2. A CSO may investigate an accident involving a driver under the influence of alcohol or drugs, however; the CSO shall limit his/her investigation to the accident, and the impaired/intoxicated driver shall be processed by a police officer.
 3. In the event that an accident necessitates a physical arrest, the CSO shall request assistance from a police officer, and shall not attempt the arrest on his/her own.
 4. A CSO shall not be the primary investigator of a fatal traffic accident, unless the CSO is recognized as a technical accident investigator who is a member of the CRASH Team.

203.4.2 LIMITATIONS

CSOs are specifically prohibited from:

- (a) Emergency response to MVAs and other calls for service;
- (b) Making motor vehicle stops;
- (c) Transporting prisoners;
- (d) Carrying firearms; and
- (e) Making arrests, except that a community service officer, like any private citizen, is authorized by CRS § 16-3-202 to assist a sworn police officer who is in the act of making an arrest when the police officer commands the community service officer to assist in the arrest.

203.5 RESPONSE TO RESISTANCE

A CSO is not authorized to use force in the performance of his or her duties under this policy except, like any private citizen, a CSO is authorized pursuant to CRS § 18-1-704 in using physical force upon another person in order to defend him or herself or to defend a third person from what the CSO reasonably believes to be the use or imminent use of unlawful physical force by that other person and, in doing so, the CSO may use the degree of force he or she reasonably believes is necessary in such defense. However, deadly physical force may only be used by a CSO when the CSO has reasonable grounds to believe, and does believe, that the CSO or another person is in imminent danger of being killed or of receiving great bodily injury.