



# POLICY & PROCEDURE

## STURGEON BAY POLICE DEPARTMENT

SUBJECT: **COMMUNITY SERVICE UNIT**

NUMBER: 2.11

SCOPE: All Department Personnel

ISSUED: 08/16/2021

DISTRIBUTION: Policy & Procedure Manual

EFFECTIVE: 08/16/2021

REFERENCE:

RESCINDS

AMENDS

WILEAG 5<sup>TH</sup> EDITION

STANDARDS: N/A

INDEX AS: Community Service Unit  
CSU

**PURPOSE:** The purpose of this Policy & Procedure is to outline the organization of the Community Service Unit of the Sturgeon Bay Police Department and to establish the duties and responsibilities of its members.

This Policy & Procedure consists of the following numbered sections:

### I. POLICY

### II. PROCEDURES

#### I. POLICY

- A. It is the policy of the Sturgeon Bay Police Department to staff a Community Services Unit with part-time limited term civilian personnel, who shall assist the Department with various support and service duties.

#### II. PROCEDURES

- A. Unit Organization

1. The Community Service Unit is a unit of the patrol division of the Sturgeon Bay Police Department, and as such, is under the overall command of the Assistant Chief of Police.
2. The Unit is made of an Oversight Committee consisting of 3 patrol officers, the Community Service Unit Coordinator and Community Service Unit Commander.

#### B. Position Definitions and Responsibilities

1. The Community Service Unit Commander is the rank of Sergeant or higher, who is responsible for the overall management of the unit. The Community Service Unit Coordinator is the rank of Police Officer.
2. The Community Service Unit Coordinator is responsible for the day to day operations of the Community Service Unit. The Community Service Unit Coordinator is responsible for scheduling, general oversight of the Community Service Officers and other tasks as assigned by the Community Service Unit Commander or Oversight Committee.
3. The Community Service Oversight Committee is responsible for the following:
  - Developing the CSO hiring/selection process
  - Interviewing CSO applicants & being involved in hiring/selection decisions
  - General oversight and policy decision making involving the operations of the Community Service Unit
  - The Community Service Unit Commander shall consult with the Oversight committee in decisions that greatly affect the overall operation of the Community Service Unit however the Commander will possess the final decision
4. Community Service Officers are part-time limited term civilian employees with duties relating to ordinance enforcement, traffic control, animal control, parking enforcement, and other support and service duties.

#### C. Uniforms and Equipment

1. Community Service Officers shall be provided with two long-sleeve and two short sleeve Blue Polo shirts with the Community Service Unit Patch across the left chest and the letters "CSO" on the back. CSOs shall also be provided with a jacket. CSOs shall be allowed to choose whether to wear a short or long sleeve shirt or whether to wear a jacket or not, based on their own individual

comfort level. CSO's shall wear black BDU style pants and black shoes or boots.

2. CSO's shall wear department-issued duty belts and duty gear while on duty.
3. No CSO may wear or carry any department-issued uniform items or gear (including duty belts and department-issued OC spray) while off duty, except when directly in transit to or from duty.
4. No CSO may ever carry any type of badge or ID while on duty or in uniform, except for official, authorized department-issued items of this nature.
5. No CSO may ever wear any item marked "police" or "sheriff" or that would otherwise identify the wearer as a law enforcement officer while on duty or in uniform, unless such item is issued to them for temporary use by a police officer.
6. No CSO may wear any uniform item or carry any duty gear or equipment that is not department-issued or specified in this policy, without prior approval from the unit Commander or Coordinator.
7. CSO's are strictly prohibited from carrying any weapon or restraint device when on duty or in uniform. This includes, but is not limited to: firearms, saps, gloves with lead or metal inserts, kubaton-type devices, brass-knuckle type devices, Tasers, blackjack-type devices, control devices, handcuffs, thumb cuffs, and flex cuffs.

The only exceptions to this section are that CSOs are allowed to carry department-issued OC pepper spray, to be used for defense against vicious animals, after CSO's have been officially certified as completing a WI-state certified DAAT instruction course through a certified WI college, taught by a certified WI DAAT instructor; and that CSO's who have been officially certified as completing a WI-state certified DAAT instruction course through a certified WI college, taught by a certified WI DAAT instructor, and have completed bite stick training and been approved for baton carrying, may carry a department issued baton for defense against vicious dogs.

A copy of proof of the CSO's DAAT completion must be on file in the CSO's personnel file before the CSO is issued and allowed to carry OC pepper spray and/or a baton.

8. CSO's shall only wear departmental issued ball caps during inclement weather or during periods of extended exposure to the sun. Black winter hats shall be worn at the discretion of the CSO.

9. CSO's shall adhere to the department standards for personal appearance.

#### D. Dispatching and Radio Numbers

1. CSO's shall be assigned the radio numbers 240-254
2. CSO's shall be dispatched by radio or telephone to designated call types, as specified in this policy.

#### E. Call Types and Duties

1. CSO's shall not be dispatched to any call or incident in which there is an evident threat of violence or danger due to a human threat.
2. CSO's shall not be dispatched to calls involving alcohol or drugs.
3. CSO's shall not be dispatched to any call that would evidently require a physical arrest, or enforcement action other than a simple ordinance citation or parking citation.
4. CSO's shall not respond to any call for service unless assigned to them by the on-duty shift supervisor or designee.
5. CSO's shall conduct patrol operations in an ethical, moral, and legal manner at all times. CSO's primary patrol duties are to ensure security of homes and parks a like, zoning ordinance enforcement, parking enforcement, animal control, and frequent foot and bicycle patrols to promote positive community awareness and support as defined by the mission and core values of the Sturgeon Bay Police Department.
6. CSO's may be assigned to other tasks as deemed by the on-duty shift supervisor or department administration. i.e. Traffic Control, Crossing Guard, Errand Calls, etc.

#### F. Vehicle Operations

1. CSO's are allowed to operate departmental vehicles for patrol purposes, for transporting items/equipment, and for moving departmental vehicles from one location to another.
2. CSO's shall use the marked CSO vehicle for patrol purposes, unless authorized to operate a marked squad car or other city vehicle for patrol by a supervisor or by the unit coordinator.

3. CSO's shall operate their authorized emergency vehicles in accordance with, and observe all traffic laws, with the following exceptions:
  - a) CSOs and Aux. CSOs may park in violation of state statutes regarding parking/stopping/and standing, with emergency lights operating, when required to do so by the nature of their duties (e.g. traffic control, parking enforcement, dealing with a traffic hazard or crash, etc...).
  - b) CSO's may proceed through stop signs or red stop lights when conducting a funeral or wide load escort, when the CSO is: operating the emergency lights of the vehicle, is proceeding slowly through the stop sign or traffic signals, is operating the siren when proceeding through a stop sign or traffic lights, ensures that there are no oncoming vehicles, and is driving with due regard.
  - c) CSO's may use their emergency lights when they are changing the position of their vehicle at an incident scene, when required to do so by the circumstances of the scene. CSO's may only use their emergency lights under these circumstances when traffic conditions require them to do so to either move traffic out of their way, or to give proper warning to oncoming traffic.
  - d) Other than the above-mentioned exemptions, CSO's must obey all traffic laws and may not operate their emergency lights or sirens.

#### G. CSO Authority

1. CSO's have the authority to issue municipal ordinance citations and municipal parking citations. CSOs do not have the authority to issue state Uniform Traffic Citations, state misdemeanor citations, or to make physical arrests.
2. CSO's have the legal authority to direct and control traffic, but do not qualify as "traffic officers" under WI state law.
3. CSO's have the legal authorities and powers under city ordinances granted generally to city employees, except those authorities reserved to law enforcement officers or reserved to specific city officers or positions.
4. CSO's have the legal authority to operate an authorized emergency vehicle, as subject to the restrictions enumerated in this policy.
5. CSO's have the authority to seize illegal items from persons that they come into contact with (e.g. seizing cigarettes from a juvenile), if they can safely do so without using force or incurring a violent confrontation. If such a seizure would not be able to be accomplished without force or violence, the CSO must contact a police officer to seize the illegal items.

6. Neither CSO's have the authority to detain or take into custody any person. CSO's are prohibited from the use of any physical force or physical control of a person, including the pursuit, whether by vehicle or on foot, of fleeing persons.
7. CSO's shall have the powers granted to Humane Officers under WI state law.
8. CSO's shall have the authority to run checks with Dispatch for driver's license records, warrant checks, probation/parole status, and for VIN and license plate records.  
CSO's shall not have the authority to run criminal histories, or to access law enforcement sensitive or restricted information. If CSO's have a legitimate need for such information, they must request that an officer obtain the information for them.
9. CSO's will have access to department records and reports, insofar as they require access for legitimate duties.

CSO's will have access to the Spillman RMS system, and will be allowed to complete incident reports through the Spillman system (with the exception of parking citation reports, which will be completed through the use of paper report forms).

10. CSO's may stop or attempt to stop a vehicle, except through the means of routine traffic controls signals as part of legitimate and necessary special manual traffic control activity, for any kind of violation. CSO's are not authorized to enforce traffic law and may not engage in traffic stops.

#### H. Supervision and Disciplinary Action

1. General supervision and management of the CSO's shall be provided by the Community Service Unit Commander and Coordinator.
2. Sergeant's and officers in charge will directly supervise CSO's when they are working.
3. CSO's, are required to obey any and all lawful orders of a city police officer, or the lawful orders of any other law enforcement officer with whom the CSO is working, if an officer from another agency is assisting SBPD, or the CSO is assisting an officer from another agency.
4. Any disciplinary action shall follow Sturgeon Bay Police General Orders.
5. Any acts of insubordination, rule/policy violations, violations of the law, or other improper acts by a CSO shall be reported by the officer observing or having

become aware of such an act to the Community Service Unit Commander, as well as the on-duty supervisor or officer in charge.

6. CSO's are fully subject to all provisions of the SBPD Manual of Rules.

I. CSO Hiring/Selection Process

1. Will be decided in the form of a written directive by the Community Service Advisory Committee.

J. Use of Force Against Animals

1. Any CSO shall strictly follow the guidelines outlined in the Sturgeon Bay Police General Order on Use of Force. Community Service Officers are allowed to use the maximum amount of force they are certified to use through Wisconsin Training and Standards.

Clinton Henry  
Chief of Police

This Policy & Procedure cancels and supersedes any and all previous written directives relative to the subject matter contained herein.

Initial 06/26/2020