

## RENO POLICE DEPARTMENT GENERAL ORDER

This directive is for internal use only and does not enlarge this department's, governmental entity's and/or any of this department's employees' civil or criminal liability in any way. It is not to be construed as the creation of a particular standard of safety or care in an evidentiary sense, with respect to any complaint, demand for settlement, or any other form of grievance or litigation. Violations of this directive, if substantiated, can only form the basis for intra-departmental administrative sanctions.

Chief of Police: Michael Poehlman /s/		
Legal Advisor: Karen Fraley /s/		
Approving Deputy Chief:		
General Order No: S-110-05	Issued: January 3, 2006	Supersedes: 5/305.000
	Reissued:	Revised:
General Order Title: <b>COMMUNITY SERVICES OFFICER</b>		

### **POLICY**

The Reno Police Department has established the position of Community Services Officer (CSO) to enhance delivery of a variety of police services to the community.

### **DEFINITION**

CSO is a non-sworn classification which performs police duties that are not hazardous while assigned in the field or at a neighborhood substation. CSOs are not required to complete Peace Officers Standards and Training certification. CSOs are accountable for following all departmental general orders, policies and procedures applicable to their position.

### **PROCEDURES**

#### **Responsibilities of Substation CSOs**

Substation personnel will provide general assistance to the public. CSO duties include, but are not limited to, the following:

1. Prepare and compose various crime, incident, and accident reports, including interviewing and gathering statements from victims and witnesses.
2. Refer complaints to the proper resources in the event situations cannot be resolved at the desk.
3. Testify in court or at hearings regarding case records and investigative activities.

4. Assist in conducting surveys and studies by compiling, tabulating, and reporting data.
5. Perform other related duties as required.

### **Responsibilities of CSOs Assigned to Patrol**

Duties of CSOs assigned to Patrol include, but are not limited to, the following:

1. Investigate non-injury accidents and perform traffic control.
2. Perform other related traffic duties including arranging for vehicle tows and issuing handicapped parking citations.
3. Prepare and compose crime, incident, and accident reports, including interviewing and gathering statements from victims and witnesses.
4. Respond to and process found property calls at the direction of a CSO Supervisor or a Patrol Supervisor.
5. Transport victims, witnesses and equipment.
6. Assist in conducting surveys and studies by compiling, tabulating, and reporting data.
7. Testify in court or at hearings regarding case records and investigative activities.
8. Conduct crime prevention and community services activities.
9. Perform crime scene investigations, including fingerprints, photographs, and evidence collection.
10. Provide assistance as needed during special events.
11. Perform other related duties as required.

### **Responsibilities of Communications Personnel**

Communications personnel will follow established protocol in referring calls for service to the CSO desk or to field personnel.

### **Responsibilities of CSO Supervisors**

1. Administrative duties include staffing, training, evaluations, and CSO report review and approval.
2. Supervision of desk-team operations to ensure adherence to established procedures set forth in this general order.
3. Investigation of complaints pertaining to CSO personnel and if confirmed, appropriate

follow-up, including documentation, and/or counseling.

4. Monitoring of CSO time cards for completeness, accuracy, and appropriate signatures.
5. Supervision of police officer recruits while assigned to substation awaiting entry into police academy.
6. CSO Supervisors will share with Sworn Supervisors all responsibilities relevant to field supervision of CSOs, including authorizing response to crime scenes to collect physical evidence.

### **How to Choose Acting-In-Charge Designees**

When the CSO Supervisor has a planned absence from a shift for a period of five (5) hours or longer, the supervisor will designate a team member as the "Acting in Charge" for that time period. Designees will be chosen based on the following criteria:

1. They will be chosen on PTO Rotational basis, or if no PTO is available, they will be chosen on an as needed rotation.
2. Interested employees can be chosen, as long as they do not currently have an unsatisfactory performance evaluation, or are not on probationary status.

### **Responsibilities of Acting-In-Charge Designees**

Responsibilities of the Acting in Charge position include, but are not limited to, the following:

1. Administrative duties including staffing for the day and CSO report review and approval.
2. Supervision of desk team operations, including supervision of police officer recruits, to ensure adherence to established procedures set forth in this general order.

Acting-In-Charge Designees are not responsible for:

1. Signing off on time cards.
2. Investigation of complaints regarding CSOs.
3. Authorization of requested time off other than time off during current shift to which they have been assigned as Acting-In-Charge Designee.

Acting-In-Charge Designees will be compensated as provided for in the Local 39 contract.

### **Telephonic Report Responsibilities**

CSOs may handle incident reports by telephone as long as the reports are not for the following incidents/crimes:

1. Arrest reports;
2. Major felony crime reports, including:
  - Homicide/attempted homicide
  - Robbery, **unless approved by a supervisor**
  - Crimes against property with a loss in excess of \$5000, **unless approved by a supervisor**
  - Sexual assault, **unless approved by a supervisor, or as addressed in the mail-in report section of this general order.**
  - Battery with a deadly weapon and/or assault with a deadly weapon, **unless approved by a supervisor**
  - Driving under the influence
  - Child abuse/neglect, **unless approved by a supervisor**
  - Sex crimes relating to juveniles, **unless approved by a supervisor, or as addressed in the mail-in report section of this general order.**
  - Narcotics cases
  - Stolen vehicle reports, and/or
  - Fraud cases, **unless approved by a supervisor.**
3. DOA Reports;
4. Traffic accident reports (except for reports of damaged private property in connection with a traffic accident).

### **Telephonic Report Procedures**

1. Make sure the incident meets the criteria for a telephone report.
2. Complete the Tiburon report and any documents related to the type of report being filed.
3. Direct the complainant to go to the main station or to any substation if they wish to complete a statement.
4. Obtain a case number for the report, and give this information to the reporting person.

### **Mail-In Report Responsibilities**

Mail-In reports may be provided to citizens at their request or at the discretion of a CSO to complete reports that may not be filled out by telephone.

### **Mail-In Report Procedures**

1. Upon receipt of a mailed-in report, a case number will be assigned to the report. A postcard is then sent to the citizen filing the report advising them of its case number for their records.
2. Child abuse and child sexual assault reports may be filed via mail-in reports only by mandatory-reporting children's service agencies such as Washoe County Social Services,

the McGee Center, the Children's Cabinet, and Sage Winds. Abuse being reported must be past tense with no chance of collecting physical evidence. Additionally, the agency member filing the mail-in report must believe there is no immediate danger to the victim child.

3. Adult sexual assault reports may also be filed, by the victim and at the victim's request, using a mail-in report, if the assault is more than one week old and there is no physical evidence to be collected. The victim must believe there is no additional threat to him/her by the suspect, and that this assault is not part of an ongoing issue between the victim and the suspect, such as a stalking case.

### **Training Responsibilities**

CSOs will be provided the training and certifications necessary to perform the listed job requirements.

### **Equipment Responsibilities**

CSOs are responsible for equipment that is issued and assigned to them by the department. Issued and assigned equipment and uniform requirements are outlined in General Order No. E-200-03, "Inspections."