

Community Service Officer

803.1 PURPOSE AND SCOPE

To establish policy, duties, responsibilities and procedure for the operation of the Community Service Officer position and unit.

803.2 METHOD

The purpose of the Community Service Officer (CSO) Unit is to provide support to all major divisions within the Police Department. Supervision of the CSOs will come under the direction of individual Division Manager or the Watch Commanders within the organization. The Division Manager will perform functional management. Shift commanders and Supervisors will have direct supervisory responsibility of CSOs.

- (a) CSOs will report to the on-duty Watch Commander or their designated division supervisor upon arrival to work for specific assignment or duties as needed.

803.3 DUTIES AND RESPONSIBILITIES

- (a) CSOs are civilian Police Department employees who may be assigned to perform a wide variety of duties.
- (b) CSOs will be required to provide a full range of service, including, but not limited to:
 - 1. Interview victims/witnesses, compile and conduct photographic lineups.
 - 2. Investigate criminal and civil backgrounds.
 - 3. Identify, preserve, collect, and package evidence.
 - 4. Arrange for emergency traps or line traces with the phone company.
 - 5. Prepare comprehensive reports, including case documents and materials for submission to the District Attorney.
 - 6. Enter Data into the Department computer systems for analysis and record keeping.
 - 7. Conduct vehicle maintenance and inventory.
 - 8. Assist with the maintenance and property and evidence.
 - 9. Assist in completing a variety of patrol and investigative duties.
 - 10. Perform other duties as assigned.
- (c) CSOs are not police officers and will not:
 - 1. Exercise peace officer powers of arrest.
 - 2. Become involved in situations that would likely lead to injury or arrest.

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3. Respond to Priority 1 calls or in-progress calls for service.
4. Be utilized as back-up on calls for service.
5. Self-dispatch to service calls in the field.

803.4 TRAINING (PRIOR TO BEING ASSIGNED TO FIELD DUTIES)

- (a) All CSOs will receive a minimum of 320 hours of training in:
 1. Department policy/rules and regulations.
 2. Community-based policing.
 3. Report writing/dictation.
 4. Laws.
 5. Patrol procedures.
 6. Evidence.
 7. Traffic.
 8. Communications.
- (b) Field training will be completed in a specified training period.
- (c) CSOs assigned to specialized positions will receive appropriate training.
- (d) The probationary period for all CSOs is one year from date of assignment.
- (e) CSOs are required to comply with all City of Oxnard rules and regulations, applicable Oxnard Police Department Policies, reference manuals and other rules that govern the conduct and procedures of employees of the Oxnard Police Department.

803.5 BUREAU ASSIGNMENT

- (a) CSOs may be assigned to any of the following Police Department bureaus.
 1. Field Services.
 2. Administrative Services.
 3. Investigative Services.
- (b) All CSOs will have Field Services as their basic assignment.
 1. Patrol Field Support will be the basic Field Services assignment.
 2. Property Room CSO will be assigned to Administrative Services.
 3. The lateral assignments include:
 - (a) Front Desk CSO - Field Services.

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- (b) Court Liaison CSO - Investigative Services.
 - (c) Violent Crimes Unit CSO - Investigative Services .
 - (d) Body Worn Camera (BWC) CSO - Investigative Services.
- (c) All CSO lateral assignments will be for a term of three (3) years. One year extensions based on performance may be made up to two (2) years, for a maximum of five (5) years total. To qualify for performance extensions a CSO must have an overall rating of "Meets Job Requirements" on the last evaluation in the third year. The performance level must be maintained and documented in an evaluation during year the fourth year to qualify for the final one-year extension CSOs may reapply for their position, not to exceed two (2) terms. Exceptions to this rule would include when no other qualified CSO applies for an opening or at the needs of the Department as determined by the affected bureau chief. While completing an entire term is not required, fulfilling one's commitment to the original assignment may be a determining factor in future lateral assignment selection processes. Upon the completion of a second term and term extensions (if applicable), CSOs must return to field duty in the Field Services Bureau for one (1) year before reapplying for the same position. Exceptions to this rule would include when no other qualified CSO applies for an opening or at the needs of the Department as determined by the affected Bureau Chief.
- (d) Duties and Responsibilities of the CSO Assignments:
 - (a) The Patrol Field Support CSOs may be assigned to or perform the following tasks:
 - (a) Non-emergency traffic accidents (except for hit and runs) or other related duties.
 - (b) Station or desk duties handling non-emergency calls for police service.
 - (c) Assist police personnel in performing a variety of patrol functions and duties as assigned.
 - (d) Field Support CSOs will refrain from performing activities that will involve direct contact or surveillance of possible criminal offenders. Such activities to be avoided will include surveillance of any location where a known criminal suspect may reside, loiter, or work; conducting records checks for follow-up on known criminal suspects when not requested by a Field Supervisor or the Watch Commander; initiating any direct contact with any potential criminal suspects; or any other self-initiated activities that would place them in unnecessary risk involving potential criminal suspects.
 - (b) The Front Desk CSOs may be assigned to various administration functions, including:
 - (a) Vehicle maintenance/inventory.

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- (b) Monitor false business/residential alarms and bill violators.
- (c) Scheduling/tracking of Department personnel assigned to the Field Services Bureau.
- (d) Handling non-emergency calls for police service for walk-ins at the front lobby of the Department.
- (e) Interacting and assisting with questions of walk-ins at the front lobby of the Department.
- (f) Maintenance of department property and evidence.
- (g) Duties as assigned by supervisor or Watch Commander.
- (c) The Court Liaison CSO may be assigned to:
 - (a) Criminal and non-criminal follow-up investigations as assigned by a detective supervisor or the Investigative Services Bureau Commander.
 - (b) Logging and tracking all criminal cases being submitted to the District Attorney.
 - (c) Logging and tracking all requests from the District Attorney for follow-up investigation or warrant declarations.
 - (d) Interface with members of the District Attorney and Sheriff's Department as needed to file criminal cases or warrant declarations.
 - (e) Assist with search warrant services after police officers have made entry and secured the location. Assistance by the CSOs includes completing property sheets, documents related to the search warrant as directed by the case agent, photography, traffic/pedestrian control, other duties as assigned.
 - (f) Duties as assigned by a detective supervisor or the Investigative Services Bureau Commander.
- (d) The Violent Crimes Unit CSOs may be assigned to:
 - (a) Criminal and non-criminal follow-up investigations as assigned by a detective supervisor or the Investigative Services Bureau Commander.
 - (b) Track and catalog tagger/gang related graffiti/crimes.
 - (c) Photograph, measure, and document tagger/gang related graffiti in the field.
 - (d) Duties as assigned by a detective supervisor or the Investigative Services Bureau Commander.
- (e) The Property Room CSOs may be assigned to:

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- (a) Record, track, and properly store all types of property received by Property.
- (b) A variety of administrative duties involving the storage, destruction, or cataloging of property received by the Property Room.
- (c) Ordering office supplies for the Field Services Bureau.
- (d) Duties as assigned by the Property Room Supervisor or the Records Manager.
- (e) Shift assignments will be made in the following manner:
 - (a) Field Services Bureau:
 - (a) Six (6) month assignments and in accordance with the Patrol shift selections.
 - (b) Assignments will be chosen by the seniority of those CSOs assigned to the Patrol Division.
 - (c) CSOs will be allowed to remain on the same shift assignment for a maximum of one year.
 - (b) Administrative Services/Investigative Services Bureaus:
 - (a) Assignments will be based on the operational needs of the assigned bureau.

803.6 DISPATCHING COMMUNITY SERVICE OFFICERS

- (a) CSOs will not dispatch themselves to calls for service. The Communications Center, field supervisor or the Watch Commander will dispatch CSOs to calls for service.
- (b) CSOs assigned to specific districts will be primarily dispatched to police calls for service in their assigned districts. Dispatchers may use their discretion to send CSOs to calls for service in other districts when needed to reduce call volume or wait times.

803.7 SELECTION PROCESS FOR COMMUNITY SERVICE OFFICER LATERAL ASSIGNMENTS

The selection process for lateral assignments will comply with the following procedures:

- (a) A notice will be posted and distributed that describes the position and any selection criteria that will be used, such as a demonstration of a skill or completion of a written exercise.
- (b) The notice shall be clearly posted for a minimum of ten calendar (10) days, and shall also be sent to personnel on the Department's email system.

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- (c) All CSO lateral assignments shall require a minimum of two (2) years of CSO experience with at least one (1) year with the Oxnard Police Department.
- (d) Interested applicants shall submit a resume along with a memo expressing their intent to apply for the position.
- (e) All CSO lateral assignment candidates must have the written approval of their current supervisor to be considered. This approval shall not be viewed as a recommendation or endorsement, but is limited to their stating that the employee's performance is acceptable and that he/she meets the assignment's minimum requirements. If a supervisor declines to approve a candidate, the supervisor shall prepare a written explanation of the reasons for declining.
- (f) The candidates may be interviewed by the appropriate commander or an oral panel. The same questions will be asked of the all candidates. Specific inquiries into individual areas of concern may also be made. Candidates may also be asked to complete a written exercise or perform a skill-based demonstration of their competency as it pertains to the specific assignment. Additional phases such as an exam, practical, or other task-related exercise may be required pursuant to the unit manual or department policy governing the specific unit.
- (g) The commander will thoroughly evaluate the eligible candidate's work history, training, experience, disciplinary action, and potential future performance before recommending a selection to the bureau chief, who will select the most qualified candidate(s).
- (h) Eligible candidates may request information on their performance at the conclusion of the selection process and the basis for the final selection. The commander or an oral board chairperson will provide this information as soon as possible.
- (i) Every open position will require a new selection process.
- (j) In the event that none of the applicants are deemed acceptable or no one applies for the position, the Chief of Police may appoint someone of his/her choosing.