POLICY & PROCEDURE

PORTAGE POLICE DEPARTMENT

SUBJECT:	**COMMUNITY SERVICE UNIT**	NUMBER:	2.11
		ISSUED:	07/21/2022
SCOPE:	All Department Personnel	EFFECTIVE:	07/21/2022
DISTRIBUTION:	Policy & Procedure Manual	☐ RESCINDS	
		☐ AMENDS	
REFERENCE:		WILEAG 5TH EDITION	
		STANDARDS: N/A	

PURPOSE: The purpose of this Policy & Procedure is to outline the organization of the Community Service Unit of the Portage 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 Portage Police Department to staff a Community Services Unit 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 administrative division of the Portage Police Department, and as such, is under the overall command of the chief or designee.

2. The Unit is made of one community service officer (CSO) , who report directly to the Assistant Chief.

B. Position Definitions and Responsibilities

1. The Community Service Officers are civilians who are non-sworn employees

of the department.

2. CSOs are assigned as the primary officer for investigation and enforcement of quality of life issues, 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 an initial uniform allowance and thereafter an annual uniform allowance as per city policy.

2. The CSO Uniform shall consist of a gray shirt with department issued patches and black pants. CSO will wear black shoes or boots. CSOs shall also be provided with a jacket and rain coat.

3. CSO's shall wear department-issued duty belts and duty gear while on duty.

4. CSO's will be issued a department badge to be worn on their outer most clothing.

5. CSO shall avoid wearing items marked "police" that would otherwise identify the wearer as a law enforcement officer while on duty or in uniform, unless such item is for temporary use such as a traffic vest while assisting directing traffic.

6. CSO's shall only wear uniform items and / or duty gear or equipment that has been department-issued or approved by the chief or designee.

7. CSO's are 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 knives and department-issued OC pepper spray after CSO's have been trained in the use of pepper spray by a Wisconsin Training and Standards certified DAAT instructor.

8. CSO's may wear departmental approved hats while on duty and in uniform.

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 beginning with 41 sequentially thereafter if additional CSOs are added.

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 require a physical arrest, or enforcement action other than a simple ordinance citation or parking citation.

4. CSO's shall conduct patrol operations in an ethical, moral, and legal manner at all times. CSO's primary patrol duties are quality of life ordinance enforcement, parking enforcement, animal control, and frequent foot patrol to promote positive community awareness and support as defined by the mission and core values of the Portage Police Department.

5. 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 designated CSO vehicle for patrol purposes, unless authorized to operate a marked squad car or other city vehicle for patrol by a supervisor.

3. CSO's shall operate their authorized emergency vehicles in accordance with, and observe all traffic laws, with the following exceptions:

   a) 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 exceptional circumstances to seize illegal items from persons that they come into contact with which would be an ordinance violation and not a criminal violation (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. CSO's do not 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 for driver's license records, warrant checks, probation/parole status, and for VIN and license plate records. CSO's also have authority to conduct checks for license renewals such as bar tender, taxi cab driver, etc.

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.

10. 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 Assistant Chief.

2. Shift supervisors will directly supervise CSO's when they are working.

3. Any disciplinary action shall follow Portage Police Department Policy & Procedures and the City of Portage Personnel Manual.

I. CSO Hiring/Selection Process

1. CSO's will be hired following the City of Portage employment guidelines and Portage Police Department Police and Procedure.

J. Use of Force Against Animals

1. CSO's shall follow the guidelines outlined in the Portage 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.

Keith J. Klafke
Chief of Police

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

Initial 07/21/2022
Updated 03/20/2026