Final Report

of the

Community Service Staffing

Task Force

Submitted to the City of Milwaukee Common Council
June 2006

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- Orlando Florida Community Service Officer Model

Acknowledgements

Diana Morgan, City Clerk's Office, for her staff support to the Task Force, including meeting preparation and the recording of minutes.

Mark Ramion, Legislative Reference Bureau, for his work in providing historical context, background information and in the preparation, writing and editing of this report.

I. Introduction

An amendment to the 2006 budget for the City of Milwaukee, adopted by the Common Council and signed by the Mayor, included the establishment of a "Community Service Staffing" Special Purpose Account (SPA) for public safety related purposes or police overtime, including costs associated with community service staff and services within the police department. This new SPA reserved $1.5 million in 2006 police department overtime funds and is footnoted that no funds may be expended without Common Council approval.

The amendment also created a process, through the establishment of a task force, to investigate means and methods that would lead to community service staffing for public safety needs as well as to provide funds for the implementation of new staffing models for responding to Milwaukee residents' calls for service directed to the police department.

Common Council File Number 050956 implementing provisions relating to the establishment of a Community Service Staffing Special Purpose Account for public safety related proposes or police overtime in the 2006 City budget is attached to this report.

II. Community Service Staffing Task Force: Background, Meetings and Discussion

In January 2006, a task force entitled *Community Service Staffing (CSS) Task Force* was established in accord with the provisions of Common Council File 050956. This 8-member task force conducted a series of meetings in order to consider and develop recommendations regarding the applicability of Community Service Officers (CSO) for the City of Milwaukee to present to the Common Council for consideration and action.

A roster of the Community Service Staffing Task Force members, as well as the official minutes for each of the meetings is attached to this report.

The Task Force considered information gathered by the Legislative Research Bureau that was available on line throughout the nation including job descriptions, a background report on community service officers prepared by LRB, e-mail reports from law enforcement agencies on CSO effectiveness sought by a task force member, made telephone contacts with law enforcement agencies including a task force conference call, and sought public opinion.

Background:

Information provided by the Legislative Reference Bureau indicated that the concept of a CSO is approximately 40 years old. The concept of a CSO received prominent attention in 1967 with the publication of the findings of the President's Commission on Law Enforcement and the Administration of Justice (Commission). Among its various charges, the Commission was tasked with examining the role of police in the community, especially in the wake of the civil unrest experienced by several U.S. cities in the 1960's.

Among several recommendations submitted, the establishment of "Community Service Officers" was urged in order to create additional sets of "eyes and ears" in neighborhoods, especially those that were experiencing a disproportional elevated share of the urban problems of a particular city.

In its Task Force on Police, the Commission viewed the creation of CSOs as offering a neighborhood presence that would address citizen complaints of a non-urgent nature and respond to service calls that were considered not dangerous. The Commission, as a primary concern, understood many urban police forces to be predominately white male entities with little or no understanding of minority issues or concerns. The Commission urged creating the CSO with the view of improving service in the minority neighborhoods, relieving sworn officers of "lesser" duties, increasing urban police-oriented staffing and, as a by-product, increasing opportunity for minorities as these CSOs were envisioned as being members of the minority community served.

In 1973, The National Advisory Commission on Criminal Justice Standards and Goals, Task Force on Police (Task Force) continued the advocacy for increasing "civilianization" of police departments throughout the country. The position of this Task Force was that creating civilian positions in police departments would assist in diversifying the internal culture of the department as well as freeing-up sworn personnel for law enforcement. In this sense, the concept of the CSO was continued as a term for civilianization both within the police department and as an adjunct for quasi-police services in the community. In many cities, especially in California, traffic and parking enforcement traditionally conducted by sworn officers now became the purview of the CSO. Some cities employed CSOs as jail security or prisoner transport officers. In Dallas Texas, the CSO was stationed in a storefront office in the neighborhood and conducted counseling related to job and welfare services. These CSOs conducted community meetings and served as liaisons between the police department and the neighborhood.

Throughout the United States, several cities have employed the use of civilian CSOs. One larger city in the Midwest, Minneapolis, Minnesota uses a Community Service Officer position as a transition to a full time police officer.

A Community Service Officer (CSO) works 20 hours per week in the Minneapolis Police Department while enrolled as a full-time student in an approved, 2-year Law Enforcement Program. The City pays for all college tuition and books. CSOs assist the police department in a variety of non-enforcement activities. After CSOs successfully complete academic and fitness training, they may be eligible for promotion to full time police officer.

In Wisconsin, cities such as West Bend, Menasha and Oshkosh employ civilian CSOs with varied duties that include animal complaints, traffic and parking control, minor ordinance violations and support to police staff.

The common feature among municipalities that employ civilian public safety officers includes the active support of the municipal police and other departmental staff with the stated avoidance of involving the incumbents of these positions in serious or dangerous law enforcement situations. These community positions have no arrest powers, may not carry weapons (although some carry pepper spray for self-defense) and may not respond to calls with an emergency status. Enforcement powers are generally related to parking control.

Meetings and Discussion:

As part of the initial meeting of the CSS Task Force, various challenges and benefits for the possibility of creating community service officers were articulated. The benefits and challenges, as viewed by the task force members, are:

Benefits:

- Improved response time to calls for service
- Freeing police officers for higher priority calls
- Increased visibility for the Police Department (MPD)
- Deterrent potential based upon an MPD presence
- Enhanced citizen satisfaction based upon shortened response times
- Improved community relations
- Formation of a pool for potential police recruits

It should be noted that, in October 2005, one of the members of the task force, prior to being appointed to the task force, had conducted an informal e-mail request for information asking municipalities and jurisdictions throughout the country about their experiences with "Community Service Officers" i.e., non –sworn civilians who have received classroom and field training for the purpose of responding to low-priority assignments to free sworn officers for higher priority calls. Without exception, all of the respondents spoke very highly about the positive contributions that Community Service Officers made to their respective departments, often citing the same benefits as identified by the Task Force.

Challenges:

- Safety issues for CSO/ citizens in escalating circumstances (i.e. priority 4 call becomes a priority 2 or 1 as the situation changes)
- Benefits vs. costs are unknown (vehicles, uniforms, training, salary, benefits are not determined as well as the ultimate budget impacts)
- Reporting structure of CSOs is unknown
- Enforcement powers, legal and contractual issues are unknown
- Citizen response, satisfaction, acceptance/non-acceptance are further unknowns

Safety

The task force discussed, as a recurring topic at each meeting, the safety considerations for a CSO as this position will not be trained for arrests, weapons and associated tactics related to dangerous situations or confrontations. The MPD and Milwaukee Police

Association representatives on the task force expressed concerns related to the circumstances that can occur in instances where low priority calls for police service escalate to a more urgent or unsafe circumstance for the responding officer.

It should be noted that, in an informal e-mail request for information conducted by the task force and sent to various jurisdictions throughout the United States, no injuries or safety concerns other than routine worker's compensation claims, were reported. No CSO was reported to have been killed in the line of duty. The only injury cited caused by a citizen was a CSO injured when a car accidentally ran over the CSO's foot. This survey was not intended to be inclusive of all jurisdictions but was the result of voluntary reporting of safety-related concerns relative to the position of Community Service Officer.

The safety of Community Service Officers was also addressed as part of a telephone conference by the task force with the Orlando Florida Police Department, a city with 20 plus years of program operation. In addition to having no instances of a Community Service Officer injured or harmed in the performance of duty, the Orlando Police Department reserves the CSO duty to designated areas of the city. Additionally, the Orlando Police Department keeps an updated "no-go" address list where only a sworn law enforcement officer may respond.

In all, the information received by the Task Force did not indicate a safety problem using trained civilian Community Service Officers to respond to calls for service for crimes no longer in progress or other duties.

Cost

The Task Force attempted to identify potential costs of a CSO program. A table prepared by the Department of Administration-Budget and Management indicated that the 5-year costs of a CSO program, including recruitment and training, salary and benefits, as well as equipment and uniform costs, with 20 officers would total (approximately) $5.728 million. This estimate included the base salaries and no special pays or overtime.

Also included in the table, for informational and comparative purposes, were the 5-year costs of 20 police officers including all the components of recruitment, training, salary and benefits, etc. This estimate totaled (approximately) $7.486 million and included the base salaries and no special pays or overtime.

This cost estimate was prepared on budget assumptions on today's pay range for officers and pay range for CSOs (located between a parking checker and a police officer). An exact comparison is not possible since the duties, pay range and training for CSOs have not officially been determined nor have they been approved by the Fire and Police Commission.

The cost comparison from the Budget Office is attached to this report.

Reporting structure
The Task Force found that CSO programs are located within the police departments and may have either civilian or police supervisors. The program would be a responsibility of the Chief of Police.

Enforcement powers, legal and contractual issues
The CSO program would need authorization from the common council for some duties related to traffic as explained in Section IV of this report. An assistant city attorney addressed the Task Force and indicated bargaining units could petition to represent CSOs.

Public acceptance
A questionnaire was mailed to several community organizations throughout the city soliciting comments regarding the possibility of implementing a CSO program in Milwaukee and public acceptance. Public comment was also invited at the February 24, 2006 meeting of the CSO Task Force. Few comments were received from the questionnaire but were supportive of the concept. No members of the public testified at this meeting. Members reported on their public contacts and discussions with others on the concept indicating favorable comments.

III. The City of Orlando Florida Model

In the course of the deliberations of the task force, attention was given to the Community Service Officer Program established in Orlando Florida. The City of Orlando has had a Community Service Officer program established since 1983. The CSOs were established in 1983 as a result of a recommendation of the Orlando Crime Commission Report issued on October 8, 1981, to create a non-sworn category of "service officer" for the purpose of handling "barking dog" calls and non-crime responses. In addition, the goal of the CSO program was to maintain the quality of service, but reduce personnel costs by using civilian personnel to answer non-hazardous calls for service. The Orlando Police Department has a year 2006 authorized strength of 31 for its CSOs.

The program in Orlando was examined because the position duties closely mirrored the intent establishing the Milwaukee task force: to examine the possibility of employing and deploying a civilian officer core to respond to police calls for service that do not require the full police enforcement powers of a sworn police officer as well as time afforded to police officers to respond to calls and patrols requiring the full expertise and enforcement power granted to a sworn police officer.

More specifically, the Orlando CSO responds to emergency and non-emergency police calls such as criminal incidents not in progress, fires (including vehicle, residential, commercial), arsons, gas leaks/hazardous material spills or explosions, burglaries no longer in progress (including residential, commercial and vehicle), stolen/recovered vehicles, traffic crashes (from minor crashes up to traffic homicides), missing juveniles/adults, emergency road closures, traffic positions, animal complaints,

abandoned/disabled vehicles, theft, criminal mischief (vandalism), forgeries, frauds, embezzlements, counterfeit currency/checks, and other economic crime related calls.

The Orlando CSO recruits receive 672 hours of training at the Central Florida Criminal Justice Institute conducted by Florida Department of Law Enforcement certified instructors plus a 12-week field-training period conducted by veteran CSOs trained as Field Training Officers.

The City of Orlando Florida Police Department Community Service Officers provided the CSS Task Force with a template of a mature and robust CSO program in a larger city in the United States as a rationale for examining this program.

A detailed description of the Orlando CSO is provided as a reference at the end of this report.

IV. City Attorney's Office

The Office of City Attorney, in the course of the CSS task force meetings, has offered the opinion that civilian personnel functioning as Community Service Officers, could serve as traffic accident investigators. No prohibition exists in state law. Furthermore, the CSO would be able to issue citations for municipal ordinance violations with Common Council and Chief of Police authorization. The CSO would be able to direct traffic; however, unless the CSO is designated as traffic officer, any failure to comply with the directions given by a CSO would not be able to be enforced.

A City Attorney's opinion related to traffic duties for CSOs was requested in response to CSS task force members' questions, as the task force believes that traffic-related calls for service would be a major response item for the CSO.

The City Attorney's opinion related to civilians and traffic investigation and enforcement is attached to this report.

V. Community Service Officer Duties and Calls for Service

The task force gave considerable consideration to CSO responses to calls for service. In general, the task force believes that the CSO will be able to respond to most traffic incidents as well as non-violent, over-with calls for police service. "Over-with" calls for police service can be characterized as not-in-progress incidents where no suspect is present and a police report is required or a police investigation should be initiated. Examples of these types of calls include burglaries, stolen vehicles, vandalism and assorted economic crimes such as forgeries or frauds. Traffic related duties were also recommended.

The task force reviewed the current list of calls for service and identified calls for service from the priority one through four lists that can be handled by a CSO, freeing officers for other calls needing a law enforcement response. The task force acknowledges that the

Chief of Police reserves the authority to deploy a CSO in a manner consistent with his or her judgment.

The Chief of Police has given the CSS task force a preliminary indication of how a CSO might be deployed within the structure of the Milwaukee Police Department:

- Chronic nuisance property investigations
- Station duty for walk-in complaints
- Missing person returns
- Traffic control, minor accident investigations and reports and parking problems

The task force recommends that the chief give serious consideration to the list of calls identified by this Task Force as possible CSO duties to free officers and improve police response to both higher and lower priority calls. The Task Force did not envision the CSO program as an indoor program or extension of the Police service specialist position.

The list of possible CSO duties identified by the Task Force is attached to this report.

VI. Community Service Staffing Task Force Recommendations

The Community Service Officer position is understood to be a civilian position in the police department that responds to non-emergency calls for service, traffic control, traffic incidents and other incidents not requiring the attention of a uniformed and armed sworn officer.

In a review of various programs nationally, the task force found that communities employing CSOs enjoy the following:

- Improved response time to calls for service
- Freeing police officers for higher priority calls
- Increased visibility for its police department
- Enhanced citizen satisfaction based upon increased response times
- Improved community relations
- Formation of a pool for potential police recruits

CSOs can assist the MPD in, at a minimum, continuing the same level of service or improving police service at a lower cost.

In a review of identifiable costs comparing 20 positions of police officer to 20 positions of a CSO, the budget office estimates the potential savings of $1.75 million over a 5-year period.

The following recommendations are offered for consideration relative to the implementation of a Community Service Officer position:

1. The Common Council should pass enabling legislation to creates a CSO program for the City of Milwaukee including the authority for the CSO to

direct traffic, investigate traffic crashes, investigate complaints, write citations and to fulfill the role of CSO as designated by the Chief of Police. In order to assure that the CSO position duties as proposed are in compliance with city ordinances and state law, the City Attorney's office is requested to review any legal issues related to the establishment of a CSO program for the City of Milwaukee

2. The Community Service Officers should be full-time and part-time civilian positions assigned to the MPD and deployed by the Chief of Police.

3. The pay range for the CSO is to be established between that of the position of Parking Checker and Police Officer. The position description and salary recommendation provided by the Department of Employee Relations (contingent upon approval by the Fire and Police Commission), and attached to this final report is recommended for acceptance as the framework, subject to modification, for the recruitment of individuals for this position, as well as serve as the guide for the intended scope of duties for the Community Service Officer.

4. All candidates for the position of CSO will pass examinations, background checks and psychological screening as determined by the Fire and Police Commission. Preference points may be awarded for retired or resigned-in–good-standing Milwaukee police officers who wish to apply to the CSO program.

5. The position of Community Service Officer may be represented by an appropriate bargaining unit as determined by the Wisconsin Employment Relations Commission.

6. Training will be required to be commensurate with the duties and job description eventually agreed upon.

7. Community Service Officers will wear a badge and have distinctive uniforms, vehicles and equipment as prescribed by the Chief of Police.

8. A public education plan will need to be implemented as to the role of the Community Service Officer in Milwaukee and the relationship of this role to the duties of a sworn police officer.

9. Funding shall be allocated for 20 CSOs in the 2007 budget. The Department of Administration is directed to seek start-up grant funding for equipment and training for the CSO program.

10. To implement the Community Service Officer program in a timely fashion, the Task Force recommends the following timeline:

- May 31, 2006 – Final Report of the Community Service Officer Task Force is to be introduced to the Common Council as a communication file and referred to the appropriate Common Council Standing Committee

- June 5 – June 16, 2006 – Final Report of the Community Service Officer Task Force to be reviewed and heard by the appropriate Common Council Standing Committee

- June 20, 2006 – Legislation, including ordinance changes, to be introduced authorizing the implementation of a CSO program for the City of Milwaukee

- June 26 – July 11, 2006 - Legislation, including ordinance changes, authorizing the implementation of a CSO program for the City of Milwaukee to be reviewed and heard by the appropriate Common Council Standing Committee

- July 12, 2006 - Legislation, including ordinance changes to be adopted by the Common Council authorizing the establishment of a CSO program for the City of Milwaukee

- August 30, 2006 – MPD and the Fire and Police Commission to finalize the CSO job description

- September 2007 – First recruit class of CSOs to begin training with City of Milwaukee employee status

- January-March 2008 - First recruit class of CSOs deployed

VII. Other Discussion Relating to Police Service

The CSS Task Force, as part of its overall review of a CSO program, engaged in discussion related to providing more sworn patrol officers for duty to the community. While this discussion was not directly related to its mandate, the CSS Task Force makes the following observations not specifically related to a Community Service Officer program, but offered to address the desire for increasing the number or utilization of sworn police officers:

1. Examine the feasibility of creating a part-time police officer position for qualified MPD officers who may wish, or be unable, to work a full 40-hour per week tour of duty.

2. Examine the feasibility of augmenting or expanding the current position of Police Services Specialist to include job duties that would align with the job duties of a Community Service Officer. The skills

of the Police Service Specialist should be used to conduct investigations for all MPD positions requiring background checks.

Police Service Specialists, retired police officers, currently have the opportunity to return to non-enforcement activities with MPD including conducting licensing investigations, engaging in office duties or assisting with police vehicle services including vehicle transfer and maintenance duties.

3. Civilianize Booking Officer and Community Liaison Officer positions.

   The task force believes that these current MPD positions do not require the expertise of a sworn law enforcement officer. Police officers in these positions could be assigned to patrol duties.

Attachments on following pages:

- Resolution 050956
- Task Force Members
- Task Force Meeting Minutes
- Budget Office Report- Cost Comparison and Analysis
- City Attorney's opinion related to civilians and traffic investigation and enforcement
- List of possible CSO duties identified by the task force
- Position description and compensation for the Community Service Officer from the Department of Employee Relations
- Orlando Florida Community Service Officer Model

City of Milwaukee Common Council

Legislative File Number 050956 (version 1)

Title

Substitute resolution implementing provisions relating to establishment of a Community Service Staffing Special Purpose Account for public safety related purposes or police overtime in the 2006 City Budget.

Body

Whereas, The 2006 City Budget establishes a special purpose account entitled Community Services Staffing, and appropriates $1,500,000 from the 2006 police department overtime budget with a footnote that states that no funds may be expended from the account without Common Council approval by resolution; and

Whereas, The Milwaukee Police Department, as a vital component of public safety for the city of Milwaukee, receives approximately 98% of the city property tax levy; and

Whereas, The current situation related to annual city budget considerations makes it imperative that efficiencies and alternatives be found related to all city services, including those entrusted with public safety concerns; and

Whereas, Staffing levels and police officer strength in the Milwaukee Police Department, as well as the costs associated with police staffing levels, have engendered considerable discussion; and

Whereas, Development of alternatives to policing, including expanding the role of civilians in traditional police work has received attention in various communities throughout the United States; and

Whereas, Investigating how non-sworn police department employees in other communities in the United States provide response to non-emergency, non-enforcement calls for service in order to allow sworn officers more time for enforcement, problem solving and crime prevention activities may have application to the Milwaukee Police Department; and

Whereas, Alternatives that non-sworn positions provide in other communities include authorization to perform traffic accident investigations, traffic control and post incident

reports such as burglaries and stolen vehicles; and

Whereas, There exists merit in investigating how alternative positions, sometime called Community Service Staff, may be applied to Milwaukee in order to provide budget relief and to better respond to citizen calls for service; now, therefore, be it

Resolved, By the Common Council of the City of Milwaukee, that funds in a Special Purpose Account established in the 2006 City budget entitled Community Services Staffing may only be used for police community service staff or police overtime pursuant to Common Council action, following the establishment of a task force and review of the task force's recommendations; and, be it

Further Resolved, That the membership of this task force be comprised of an appointee of the City Attorney, the Milwaukee Police Department, the Fire and Police Commission, the Department of Administration - Budget Division, the Office of the Mayor, one representative of the Milwaukee Police Association and two appointees of the Common Council President; and, be it

Further Resolved, That the Common Council President shall appoint the chair of this task force; and, be it

Further Resolved, That the task force shall investigate means and methods, appropriate for the city of Milwaukee, that would lead to community service staffing as well as funding for the eventual implementation of new staffing models for responding to Milwaukee residents' calls for service; and, be it

Further Resolved, That the task force, four months from the adoption of this resolution, shall provide its report in writing to the Common Council for Council review, appropriate action and direction relating to allocations from the special purpose account.

Drafter

LRB05447-2
mar
12/13/2005

Analysis

This resolution implements a footnote to a Special Purpose Account, established in the 2006 City Budget, entitled Community Services Staffing. This footnote states that funds may only be spent for public safety related purposes or for police department overtime under the provisions set forth in the Common Council resolution setting specific limitations on the use of the funds.

To assist the Common Council in action on the use of this special purpose account, this resolution establishes a task force and defines the membership of the task force that will investigate means and methods appropriate for the city of Milwaukee that would lead to community service staffing as well as funding for the eventual implementation of new staffing models for responding to Milwaukee residents' calls for service.

This resolution further provides for a written report to be submitted to the Common Council, four months from the adoption of this resolution for Council review and appropriate action and direction relating to allocations from the special purpose account.

Community Service Staffing Task Force
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City of Milwaukee

Meeting Minutes

COMMUNITY SERVICE STAFFING TASK FORCE

200 E. Wells Street
Milwaukee, Wisconsin
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File Specialist, Joanna Polanco, 286-3926; E-mail: jpolan@milwaukee.gov

Friday, January 27, 2006 | **1:30 PM** | **City Hall, Room 301-A**

Meeting Convened: 1:40 P.M.

Members Present: Ald. Witkowski, Linda Burke, David Feldmeier, William Gielow, David Heard, Anna Rusinski, David Schroeder,

Members Excused: Tyrone Dumas

1) Committee Member Introductions

File description

Common Council File Number 050956, implements provisions relating to the establishments of a Community Service Staffing Special Purpose Account for public safety related proposes or police overtime in the 2006 City Budget.

2) Charge to Task Force by Common Council President Willie Hines

Common Council President Willie Hines addressed the task force regarding the purpose and intent for the development of the Community Service Staffing Task Force. He advised members that the objective is to develop innovative strategies to address issues, which affect the well being of our communities at a time when there are tremendous financial constraints.

Comments by Chairman

Ald. Witkowski advised members that "the task force shall investigate means and methods, appropriate for the city of Milwaukee, that would lead to community service staffing as well as funding for the eventual implementation of new staffing models for responding to Milwaukee residents' calls for service".

3) Research on Community Service Officers by Legislative Reference Bureau Staff

Mark Ramion, Legislative Reference Bureau offered a historical overview of Community Service Officers. Mr. Ramion explained that the Community Service Officers are civilians employed to assist in the improvement of the quality of service and reduce personnel cost with extensive job descriptions.

Mr. Ramion also provided research from various cities who currently use Community Service Officers.

4) Future direction of Task Force

Members discussed and outlined both the challenges and benefits of establishing Community Service Officers in the city of Milwaukee.

Challenges
-Unions, bargaining agent, who will represent the CSO?
-Who will CSOs' report to?
-Safety issues for CSO/citizen in escalating circumsances (i.e. priority 4 to a priority 2 or 1)
-Will benefits out weigh cost (vehicles, uniforms, training, salary, benefits)
-InFrasture
-Contractual obligations
-Redevelopment, what level of enforcement?
-Legal Issues?
-Training?
-Citizen response, satisfaction, acceptance.

Benefits
-Improved response time
-Freeing up sworn officers to respond to higher priority calls
-Deterrence
-Visibility
-Customer satisfaction
-Cost benefits
-Possible police recruits

This list offers an outline of some of the areas the task force will research, with additional topics to be added as their research expands.

5) Comments from the Public

There were no public comments.

6) Next meeting date and time

The next meeting of the Community Service Task Force has been scheduled February 10, 2006, 1:30 P.M., City Hall, Room 301-A.

Meeting Adjourned: 3:04 P

Diana Morgan
Staff Assistant

All researched documents for this task force may be viewed at www.milwaukee.gov. Under Common Council click on (Council Files) and type in file number 051321.

City of Milwaukee

Meeting Minutes

COMMUNITY SERVICE STAFFING TASK FORCE

200 E. Wells Street
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File Specialist, Joanna Polanco, 286-3926; E-mail: jpolan@milwaukee.gov

Friday, February 10, 2006 | **1:30 PM** | **City Hall, Room 301-A**

Meeting Convened: 1:40 P.M.

Members Present: Ald. Witkowski, Deputy City Attorney Burke, Mr. Moore, Mr. Feldmeier, Mr. Heard, Deputy Inspector Ruzinski and Mr. Schroeder.

Members Excused: Mr. Gielow

1) Approval of the minutes of the January 27, 2006 meeting.

Motion to amend the minutes to include safety issues

Motion by Mr. Feldmeier to amend the minutes by adding safety issues under the challenges catogeory.

Motion by Deputy Inspector Ruzinski to approve the minutes as amended. Seconded by Deputy City Attorney Burke.

Prevailed. 7-0

2) Comments from Chairman

Introduction of and welcome Mr. Larry Moore, appointed to the Community Service Staffing Task Force, to replace Mr. Tyrone Dumas.

Discussion of challenges and benefits categories developed at the January 27, 2006 meeting. Ald. Witkowski advised members that these topics would be discussed throughout the course of the task force. In addition there would be distribution of researched documents, by LRB staff relative to these areas later in the meeting. Burma Hudson, Department of Employee Relations was also present at the meeting to discuss safety issues.

Mr. Moore suggested that infrasture and citizen response to CSO's be listed in both the benefit and challenge categories.

Challenges
-Unions, bargaining agent, who will represent the CSO?
-Who will CSOs' report to?

-Safety issues for CSO/citizen in escalating circumstances (i.e. priority 4 to a priority 2 or 1)
-Will benefits out weigh cost (vehicles, uniforms, training, salary, benefits)
-InFrasture
-Contractual obligations
-Redevelopment, what level of enforcement?
-Legal Issues?
-Training?
-Citizen response, satisfaction, acceptance.

Benefits
-Improved response time
-Freeing up sworn officers to respond to higher priority calls
-Deterrence
-Visibility
-Customer satisfaction
-Cost benefits
-Possible police recruits
-InFrasture
-Citizen response, satisfaction, acceptance.

3) Member Questions

Mr. Feldmeier asked if there was specific information available regarding the social economic base of cities who have used Community Service Staffing Officers (CSO's), including population, crime rate, citizen response and other revelant data?

Mr. Ramion advised that he had recently communicated with a supervisor from Orlando Florida regarding their CSO program. He explained that the CSO's in the Florida program appeared to be deployed to certain job specific duties.

Mr. Moore advised members that his research relative to CSO's revealed that in most instances, CSO are trained not to enter into threatening situations but to find safe refuge and report report incidents to the police department.

4) Legal briefing of what can be done with or without law charges

Deputy City Attorney Burke addressed the task force regarding the following legal views relative to Community Service Officers (CSO):

What do you want CSO's to do?

Deputy City Attorney Burke advised task force members that after a determination has been made as to the types of responsibilities a CSO's might be assigned, may be better researched after the task force has had the opportunity to review the types of designation by ordinance, how these designations should be written and the types of liabilities involved.

Can CSO's deal with traffic violations?

Under State Law when there is a traffic violation, moving violations must use the uniform traffic citation. Usually the only people who can write a uniform traffic citation are officers of a law enforcement agency. Typically a law enforcement officer is a police officer. City

Attorney Burke emphasized the fact that the contents indicated that individuals issuing traffic citations should be an officer of a law enforcement agency, not a law enforcement officer.

Technically someone who works at the police department could issue uniform traffic citations however, if they are non-civilian they have to be an officer.

There is currently a charter provision that list those who officers of the city are. Police officers are included. There is also a charter provision that talks about what personnel at the police department are civilians versus police officers.

Theoretically, the council can add a new class of officers to the charter on civilians versus non-civilians. However, the bottom line is that a civilian employee at the police department cannot write uniform traffic citations and could not enforce traffic (moving) violations.

Currently the ordinance as written directs that only a police officer can write a citation for a moving violation.

Ald. Witkowski requested clarification of whether the council could authorize someone with the title of officer to write citations?

Attorney Burke advised that it would have to be in the police department, an officer of a law enforcement agency. She further advised that the term officer is a very key term. This could impact the collective bargaining agreements, in addition to a variety of other things. It cannot be a civilian member of a law enforcement agency, it has to be a officer of a law enforcement agency.

Ald. Witkowski asked whether members were familiar with the Monroe County Traffic Police?

Deputy Inspector Burke responded "that these individuals may be police or officers of a law enforcement agency, if they can write uniform traffic citations, they have to be designated as officers of a law enforcement agency by city ordinance and law. Current city ordinance identifies these individuals as non-civilians in the police department".

Ald. Witkowski referenced the historical background, of the state patrol only having the authority to issue traffic citations .

Deputy City Attorney Burke advised that those individuals were identified as traffic officers.

Deputy City Attorney Burke continued by addressing other types of citations that may be written employees in various entities.

Municipal Court citations are not considered uniform traffic citations, these are listed as all other citations including parking citations. These have to be signed by a police officer or the common council may designate by ordinance or resolution other municipal officials who may issue citations, with respect to ordinances which are directly related to their official responsibilities. Those officials can then grant authority to write citations to their employees. This relates to parking checkers and housing authority personnel who currently write parking citations.

Several years ago there was a City Attorney Opinion written by the City Attorney's Office explaining how municipal citations could be written by people other than police officers, if those officials were only given the authority to write tickets within their area of responsibility. They could then designate their own employees to write tickets.

This would include building code types of violations (burning leaves, etc.) could be written by employees if they are municipal citations, as long as the common council approves that delegation.

Deputy City Attorney Burke further explained that currently, the Common Council has granted the Commissioner of Public Works the authority to issue citations concerning parking. This is directly within the responsibility of the Commissioner of Public Works. The Commissioner of Public Works has been allowed to designate employees to carry out these responsibilities with approval of the Common Council.

There is a resolution establishing these guidelines, which is how the parking checkers were moved over to the Department of Public Works. This is also the result of a resolution that actually predates that concerning Housing Authority employees.

Deputy City Attorney Burke advised that this could be expanded by Common Council resolution and ordinance.

Deputy Inspector Ruzinski commented that consideration of this would open up a new feasible area for the task force to review to address the issue of CSO safety. She advised that if by ordinance and resolution, other city departments could be authorized to issue citations within the purview of their jobs, then police officers would not be required to respond to calls for complaints for things such as barking dogs, loud music, etc.

Deputy City Attorney Burke advised that there are currently designations where certain other officials are allowed to write citations throughout the ordinances, particularly in the health area.

Deputy Inspector Ruzinski commented that as the Chief looks at calls for service that the police department commonly responds to, compared to calls for service that other jurisdictions respond to are there some that citizens have become accustomed to having law enforcement in the city respond that could be deflected to another city agency. She also advised that the police department is currently doing a study on this matter.

Deputy City Attorney Burke advised that the individual hired in a civilian capacity would not have arrest powers or order someone to do something or take anyone into custody, they could simply write a citation. In addition, there would be no penalty for disobeying an order for an individual authorized to write citations. If a dangerous situation were to occur there would be liability, training and policy issues that would have to be addressed separately.

They would however have authority, if properly designated to write municipal citations.

Mr. Moore addressed the issue of departments having additional responsibilities especially considering the current budget constraints.

Ald. Witkowski questioned the possibility of CSO's responding to complaints of loud music, noise, etc., and having the ability to contact the law enforcement authorities after responding to 2 calls from the same individual(s) , having a police officer issue citations.

Deputy City Attorney Burke commented that CSO's would have little option to addressing a potentially dangerous situation, with the exception of leaving the premises. CSO's could appear as a witness if a citation was issued by a police officer. In addition, they cannot be designated to keep order in the city, they can however be a tool of the police department to investigate minor instances. They can serve notice, observe and advise.

Directing Traffic:

An individual is only required to comply with the lawful direction of a traffic officer. There is only a penalty for not complying with the lawful direction of a traffic officer. There is a special statue that allows cities to appoint school crossing guards to direct traffic, however that cannot issue orders or write citations. They can simply observe and write a report, the police department would then follow-up.

A traffic officer is every officer authorized by law to direct or regulate traffic or to make an arrest for violation of traffic violations. There is a statue that indicates that police officers, sheriffs and deputy sheriffs and traffic officers are authorized to direct traffic in person or by signals.

Deputy City Attorney Burke advised of the clear indication that anyone directing traffic must be a designated traffic officer. She commented that she did not believe the city of Milwaukee had designated traffic officers but that police officers and traffic officers were one in the same in the city of Milwaukee. However, theoretically they can be different and that there are statues they say that individuals regulating or directing traffic can be either a traffic officer or a police officer. At any rate, a traffic officer would not have the ability to make an arrest for crimes.

She continued by defining officer according to the city charter as city officers, which include police officers as listed. She advised that there would have to be changes to the city charter to create a class of officers of a law enforcement agency called a traffic officer. The state does have traffic officers who are not actual police officers.

Ald. Witkowski asked the length of time involved in charter changes compared to regular ordinance changes?

Deputy City Attorney Burke advised that charter changes without challenges could take approximately 60 days to go into effect, without challenges.

Ald. Witkowski addressed the task force with clarification of his intent. He commented that that his main objective was to review various job position within the city to determine how to best utilize CSO officers, for instance, to free up officers who are currently being used to address particular situations to be available for more serious issues.

Finally, Deputy City Attorney Burke advised that in order to allow anyone other than a police officer to write a municipal court citation, there must be a Common Council authority. And in order to write a traffic citation an individual must be an officer of a law enforcement agency. She further advised that if a CSO with traffic officer powers, that individual could be authorized to write municipal court citations.

Deputy Inspector Ruzinski advised that parking checkers previously under the direction of the police department served as CSO's.

5) Review of job descriptions for Police Service Specialist and Police Aides in the Milwaukee Police Department

Deputy Inspector Ruzinski addressed the task force regarding two cilivian positions within the Milwaukee Police Department, which are non-sworn positions; for the purpose of reviewing some of the types of duties surrounding these individuals :

Police Aide: Police Aides serve within the department similar to a trainee or an apprentice. Their functions are clerical in nature and will be performed in a district station or in a specialized division or bureau. They perform a wide variety of assignments, which allow them to experience the various operational and administrative functions of the Department, thereby preparing them for a successful law enforcement career. Upon successful completion of the Police Aide Program requirements, a Police Aide is appointed to Police Officer.

Deputy Inspector Ruzinski advised that under careful supervison Police Aides are used in sting operations.

Police Services Specialist: Civilian positions of a full or half-time nature are available in the Milwaukee Police Department for police officers who retire from the department. The specific duties of the Police Services Specialist positions vary depending on the actual assignment and may include but are not limited to performing tasks related to conducting background investigations of police officers and other departmental job candidates, investigative duties of the License Investigation Unit, and administrative and/or support duties in such locations as the Prisoner Processing Section, District Stations, and Vehicle Services Division.

Deputy Inspector Ruzinski advised that currently there are approximately 20 retired officers serving as Police Services Specialist.

Ald. Witkowski questioned why Police Service Specialist were not being utilized more within the police department.

In addition, Ald. Witkowski requested LRB staff research whether there is a prohibition to retirees working as Police Service Officers, if so, why.

Deputy Inspector Ruzinski commented that the possiblity of reviewing Police Service Specialist, similar to adult police aides, working in front end positions within the police deparmtent might be another option. The extra benefit to this would be to that these individuals could serve in this capacity would gain a good employement record and college credits with incentives for furture participation in a academy class.

She added, the additional benefit for the police department would be cost savings due to lower salary rates, with more able bodied officers availble to answer calls on the street.

Mr. Ramion advised the task force that his research revealed that most cities with CSO's utilize them in the capacity as indicated by Deputy Inspector Ruzinski.

Mr. Heard recommended increasing the current number of Police Services Specialist by 10 and allowing individuals who have resigned in good standing, in addition to retirees apply for these positions on a part time basis.

Ald. Witkowski requested Deputy Inspector Ruzinski forward information to city clerk staff relative to the number of full and part time positions currently existing in the Milwaukee Police Department.

Deputy Inspector advised that hiring resignees to apply for Police Services Specialist would allow female officer with experience the opportunity to return on a part time basis.

6) Legislative Reference Bureau Research

Mark Ramion from the Legislative Reference Bureau addressed the task force regarding research of the Orlando FL. and their use of Community Service Officers.

Mr. Ramion reported the following:

Mr. Ramion advised members that he researched Orlando's CSO program because it appears that the program they have in place is similar to what the task force might have in mind for the city of Milwaukee.

Mr. Ramion spoke with a CSO Supervisor from Orlando Florida. He advised Mr. Ramion that the CSO positions in Orlando were primarily developed to relieve sworn police officers from traffic crashes.

CSO's in Orlando serve as crash investigators and are included as traffic officers in the Florida state statues. CSO's have the ability to write traffic citations. There are currently 31 positions in Orlando, with the use of 3 squads. In addition, CSOs work out of one section of the city. The CSO Supervisor has an equivalent rank of a sergeant and does most of the coordination work for CSO's.

The chain of command consist of Chief, Captain and a Lieutenant with a final focus on the CSO program. Further research revealed that CSO are authorized to investigate crashes up to and including fatalities. After investigations they have the authority to write citations based upon a mistake that may have lead to an accident. CSO's are include as traffic officers in the Florida state statues. CSO's also do forgery investigations, burglaries, gathering and submitted evidence to a lab. CSO's go through a 7 month training program.

Orlando's CSO's do not arrest powers, however they are equipped with chemical agents, uniforms, body armour (vest) and marked CSO vehicles.

Further information regarding Community Service Officers maybe viewed at CommunityServiceOfficer.com

Review of Officers in the city of Milwaukee with authority to write citations:

Review of memo to Ald. Witkowski from Mr. Ramion regarding individuals who have the power to write citations.

Presentation by Burma Hudson, Department of Employee Relations relative to Milwaukee Health Department's Summary of Incidents.

Ms. Hudson reviewed external and citizen threats within the Health Department.

8) Future direction of task force.

Discussion of letter and survey from Ald. Witkowski inviting public comment to the February 24, 2006 meeting of the Community Service Task Force.

Ald. Witkowski requested members review the complaint types by priority document and submit responses to Mark Ramion by the Wednesday prior to the March 24th meeting.

At the next meeting of the Community Service Task Force will include Public Comments regarding Community Service Officers, LRB research, review of priority list and a possible telephone interview relative to CSO's.

9) Public Comments

There were no public comments.

10) Next meeting time and date

The next meeting is scheduled February 24, 2006, 1:30 P.M. 301-A.

Meeting Adjourned: 3:36 p.m.

Diana Morgan
Staff Assistant

Information researched by the task force may be reviewed by logging on to http://legistar.milwaukee.gov/mattersearch and entering Common Council File # 05132.

City of Milwaukee

Meeting Minutes

COMMUNITY SERVICE STAFFING TASK FORCE

200 E. Wells Street
Milwaukee, Wisconsin
53202

Ald. Terry Witkowski, Chair; Deputy City Attorney Linda Burke, Larry Moore, William Gielow, David Feldmeier, David Heard, Deputy Inspector Anna M. Ruzinski, David Schroeder

Staff Assistant, Diana Morgan, (414)-286-2231
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Friday, February 24, 2006 | **1:30 PM** | **City Hall, Room 301-A**

Meeting Convened: 1:40 P.M.

Members present: Ald. Witkowski, Mr. Moore, Mr. Gielow, Mr. Feldmeier, Mr. Heard, Deputy Inspector Ruzinski, Mr. Schroeder.

Members excused: Deputy City Attorney Burke.

1) Approval of minutes of the February 10, 2006 meeting

Motion by Deputy Inspector Ruzinski to approve the minutes of the February 10, 2006 meeting. Seconded by Mr. Moore.

Prevailed. 7-0

2) Comments from Chairman

Ald. Witkowski advised members that the task force would review CSO surveys for discussion, in lieu of public comments.

Review of CSO citizen surveys revealed the following:

-Community organizations were under the assumation that the Community Service Officer would be similar to that of a Community Laision Officer
-Communication, or the lack of communication was not clearly defined to public
-Consitutents seem to want the CSO to do much of what sworn officers are employed to do

4) Member questions

Ald. Witkowski requested task force members offer any responses they have received regarding the use of Community Service Officers in the city of Milwaukee.

Members offered the following:
-CSOs are needed for response to lower priorty calls
-The idea of CSO's in the city of Milwaukee warmly accepted
-Sworn officer's job security
-Safety concerns for CSOs and citizens

-What or where will cost savings be?
-Improved response for service calls
-Visabliity a plus

5) Reports from members

Deputy Inspector Ruzinski provided the task force with a Seattle report on part time police officer programs, which detailed the following information.

-Memorandum of Agreement (MOA)
-Terms and conditions of the pilot program
-Project pland for the pilot program
-Application
-Agreement
-First quarter summary of program

6) Discussion of priorties, (types of calls CSO should respond to)

Members reviewed the Milwaukee Police Department's complaint types by priority list to determine the types of calls CSO could possibly respond to. Members voted on the following:

COMPLAINT-PRIORTY TYPES --TASK FORCE VOTE
1 1520 ABAND STOELN PROP--4
1 1201 ACC PI HWY--2
1 1205 ACC UNKN INJ HWY--1
1 1313 AIRCRFT DWN--1
1 1700 ANIMAL BITE--6
1 1802 CHILD ABUSE --1
1 1902 FIRE--4
1 1615 FIREWORKS--6
1 1954 GAS LEAK--6
1 1955 HAZ WASTE MAT--2
1 1735 MED-RUN--1
1 1835 OVERTURNED BOAT--1
1 1531 RECOVERED PROP--6
1 1840 SCHOOL CROSSING--7
1 1843 SUBJ IN WATER--1
1 1956 TORNADO TCHDWN--5
1 1962 WIRES DOWN --8
2 1301 ACC PI--1
2 1204 ACC PDO HWY--6
2 1926 ALTERED CURRENC--2
2 1725 CALL BY (10-21)--1
2 1702 CRUELTY ANIMAL--2
2 1605 DEMONSTRATION--1
2 1528 ENTRY AUTOS--1
2 1953 FLOODING--8
2 1927 FORGERY--3
2 1929 FRAUD CREDIT CARD--1
2 1928 FRAUD INNKEEPER--2
2 1823 LOCKOUT--8
2 1704 LOOSE ANIMAL--4

2 1803 LOST CHILD--6
2 1905 MFD SECURITY--1
2 1826 MISSING CHECK--1
2 1831 NOTIFICATION--5
2 1530 PROP DAMAGE--8
2 1537 THEFT--1
2 1540 THEFT VEHICLE--2
2 1959 TRAFFIC HAZARD--8
2 1851 WELFARE CITIZEN--2
3 1304 ACC PDO--8
3 1734 JUV CONVEY--1
3 1621 LAN TEN TRBL--1
3 1536 STOLEN VEH--8
4 1800 9-1-1 ABUSE--2
4 1811 ADDL INFO--6
4 1801 ASSIGNMENT--1
4 1731 CITIZEN CONVEY--7
4 1808 CONT DEL MINOR--1
4 1729 CONVEY PROP--8
4 1812 ESCORT--5
4 1901 FALSE ALARM--5
4 1930 ISS WORTH CHECK--2
4 1813 MAIL-RUN--8
4 1827 MISSING REPORT--6
4 1829 MISSING RETURN--6
4 1625 NOISE NUISANCE--2
4 1834 OPEN HYDRANT--7
4 1836 PARKING TROUBLE--7
4 1838 PHONE CALL CMPLNT--1
4 1611 PROP PICK-UP--7
4 1532 RECOVERED VEH--7
4 1638 TRUANT--1
4 1724 VEH MAINTAIN--7
4 1961 WATER MAIN BRK--8

7) Legislative Reference Bureau Research

Mr. Ramion offered an overview of his telephone interview with an Orlando, Florida based Community Service Officer (CSO) program.

The CSO program in Orlando was orginally created to relieve sworn police officers from traffic crash incidents.

There are currently 31 CSO positions in Orlando, with the use of 3 squad cars. The chain of command is Chief, Captain and Lieutenant. CSO's are authorized to write traffic citations and investigate crashes up to and including fatalities. However, they do not have arrest powers. They work out of one section of the city. They are equipped with chemical agents, uniforms, body armour (vest) and marked vehicles.

A group telephone interview is scheduled at a future task force meeting.

8) Future direction of task force

-Discussion of priorty list

-Telephone interview with cities who currently have CSO program

-What should be look at?
--Cars
-- Uniforms
--Training
--Deployment
--Firearms

-Type of training tools?

-Department CSO's should work under?

9) Next meeting date and time

Friday, March 10, 2006, 1:30 P.M., City Hall, Room 301-B

Meeting Adjourned: 3:36 P.M.

Diana Morgan
Staff Assistant

Information researched by the task force may be reviewed by logging on to http://legistar.milwaukee.gov/mattersearch and entering Common Council File # 05132.

City of Milwaukee

Meeting Minutes

COMMUNITY SERVICE STAFFING TASK FORCE

200 E. Wells Street
Milwaukee, Wisconsin
53202

ALD. TERRY WITKOWSKI, CHAIR
Deputy City Attorney Linda Burke, Larry Moore, William Gielow, David Feldmeier, David Heard, Deputy Inspector Anna M. Ruzinski, David Schroeder

Staff Assistant, Diana Morgan, (414)-286-2231
Fax: 286-3456; E-mail:dmorga@milwaukee.gov
File Specialist, Joanna Polanco, 286-3926; E-mail: jpolan@milwaukee.gov

Friday, March 10, 2006 | 1:30 PM | City Hall, Room 301-B

Meeting Convened: 1:40 P.M.

Members Present: Ald. Witkowski, Deputy City Attorney Burke, Mr. Moore, Mr. Gielow, Mr. Feldmeier, Mr. Heard and Deputy Inspector Ruzinski.

Members Excused: Mr. Schroeder.

Others Present:
Andrea Knickerbocker, Department of Employee Relations.
Timothy McMurtry, Common Council President Willie Hines' Office.
Cynthia Nowak, Fire and Police Commission.

1) Approval of minutes of the February 24, 2006 meeting

Motion by Ald. Witkowski to amend the minutes of the February 24, 2006 meeting to add under priority 4 calls for service "Traffic Direction".

Prevailed. 7-0.

Motion by Deputy Inspector Ruzinski to approve the minutes as amended. Seconded by Mr. Gielow.

Prevailed. 7-0.

2) Comments from Chairman

Ald. Witkowski advised members that the meeting would begin with a conference call with the Orlando Florida Police Department relative to their Community Service Officer (CSO) Program.

3) **Telephone conference interview and member questions**

Members directed questions to Lt. Driscoll, and Marge Sharp (Civilian Supervisor), of the Orlando Police Department relative the Community Service Officer program in Orlando,

Florida via telephone conference.

The following information was discussed during this session:

Mr. Gielow: What is the job title of the CSO personnel relative to areas of patrol and responsibility?

Lt. Driscoll: There are 3 step levels, 1, 2 and 3, with a title of Community Service Officer (CSO).

Mr. Gielow: Are there any areas in Orlando where you don't deploy CSOs'? Are there specific areas that you do, or is it pretty much citywide?

Lt. Driscoll: It is city wide, however there are areas we refer to as no-go areas. The occurrences, environment, individuals or behaviors at a specific address or on few occasions' street areas where there have been "Drive-bys" or an exorbitant number of violent crimes, those determine these areas.

Lt. Driscoll: This does change, it is a fluid list, we also keep a list at our communication center. We review it annually, with periodic changes when necessary.

Mr. Moore: Can you tell us about the sociology of the people who facilitate the roles of CSO, are they retired police officers, police officers in training or ordinary citizens?

Lt. Driscoll: Generally they are not police officers, but there are CSOs' with aspirations of becoming police officers in the future. CSOs' do typically learn some of the same things a sworn officer does. The background of CSOs' varies from probation and parole to cashiers. We go through the same type of hiring process that we would for entry-level police officer with a few exceptions. There are a few things that are not required in the background of a CSO that might be required in a sworn police officer.

Tim McMurtry: What are the training, union and collective bargaining implications CSOs' have had with regard to the regular police department?

Lt. Driscoll: I will address the training portion of the question. When CSOs are hired, they attend the police academy, through the junior college. All police academies in the State of Florida are on a junior college curriculum, which is standardized through the state. The only thing that CSOs' do not participate in is high liability, with the exception of driving. To clarify, they do not go to the range, self-defense tactics, or carry a taser, nor any other defensive weapons. They are skilled and trained in specific CSO functions and additional training to that of what a sworn officer would actually get. They do concentrate on crashes, forgery and report writing.

Further, sworn officers do not drive vehicles in training over 35 mph. In fact, all of the defensive driving training is done at 35 mph or less. CSOs' do participate in this training with the exception of blue lights and sirens. They are not allowed to use lights, however they do participate in the driving training because they respond to crashes on the highway and in traffic, they do have to drive through fire scenes etc. to get to some of the specific calls they handle. In addition, they receive abbreviated un-armed defensive training geared towards civilians who are not armed.

CSOs' are required to learn the department's use of force policy. They are armed with chemical spray and are required to learn the affects of the spray. CSOs' are also required

to were vest for protection and generally train in their vest. Additional training includes learning to remove themselves from harmful situations, for example, instances where they may be grabbed.

Mr. McMurtry: The second part of the question, collective bargaining implications with the union and sworn officers?

Lt. Driscoll: This is a little bit of a different situation in our department. The CSOs' in Orlando are a part of the civilian union, which is the SCIU, which is a part of the AFL-CIO. The sworn officers are under the paternal order of police union. The SCIU is a new union; this is our first contract with them, department wide. Before that, they were not unionized, so there are new implications. They are working within the union, so there are many differences in the way the CSOs' do things compared to that of sworn officers.

They are represented and sit at the table. It's new within its infancy, but we'll see how it plays out. So far they are working within the contract and it seems to meshing well with what the sworn officers, their union and our overall policies and procedures.

Ald. Witkowski: Could you elaborate about how CSOs' handle a situation where there is a crime in progress?

Lt. Driscoll: We don't dispatch CSOs' to in progress crimes, however Marge can give you some case and points. We have had several instances where one a CSO was driving down the road near a scene, where we had officers responding to a homicide. In Orlando we have different divisions, which work on different radio channels, so you may be near by, but on different radio frequency so you may not necessarily hear what's going on near by.

In one particular incident, a CSO encountered an individual who flagged her down, who was ultimately our homicide suspect. CSOs' are trained to call a situation like this in immediately, however the CSO did not know the individual was a suspect, who was flagging her down to get some medical assistance.

Normally, a CSO would use their radio to call for immediate backup and if necessary, drive away from the location if there is a situation that will put them in jeopardy. They are trained never to put themselves in harms way. We are generally able to dispatch a backup right away for immediate response.

Deputy I. S Ruzinski: How often are CSOs required to have an in service?

Lt. Driscoll: The state required updates on chemical agents, driving and driving physical. In addition they receive daily updates regarding various information.

For example, there was one instance where a CSO responded to a call for a stolen vehicle, the call was dispatched with no known suspect. However once on the scene the CSO learned that there was a suspect.

In a case like this the CSO is trained to get in their vehicle and drive away from the scene and watch if possible. If the situation presents any threat they are trained to leave the area immediately.

Ms. Sharp: We instill at both the academy and in field training the importance of the CSO being aware of their surroundings and being aware of what can happen, and use

various scenarios to educate the officers. In the 23 years I have worked with the CSO Program we have never had a CSO hurt or put in harms way.

Ald. Witkowski: How many hours of training do CSOs' receive?

Ms. Sharp: CSOs' attend the academy for approximately 4 1/2 months, and 12 weeks of field training, which is one-on-one with grading on various stages of field training, very similar to the training sworn officers receive.

Lt. Driscoll: Their paper work is similar, however they are not graded on the high liability because they do not participate in those. Otherwise their training is very similar to what sworn law enforcement officers receive.

Linda Burke: What is your litigation experience? Have you had any claims from citizens that the CSOs' were not properly trained, conversely have you had any claims by CSOs' at all?

Lt. Driscoll: No we haven't had any litigation. However, due to a recent decision by the State Attorney's Office, all of our CSOs' are notaries in the state of Florida. Law enforcement is by virtue of their positions they are notary's, granted by state law. The only issue we have had, under the traffic crash investigator statute, CSOs are traffic crash investigators and they are able to issue citations and write statements.

Some how we extended that into other areas, where they would respond to a burglary after the incident, and they would notarize the different statements. Our Assistant State Attorney, felt that sworn written testimony had to be sworn to, and since they did not fall under the sworn law enforcement category and it was beyond the purview of the scope of a traffic crash investigation that they could not notarize statements.

We resolved that by having everyone become a notary, other than that, there have been no legal issues or lawsuits.

Ald. Witkowski: What types of traffic related duties do CSOs have?

Lt. Driscoll: The CSOs' respond to all traffic crashes, whether they are personal injury or property damage. They do parking lot accidents, all roadways limited access highways, and they respond to all traffic crashes. They do not work traffic homicides; we have a special unit of traffic homicide investigators who work on these types of accidents.

In addition CSOs' do not investigate DUIs' or DUI related crashes, they would call for a sworn unit if they go to a scene and it appears the crash was alcohol related.

Ald. Witkowski: What type of citation writing power do they have?

Lt. Driscoll: They write criminal, but they don't do any arrest, they write moving, non-moving and moving infractions, non-moving infractions and drivers license. They do some criminal on driver's licenses but they would not do a reckless driving or a DUI.

Ald. Witkowski: Do they do traffic enforcement?

Lt. Driscoll: They don't do traffic enforcement, except as it relates directly to their traffic crash investigation. They do some follow-up on hit and runs; they just don't go to an

address where an individual may be arrested. But they will actually do some of the basic investigation, as far as a photo line-up to the victim. Again they do nothing related to an arrest.

Ald. Witkowski: Do they direct traffic?

Lt. Driscoll: Yes, they do. We utilize our CSOs' daily for traffic, they help out with all sorts of things; major intersections, parking and off duty and on duty as well. Including obstruction and construction.

Ald. Witkowski: You mentioned on-duty, off-duty, does that mean they hire out?

Lt. Driscoll: CSOs' are allowed to do off duty work, which is work we are hired to do by outside vendors such as highway construction. This is where a CSO would sit in their vehicle with their lights on to alert oncoming traffic that there is construction ahead.

There are also instances where a CSO will have their own specific job, where they are hired directly by a company to perform those responsibilities. The rate of pay for those off-duty jobs is lower than that of a sworn officer. The construction company generally does not have the need for a sworn officer to perform these duties.

Deputy CA Burke: Do the CSOs' were uniforms?

Lt. Driscoll: Yes they do.

Deputy CA Burke: Are they similar to police uniforms?

Lt. Driscoll: Yes, the difference is, they have a lighter blue, compared to the darker blue the sworn officers wear. Their patch indicates Orlando Police with a blue civilian rocker on it. In addition, they have a badge that says CSO or civilian. Their pants, shoes, boots and interior belt are the same as the sworn officers. Their exterior belt is a regular belt, they carry chemical spray, a radio, pager, flashlight, and a micro shield, which is a (CPR mask).

Deputy CA Burke: Do they use regular squads?

Lt. Driscoll: CSOs' drive a similar vehicle, it says Orlando Police, and it also says community service on the front corner panel, both right and left. The other difference is that these cars have red and white lights. Only Police in Florida can have blue lights.

Deputy CA Burke: You mentioned they direct traffic, what if someone disobeys an order from a CSO?

Lt. Driscoll: What they would do in that case, they are covered under the statue; a sworn officer would be called to the area to handle the situation.

Deputy CA Burke: You mentioned that they are covered under the statue; did you have to make any other changes to the statue to allow for community service?

Lt. Driscoll: The Florida State Statue covers traffic crash investigators; traffic crash investigators encompass other groups of people. The extensive training CSOs' receive at the academy does include traffic crash investigator training.

Deputy I. S. Ruzinski: Where do CSOs' fit into your supervisory rank structure within the police department?

Lt. Driscoll: North Patrol Division, which is under the patrol services bureau, has a Captain over the Patrol Division, a Lieutenant, who is the watch commander over the North Patrol Division, then there would be 3 CSO Supervisors and 3 individual squads consisting of 6-7 individuals. We anticipate further expansion in the near future.

If the assigned watch commander were not on duty, the CSO would report to another watch commander. Ultimately, the CSO would report to the assigned watch commander, who would forward everything up the chain. The supervisor is on a similar level with a street level supervisor, which would be a sergeant.

Deputy I. S. Ruzinski: In that same rank structure does a CSO Supervisor hold the same authority as a sergeant, would a CSO Supervisor hold the same authority as a police officer, where do they fit into the rank structure?

Lt. Driscoll: They are on par with a sergeant however; if there were an incident where a sworn supervisor was required the sworn sergeant would be in charge of the scene. It wouldn't matter if it were sworn civilian supervisor, cso or regular supervisor there; the difference is the type of situation.

If there were a criminal situation in progress, we would expect the sergeant to handle that scene based on the training and the experience. The CSO Supervisor would not handle an in progress or a sworn situation. Otherwise they do the same things and they supervisor the same.

Again, they are under the SCIU, and they have a civilian evaluation procedure so they don't do the same evaluation as the sworn officers. There are a lot of differences in the structure in that, CSOs' work more under city policy than sworn officers do. The sworn officers are governed under city policy to some degree however, not as many as the civilian officers. Also sworn officers have different policies and procedures in addition to their SOP contracts.

Ms. Sharp: One example would be at a traffic fatality scene, this type of scene can be totally run by a CSO Supervisor with CSOs' directing traffic or as the initial respondents handling the report and traffic crash investigation. We have many incidents where it doesn't involve sworn officers or sworn sergeants. This leaves sworn personnel available to handle in progress calls.

Lt. Driscoll: The traffic homicide investigators are not ranked they, are officers. There is a sergeant over that unit, when there is a major or multiple fatality, a sergeant may respond, but they would be participating as an traffic homicide investigator, not a supervisor on the scene.

Deputy I. S. Ruzinski: Say that in that instance you did have a fatal accident and you needed several CSOs' to do traffic containment and you CSO and a CSO Supervisor and there is no one else to respond except a sworn officer. Does the CSO Supervisor have authority over a sworn police officer?

Lt. Driscoll: Generally, sworn officers would prefer the CSO handle the crash.

Marge Sharp: In turn, if we need a sworn officer, they are generally there for a CSO with

no problem.

Deputy I. S. Ruzinski: I'm looking at this for the determination of liability.

Lt. Driscoll: Ultimately, if it came down to it, if there were an issue, a sworn Sergeant or a Lieutenant would have authority.

Deputy I. S. Ruzinski: Who pays for the CSO training?

Lt. Driscoll: We pay for their training in this department. We hire first, and then send the CSOs' to the academy.

Deputy I. S. Ruzinski: What other types of calls do CSOs' respond to other than traffic accidents, can they issue ordinance or minor violations and are they dispatched to handle calls within a residence?

Lt. Driscoll: They respond to most calls that are not in progress. For example if a call is dispatched indicating that a residence was burglarized and they think someone is still in the home, but is has not been searched. A sworn officer would respond.

They also respond to fraud and forgery, they respond to stolen recovered vehicles, some missing persons report as long as there is no foul play involved. However they do not respond to any violent calls.

Deputy I. S. Ruzinski: When a CSO starts an investigation they may require a arrest or a sworn officer to take over, have you had any complaints about the lag time that it may take for a sworn officer to appear on the scene?

Lt. Driscoll: We rarely receive complaints about our CSOs', in fact; we probably receive more complaints about our sworn officers.

If a CSO reported to a scene and it was determined that it was a commercial burglary scene, they would notify CID or our crime scene technicians. If it were not extensive, the CSO would handle the scene; they would lift fingerprints and do whatever was necessary to process that scene.

In addition, if a detective were needed he would respond or follow-up as if it were a sworn officer. Unless we can make an immediate arrest, our CID respond and do the follow-up investigation. If the incident were a domestic violence scene the sworn officer would handle that, as dictated by statue.

Andrea Knickerbocker: Could you forward a copy of your job description for the different levels for CSOs, as well as the compensation levels and the descriptions and compensation levels for police officers?

Ald. Witkowski: Mark Ramion will coordinate that.

Mr. Gielow: What is the current authorized strength of your CSOs in the entire city?

Lt. Driscoll: Our authorized strength is currently 25, we our in the process of hiring an additional 6 CSOs' to total 31 CSOs'. We have a request in our 2007 budget for an additional 16 CSOs'.

Mr. Gielow: Do they work 24-7?

Lt. Driscoll: No they don't. They work three shifts with two of them overlapping significantly. We have a day shift that starts at 6:30 A.M.-2:30 P.M., a middle shift from 11:00 A.M. - 7:00 P.M. and evening shift from 1:15 P.M. - 9:15 P.M.

Those hours were developed based on our calls for service and cover our peek hours. Because we had limited staffing we tried to allocate our CSOs' to cover the peek hours where sworn officers were not necessarily needed.

We also had to work within the contract because the differential for the evening shift, at least half of their shift had to be after 5:00 P.M. By contract they still had to receive their differential for evening shift.

Mr. Gielow: Does Orlando have any data that could be shared with us relative to the break down for calls for service that CSOs have handled?

Mr. Gielow: How would your city and your department be impacted by the discontinuance of CSOs'?

Lt. Driscoll: I can't think of anything positive about the discontinuance of CSOs'. Currently, sworn officers go from call to call. I couldn't imagine what we would do if we didn't have the CSOs' to handle our non-violent crimes.

We have had days when we did not have CSOs' on the street, such as a day of a funeral or an event. They really handle so many calls that free up our sworn staff.

One of the reasons we are looking to expand the CSO program is because they are so valuable and of course their salary and the requirements are different for that of sworn officers. Our statistics will validate this.

Mr. Feldmeier: What were some of the challenges when you created this program, such as legal challenges or statutory limits?

Lt. Driscoll: Again, we really haven't had any legal challenges other than the issue with the CSOs' be notary, which we have resolved. There haven't been injuries or issues that have had legal ramifications.

As far as the challenges, we have tried various ways of allocating the staffing the CSOs', we found that putting them in areas where they can respond to CSO type calls and sworn officers in areas where there more serious calls.

The contracts are different, they are governed more by city policies than sworn officers and the Supervisors over CSOs' are skilled and knowledgeable in the areas relating to their policies and procedures. So it really works better for us to have CSOs' supervised by CSO Supervisors.

Mr. Feldmeier: Have you had any problems with the sworn union accepting the CSOs'?

Lt. Driscoll: No there hasn't been, they are totally separate. The SOP is the sworn union and SCIU for CSOs', which is the same union as the garbage workers, sanitation workers, communications, and park workers.

There has been talk by CSOs about investigating becoming members of the SOP union, but right now that's just talk.

Ald. Witkowski: One of our concerns as we looked at possible challenges, was how citizens might respond to CSOs', have you had problems of this nature?

Lt. Driscoll: No, we probably get more thank you letters about how CSOs' deal with our citizens than we do for our sworn officers.

We have actually only had one incident where a citizen requested a sworn officer on the scene of an accident. Whenever that occurs we send a sworn officer to the scene.

We have also had instances where a sworn officer appears on a scene and the citizen requests a different sworn officer or a supervisor. We have really had very few complaints.
Ms. Sharp: In most instances citizens do not notice the difference between a sworn officer and a CSO.

Ald. Witkowski: What type of publicity surrounded the start of your CSO Program?

Ms. Sharp: Our CSO Program started in 1983 and was very well received by the public. The officers were skeptically initially because they felt there jobs would be threatened, but have since welcomed the CSO Program.

Lt. Driscoll: The only real negative between the CSOs' and sworn officers is that sometimes, the CSOs feel the sworn officers are dumping on them. The sworn may be on a scene and request a CSO. Sworn officers generally become upset when there is no CSO on the scene.

One other thing, our CSOs' also staff our school crossing on occasion.

Ald. Witkowski: Did your program begin with a pilot program?
Ms. Sharp: When I first started we were structured after Fort Lauderdale's community service aides. They have since disbanded their program.

The CSO Program was initially developed to respond to barking dogs.

Ald. Witkowski: At the time it began, were there initial savings to your police department.

Lt. Driscoll: Yes, there were definitely savings. That is why we are hoping to expand the program. I don't have data on hand, but definitely.

Ald. Witkowski: Has your response time for service improved?

Lt. Driscoll: Yes, tremendously.

Mr. Moore: What do your CSOs' do when they are not responding to calls?

Lt. Driscoll: They do many things; they do what is called action referrals. This involves things like looking for code violations, abandon vehicles etc. and report them to the appropriate departments. They do parking lot violations, blocked driveways etc., they respond to all those kinds of calls, as long as there is no disturbance.

Deputy I. S Ruzinski: Have you used the program as a step for movement into sworn officer status:

Lt. Driscoll: They don't get points, however we do eventually hire CSOs' as sworn officers when there is a desire.

Deputy I. S Ruzinski: Have you considered using CSOs for prisoner processing or booking?

Lt. Driscoll: No, we don't allow our CSOs' to have contact with prisoners.

Deputy I. S Ruzinski: What is your authorized strength of sworn officers and have you reduced your sworn officers due to hiring CSOs'?

Lt. Driscoll: Approximately, 900 sworn officers. I don't recall the exact number if any of reduction to sworn officers due to the hire of CSOs'. I can research and forward the data to you.

Deputy I. S. Ruzinski: How many calls for service do sworn officers respond to in a year, as well as CSOs'?

Lt. Driscoll: I will forward you that information.

Ms. Nowak: What are the minimum qualifications to apply and what the difference is between the cso and sworn police officer?

Lt. Driscoll: CSOs' are hired based on the outcome of the following requirements:

-Not required to be U.S. Citizen
-Take a Civil Service Examination
-Submit both a pre-application and an application
-Submit to a polygraph
-Under go psychological testing
-Medical Examination
-Interview before the 3 CSO Supervisors and the CSO Watch Commander

The selections are setup through the chain and the ultimate decision is the Chief's.

Ms. Nowak: Is the age requirement 18 years of age?

Lt. Driscoll: The required age for a CSO is 18 years of age and 21 for a sworn Police Officer.

Ms. Nowak: What about education, high school diploma and college degree?

Lt. Driscoll: The CSO position requires a high school diploma or equivalency, however most of our sworn officers have a degree of some type. Even though 21 year olds are eligible to apply as a sworn officer, we rarely higher them, mainly because not many apply.

Mr. Moore: What is the population of Orlando?

Lt. Driscoll: I believe 250,000. I will also forward that information to you.

Ald. Witkowski: If you were going to hire those 16 additional CSOs', how long would the entire process take?

Lt. Driscoll: That depends on the academy itself; we have start dates, so that would be whenever the next academy is scheduled. There are generally 3-4 academy classes per year. In some cases there could be a wait.

Ald. Witkowski: Do you have your own academy, or is this statewide or regional?

Lt. Driscoll: CSOs' attend the state community college. They have to enroll in the Criminal Justice Institute Academy.

David Feldmeier: During a typical hiring session, how many applicants do you normally see?

Lt. Driscoll: We have actually seen a decline, the norm would be approximately 50-150 however, recently the count has been 60-75 applicants. We have also seen a decline in our police applicants.

Mr. Heard: Are there promotional opportunities for CSOs'?

Lt. Driscoll: Right now the only promotional opportunities for the CSOs' are the 1-3 pay increase steps. The only other promotional opportunities would be the CSO Supervisor positions, which rarely has vacancies.

4) Discussion of CSO Priorty List

The task force reviewed the tabulated list of priorities voted on by members at the February 27, 2006 meeting.

5) Reports from members

Deputy Inspector Ruzinski submitted materials from Indianapolis relative to collective bargining agreements, job descriptions and training schedule and agenda for Public Safety Officer positions.

6) Legislative Reference Bureau research

Mr. Ramion provided a copy of the 2004 Summary of Motor Vehicle Traffic Accidents Report for review by members.

The purpose of reviewing the data contained in this report was to analyze the possibility of traffic accidents as a job responsiblity for the Community Service Officer.

In addition, Mr. Ramion provided follow-up information relative to the pension rules governing the reemployment of retired employees and their return to active service.

7) Future direction of task force:

Task force members will review information from Deputy City Attorney Burke regarding the legal guidelines necessary to implement specific job responsiblities to Community Service Officers.

In addition Deputy Inspector Ruzinski introduce reports detailing.

Mr. Ramion will provide an outline for the task forces' final recommendations in addition to revisions to the calls for service priority list.

8) Next meeting date and time:

Friday, March 24, 2006, 1:30 P.M.

Meeting Adjourned: 3:36 P.M.

Diana Morgan
Staff Assistant

City of Milwaukee

Meeting Minutes

COMMUNITY SERVICE STAFFING TASK FORCE

200 E. Wells Street
Milwaukee, Wisconsin
53202

ALD. TERRY WITKOWSKI, CHAIR
Deputy City Attorney Linda Burke, Larry Moore, William Gielow, David Feldmeier, David Heard, Deputy Inspector Anna M. Ruzinski, David Schroeder

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Friday, March 24, 2006 | **1:30 PM** | **City Hall, Room 301-B**

Meeting Convened:1:40 P.M.

Members Present: Ald. Witkowski, Deputy City Attorney Burke, Mr. Moore, Mr. Gielow, Mr. Feldmeier, Mr. Heard and Mr. Schroeder.

Members Excused: Deputy Inspector Ruzinski.

1) Approval of minutes of the Marach 10, 2006 meeting.

Motion by Mr. Gielow to review the minutes of both the March 10, 2006 meeting and the March 24, 2006 meeting for approval at the April 7, 2006 meeting. Seconded by Mr. Moore.

2) Comments from Chairman

Ald. Witkowski advised members of his telephone interview with Captain Shelf, Fort Lauderdale Police Department relative to their CSO program.

Both the Fort Lauderdale Police and Sheriff's department currently have a CSO Program.

According to Captain Shelf, the Fort Lauderdale CSO Program was created to provide safety officers at the local airport. Volunteers and senior citizens currently staff CSO positions. The CSOs currently assumes job responsibilities both indoors and outdoors, their major job responsibility is to respond to traffic calls. They also respond as crime scene investigators.

In addition, there have been no reports of violence from citizens towards Fort Lauderdale CSOs. Injuries sustained by CSOs have been very minor.

4) Members Questions/Comments

Mr. Feldmeier commented that one of the ways to assure the safey of CSOs is by not sending them to potentially dangerous areas.

Ald. Witkowski advised members that the Orlando Police Department developed a list that identified the addresses of routine calls opposed to high crime areas.

Mr. Moore suggested that the final report include recommendations with detailed job responsibilities for CSOs, with careful attention to possible down time. He indicated that the specific types of training be identified, in addition to the necessary qualifications.

Ald. Witkowski advised members that the anticipation is for the CSO program to begin as a pilot program.

Members requested Mr. Ramion research sampling around the nation of the range and length of training time generally required for CSOs.

Ald. Witkowski requested confirmation of the legality of giving preference points to individuals with prior experience.

Members determined that additional recommendations of the following areas should be researched for inclusion in the final report.

-Job requirements
-Minimum age/Maximum age
-Pay with benefits
-Uniform, shirt color
-Legal issues

Ald. Witkowski informed members that draft recommendations should be submitted to Mr. Ramion by March 31, 2006.

5) Reports from members

Deputy City Attorney Burke provided an overview relative to the following information:

-Legal review to implement authority of Community Service Officers.
-May non-sworn personnel serve as accident ("crash") invetigators?
-May non-sworn personnel direct traffic?
-My non-sworn personnel issue citations?
-Vehicles
--The Chief of Police defines use of vehicles and other equipment needed.
--Alternative use of other city vehicles
-What can be expected of CSOs?
-Cost issues
-Implications if program started as pilot program.

The scheduled report by the Milwaukee Police Department will be reviewed at the April 7, 2006 meeting.

Legislative Reference Bureau Handouts:

Mr. Ramion presented updated handouts relative to the calls for service priority list.

7) Future direction of task force:

-Presentation by the Housing Authority relative to the roles and responsibilities of Public

Safety Officers.

-City Attorney Report

-MPD Report

-DER Report

- Review outline and draft recommendations

8) Next meeting date and time:

Friday, April 7, 2006, 1:30 P.M.

Friday, April 7, 2006, 1:30 P.M.

City of Milwaukee

Meeting Minutes

COMMUNITY SERVICE STAFFING TASK FORCE

200 E. Wells Street
Milwaukee, Wisconsin
53202

ALD. TERRY WITKOWSKI, CHAIR
Deputy City Attorney Linda Burke, Larry Moore, William Gielow, David Feldmeier, David Heard, Deputy Inspector Anna M. Ruzinski, David Schroeder

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Friday, April 7, 2006 | **1:30 PM** | **Room 301-A, City Hall**

Meeting Convened: 1:44 P.M.

Members Present: Ald. Witkowski, Deputy City Attorney Burke, Mr. Moore, Mr. Heard, Deputy Inspector Ruzinski and Mr. Schroeder, Mr. Feldmeier.

Members Excused: Mr. Gielow.

Mr. Feldmeier arrived: 2:03 P.M.

1) Review of the minutes of the March 10, 2006 and March 24, 2006 meeting

Motion by Deputy Inspector Ruzinski to approve the minutes of the March 10,2006 meeting. Second by Mr. Moore.

Prevailed. 7-0.

Motion by Deputy City Attorney Burke to approve the minutes of the March 24, 2006 meeting. Seconded by Mr. Heard.

Prevailed. 7-0.

2) Comments from Chairman

Review of a Broward County report, detailing their CSO program. The report revealed that over a 3-year period there were a total of 53 injury claims filed, with only one injury resulting from an interaction with a private citizen. The injury occurred when the CSOs foot was accidentally run over by a motorist.

There were no reports of attacks to CSOs by citizens.

Ald. Witkowski referenced e-mail requests by Mr. Gielow relative to reports from the FBI National Academy Associate detailing responses relating to on the job injuries to CSOs by citizens. He also requested members review several e-mail correspondences submitted by Mr. Gielow.

In addition, Mr. Ramion advised members his research revealed that CSO programs in other cities indicate that the term or title Community Service Officer (i.e. downtown ambassadors, animal control officers) is used differently in various communities and that the degree of job related danger that may occur depends on the duties assigned to the

officers.

3) Reports/Comments from members

CITY ATTORNEY'S OFFICE

Mr. Tom Beamish, City Attorney's Office, addressed questions relative to labor and contractual ramifications concerning Community Service Officers (CSOs).

He advised members that there are two entities involved in the process of creating CSO positions, which are positions filled by civilians who have no law enforcement powers.

According to Mr. Beamish, the Fire and Police Commission has statutory powers to classify positions and the Common Council has the statutory authority to determine the number of positions and the initial salary.

The city has the authority to create positions, however these individuals would be municipal employees, employed under the states labor laws; they may be represented by labor organizations. This may occur by employees themselves petitioning to be represented or by a labor organization seeking to represent the employees in question.

The types of job duties and assignments the task force considers for these positions will be critical in determining the rates of pay based on the duties and responsibilities for the position and to what extent might they as a guide be of the type that some other civilian positions handle and what are the rate of pay for those.

Mr. Beamish referenced a 1990's incident in the police department where the Police Services Specialist was created; there were proceedings for the Wisconsin Employment Relations Commission where one labor organization, a civilian employee bargaining unit representative took the position that they should represent the Police Services Specialist. The MPA took the position that they should represent the employees.

There was a hearing where facts were presented and where it was determined that it was not appropriate for the MPA to represent the Police Services Specialist.

He advised that it was possible that the CSO position may not be represented, but if the employees ultimately are represented, then pay is subject to collective bargaining. The issue would be two fold; if the employees will be represented and what would be the appropriate bargaining unit.

Any determination along the lines of who represents employees generally is resolved through processes involving the state agency, Wisconsin Employment Relations Commission.

Mr. Beamish advised members that he could not currently comment on the levels of pay for CSOs due to the fact that various entities would have input in the overall job responsibilities for this position. He also advised that even though the CSO position would be newly created it appeared that there would be potential overlaps with existing positions currently represented; however the CSO positions still indicates sufficient differences in the possible job responsibilities.

Further, Mr. Beamish stated that he did not believe that there would be an automatic claim by one union or another that would have to be acknowledged, and that one labor organization or another would automatically represent CSOs. He also advised that his

assumption is that there would be more than one labor organization seeking to represent CSOs, but this is fact specific, intensive inquiry.

He continued that based upon the current dialogue of the task force that the CSOs would not have the arrest powers of law enforcement officers, which would be a distinguishing factor. On the other hand, there are aspects that indicate that they may be assigned to a vehicle where they would be in the community looking for problems that would be communicated to other divisions.

Mr. Beamish advised that relative to labor issues, policy makers have the authority to determine whether it is appropriate to create a new position and what type of job responsibilities they want these employees to do, in addition to labor representation. He also stated that even if there were not an initial determination of labor representation at the creation of the positions, the law does permit employees with the right to petition to be represented on their own or that existing labor organizations can seek to represent the employees.

Further, there is a mechanism for the state agency to conduct a hearing to tell all parties, in light of facts, if these individuals are going to be represented and who is going to represent them. Once they are represented, there would also be a negotiation process that would involve compensation.

Initially, the compensation may be determined by the city, the guide is through the development of the job description, what exactly are they doing in light of the classification of all city employees and what is appropriate. Mr. Beamish advised that this would be a complicated process for DER, however once pay is established, if represented, pay would be subject to collective bargaining.

Deputy City Attorney Burke addressed questions relative to the designation of CSOs as Traffic Officers.

She began by defining a Traffic Officer as an officer of the city, authorized by law to direct or regulate traffic or to make arrest for traffic violations.

The challenges you face when you create a new city officer you are now giving that officer all kinds of benefits, rights, obiligations that traditional officers have, which may not be your intention.

She advised that to authorize traffic regulation to CSOs would require the creation of a new classification of officers of the city to include this new non-sworn classification. There is the possibility of all kinds of ramifications, because there are all kinds of statutory and ordinance provision that deal with the responsibilities, the pay, the pension etc. of city officers.

Further it would require an overall study of the ripple effect of creating a new classification of city officers.

Mr. Ramion questioned whether the designation of an officer is an all or nothing proposition or whether there is a provision that indicates that certain duties and responsibilites can be withheld?

Deputy City Attorney Burke advised the task force of the followin relative to this matter:

No new officers have been created per the City Charter since 1949. To initiate this

process, all of the provisions must be identified in the statues and ordinances, simply because there are different guidelines for regular employees and officers.

Ald. Witkowski asked how the task force could obtain information that would identify the ripple effect of changing the current ordinances to give CSOs the authority to serve as traffic officers?

According to Deputy City Attorney Burke, a city officer is really a certain status position, there should be very careful consideration when creating a position that would identify an employee as an officer of the city.

The Legislative Reference Bureau could do research to identify all of the statues and ordinances which relate to city officers.

POLICE DEPARTMENT

Deputy Inspector Ruzinski reported communication with Chief Hegerty regarding the use of civilian employees as CSOs. After review of list of possible job responsiblities developed by the task force, D. I. Ruzinski informed members that the Chief identified the following job responsibilities where CSOs might initially be utilized.

-Assist Community Liaison Officers with nuisance properties.
--Free-up CLOs so that they may interact with the community relative to community meetings and block watch meetings.

-Work inside station to address walk-in complaints.

-Respond to and file missing returns,

-Traffic Controls
--Parades, walks, runs, fire scenes.
--Investigate minor accidents
-- Minor Parking troubles
--Standby for tows

-Mail runs

Infrastructure cost associated with the hire of CSOs:

-Estimated cost of Crown Victoria vehicles, ($38,690 per vehicle), with dual use for regular officers.

-Estimated uniform and equipment cost ($1,069)
--Handitalkie ($3,618).

Deputy Inspector Ruzinski also advised that CSOs could not respond to any emergency calls.

DEPARTMENT OF EMPLOYEE RELATIONS

Laura Sutherland, Department of Employee Relations provided a draft job description for the CSO position for review by members. The following changes were recommended:

-Review of item 8.

12 (A). Under % of Time (area)
--50 (Delete respond to emergency police calls)
--30 (Delete quell distrubances)
--10 (Delete issues traffic violators with uniform traffic citations, hurricanes and add refer to officer)
--5 (Add walk-in complaints)

12 (B). Delete other law enforcement duties and add other duties as assigned.

12 (C). Delete Police Sergeant, and add Supervisor.

12 (F).
- Add general city testing and the ability to learn.

-ix. Add chemical agents.

-Delete xiii, xiv.

-xvii. Add ability to wear body armor, duty belt and carry chemical agents.

Add conditions CSO may be required to work in such as weather, exposure to chemicals or smells etc.

BUDGET OFFICE

Mr. Schroeder, DOA provided data based upon plimanary salary ranges to determine costs associated with the creation of the CSO positions. He advised members that in order for him to provide a full financial scope, detailed information revelant to the following areas would have to be determined:

-Level of training
-Recruitment cost
-Advertising cost
-Equipment cost
-Training Academy Cost
-Cost of scheduling class
-Coordination of training with sworn officer training
-Union Representation
-Number of positions
-Educational pay
-Overtime pay

Deputy Inspector Ruzinski informed members that she would talk with the training academyregarding the Chief's vision of job responsiblities for CSOs to determine the cost involved with training CSOs.

4) Review of outline and final recommendations

LEGISLATIVE REFERENCE BUREAU

Mr. Ramion provided membes with draft copies of the final report and recommendations.

5) Future direction of task force

-Reports from members.

-Review and discussion of draft copy of the final report and recommendations.

Next meeting date and time

Friday, April 28, 2006, 1:30 P.M.

Meeting Adjourned: 3:35 P.M.

Diana Morgan
Staff Assistant

City of Milwaukee

Meeting Minutes

COMMUNITY SERVICE STAFFING TASK FORCE

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Thursday, May 18, 2006 | **1:30 PM** | **City Hall, Room 301-G**

Meeting Convened: 1:38 P.M.

1) Roll Call

Members Present: Witkowski, Burke, Gielow, Heard, Ruzkinski and Schroeder.

Members Absent: Feldmeier.

Members Excused: Moore.

2) Approval of the minutes of the April 7, 2006 meeting

Motion by Mr. Gielow to approve the minutes of the April 7, 2006 meeting. Seconded by Mr. Heard.

Prevailed. 6-0.

3) Member comments and reports

Deputy City Attorney Burke informed members that she would not vote on the proposed recommendations as her position as a City Attorney may present a conflict of interest relative to policymaking, however she informed members that she would continue to advise the task force regarding legal matters relative to the research of the CSO position.

Ald. Witkowski agreed that Deputy City Attorney Burke would "abstain" from voting on items contained in the final report and recommendations relative to the CSO position.

Deputy Inspector Ruzinski advised members that she was still researching the costs associated with the CSO training, and that she would forward the information via e-mail for member review prior to the next meeting.

Laura Sutherland, Department of Employee Relations presented a draft copy of the job description for the CSO position.

4) Review of the final draft report and recommendations

Members made the following amendments relative to the recommended draft CSO job description:

Ms. Sutherland advised members that item 1-10 had been amended to remove language that included pay ranges.

Item 8 was amended to remove information referring to specific bargaining units.

Deputy Inspector Ruzinski referenced item 11 of the CSO draft job description, relative to the basic functions of the position. She informed members that the generalized functions were appropriate as drafted as it allows for the Chief of Police the authority to utilize CSOs in a variety of areas that would not require the attention of sworn Police Officers.

Ms. Sutherland advised members that she believed item 12 (A), relative to the essential functions/duties and responsibilities of the CSO was a bit broad and that members could review the information provided and amend it as needed.

I2 (A-1). Amend by removing responds to nonviolent emergency, noise complaints, remove traffic position and add traffic controls.

12 (A-1). Amend by removing traffic position and add traffic controls.

12 (A-2). Amend by removing the last sentence "Quells disturbances and maintains civic harmony".

12 (A-3). Amend by removing applicable at the beginning of the sentence.

Deputy Inspector Ruzinski suggested the current draft job description be submitted to Milwaukee Police Department Chief and Assistant Chiefs for the purpose of developing a comprehensive job description for the CSO position so that other aspects of the position could be determined.

There was unanimous consent by members to accept recommendations relative to the CSO job description from members of the Milwaukee Police Department.

Mr. Ramion requested clarification from Deputy Inspector Ruzinski regarding the extent the job description would determine the training program or to what extent the training would determine the job description (ex. would the job description determine whether the training would be an 8 week or 12week training program)?

Deputy Inspector Ruzinski responded that based upon the scope of the job responsibilities for the CSO, it did not appear that the training would be dramatically changed.

Motion by Deputy Inspector Ruzinski to amend the age requirement as follows:

F. Minim mum Qualifications Required.

Must be 21 at date of application and in good physical condition.

Prevailed. 5-0.

Ms. Sutherland requested members review the following items:

L. Supplementary Information.

Motion by Mr. Schroeder to amend item (L) to read:

To be hired as a Community Service Officer, applicants must pass an examination for the job, which may include written, oral, and physical elements. They must also pass a background investigation and medical examination, including a drug screen test. Community Service Officers will be required to complete a training program.

Residency in the City of Milwaukee is required within six months of hire.

Community Service Officers may be exposed to armed/dangerous persons, communicable diseases, bodily fluids, blood-borne pathogens or biohazards.

Prevailed. 5-0.

Ald. Witkowski informed members the revised CSO job description would be added as an attachment to the original report.

Mr. Schroeder advised members that after all relevant financial data has been provided; he will develop a cost comparison for Police Officers versus CSOs. He also advised members that this data may not identify start-up cost, but it will help in future decision making.

Members developed the following definition for the Community Service Officer:

A Community Services Officer is a civilian employee in the Milwaukee Police Department who has no arrest powers, hired to support basic Police operations and functions by performing a variety of specialized duties not requiring the attention of a sworn Police Officer, including answering calls for service.

Deputy Inspector Ruzinski suggested that the final report include a recommendation that would allow for the expansion of the CSOs job responsibilities in the future to include background investigations.

Task Force members discussed also including the following items as alternatives in their final report and recommendations:

1. The feasibility of creating a part-time position for qualified Milwaukee Police Officers who do not work a full 40-hour workweek.

2. Examine the feasibility of augmenting or expanding the current position of Police Services Specialist to include job duties that would align with the job duties of the Community Services Officer.

3. Civilianize Booking Officers and Community Liaison Officer positions.

Deputy City Attorney Burke advised that the three previous alternatives could result in collective bargaining issues.

Ald. Witkowski advised members that the alternatives that will be included in the final report are listed as part of the task forces discussion relating to their overall research.

Mr. Gielow stated that if there were an option for one or the other, he believed that full -time would be more beneficial.

Mr. Ramion advised members that the option for part-time CSO employment could be a shared position where employees could split workweeks.

Deputy City Attorney advised that employees who work less than 20-hours a week were generally not eligible to receive benefits.

Motion by Ald. Witkowski to include a recommendation in the final report to indicate the Community Service Officer position be full and part-time.

Prevailed. 5-0.

Motion by Mr. Gielow that a recommendation is included in the final report from the task force to assign the Community Service Officers to the Milwaukee Police Department, Patrol Bureau as civilian employee

Prevailed. 5-0.

Motion by Ald. Witkowski to include a recommendation in the final report from the task force that identifies a list of possible job duties for the Community Service Officer, however the final determination of the feasibility of the duties would be at the discretion of the Chief of Police.

Prevailed. 5-0.

Motion by Mr. Schroeder to include a recommendation in the final report from the task force that the pay range for the Community Service Officer be set between the pay ranges of the Parking Checker and a Milwaukee Police Officer.

Prevailed. 5-0.

Motion by Deputy Inspector Ruzinski to include a recommendation in the final report from the task force that the training for the Community Service Officer includes the same curriliu as a Milwaukee Police Officer with the exception of arrest tactics, firearms training and possibly evasive vehicle maneuvers.

Prevailed. 5-0.

Motion by Deputy Inspector Ruzinski to include a recommendation in the final report from the task force that the Chief of Police determines the equipment, uniforms, vehicles and vehicle markings for the Community Service Officers

Prevailed. 5-0.

Motion by Ald. Witkowski to include a recommendation in the final report from the task force that there be community education about what a Community Service Officer is.

Prevailed. 5-0.

Motion by Ald. Witkowski to include a sample of the job requirements for the Community Service Officer, developed by the task force however, the final job duties should be determined by the Chief of Police. In addition, the pay range and job description to be altered as needed after initial determination by the Chief of Police.

Prevailed. 5-0.

Motion by Mr. Schroeder to include a recommendation in the final report from the task force, that language be included at the beginning of the application that would indicate that candidates for the position of Community Service Officer will undergo background checks by the Fire and Police Commission.

Prevailed. 5-0.

Motion by Mr. Heard to include a recommendation in the final report from the task force that would require candidates for the position of Community Service Officer undergo psychological testing prior to date of hire.

Prevailed. 5-0.

Motion by Ald. Witkowski to reference and include letters submitted by the Deputy City Attorney Burke, relative to possible legal issues.

Prevailed. 5-0.

Ald. Witkowski advised members that the task force would not include a recommendation relative to contractual issues, because contractual issues cannot be identified until a union petitioned to represent Community Service Officers.

Motion by Ald. Witkowski to include an alternative recommendation in the final report and recommendations to indicate, "If the CSO program is not adopted by the Common Council, consideration should be given to have the PSS job description amended to background investigations".

Prevailed. 5-0.

Motion by Mr. Schroeder to include a recommendation in the final report from the task force, that the City of Milwaukee implement the CSO program by early 2008.

Prevailed. 5-0.

Motion by Mr. Gielow to include a recommendation in the final report from the task force to offer preference points to canidiates with prior City of Milwaukee law enforcement experience.

Prevailed. 5-0.

Mr. Schroeder will provide a report estimating the cost comparisons to hire 20- CSOs at the May 26th meeting. The report will also include budget savings, operational efficiencies versus budget savings, available pilot funding, grants, the connection between the quality of service and cost savings.

5) Next meeting date and time

Friday, May 26, 2006, 9: 00 A.M. in Room 301-B.

Meeting Adjourned: 3:55 P.M.

City of Milwaukee

Meeting Minutes

COMMUNITY SERVICE STAFFING TASK FORCE

200 E. Wells Street
Milwaukee, Wisconsin
53202

ALD. TERRY WITKOWSKI, CHAIR
Deputy City Attorney Linda Burke, Larry Moore, William Gielow, David Feldmeier, David Heard, Deputy Inspector Anna M. Ruzinski, David Schroeder

Staff Assistant, Diana Morgan, (414)-286-2231
Fax: 286-3456; E-mail:dmorga@milwaukee.gov
File Specialist, Joanna Polanco, 286-3926; E-mail: jpolan@milwaukee.gov

Monday, June 5, 2006 | **1:30 PM** | **Room 301-B, City Hall**

Meeting Convened: 1:34 P.M.

1) Roll Call

Members Present: Ald. Witkowski, Mr. Gielow, Mr. Schroeder, Mr. Heard, Mr. Moore, Deputy City Attorney Burke and Deputy Inspector Ruzinski.

Members Absent: Mr. Feldmeier.

2) Review and approval of the minutes of the May 19, 2006 meeting

The minutes were forwarded to members via e-mail for review and approval. City Clerk staff received a telephone call from Deputy Inspector Ruzinski to request the minutes be amended for the purpose of correcting typographical errors.

The minutes were amended to include corrections and resent to members for approval.

3) Review and discussion of final report and recommendations

There was unanimous vote by Community Services Task Force members to amend the draft report and final recommendations by making the following changes:

Prevailed. 6-0. Deputy City Attorney Burke "abstained".

Mr. Schroeder provided a draft overview approximating the identifiable costs comparison of Police Officer Positions to that of 20 Community Service Officer positions for a 5-year period. Mr. Schroeder advised members that he would amend the estimated cost comparison report to include a note indicating cost comparison training cost are fixed within the MPD budget and will not necessarily represent additional costs.

Page 4, paragraph 1:
Among several recommendations submitted, the establishment of "Community Service Officers" was urged to create additional sets of "eyes and ears" in neighborhoods, especially to those that were experiencing a disproportionate elevated share of urban problems of a particular city.

Page 4, paragraph 6:
In Wisconsin, cities such as West Bend, Menasha and Oshkosh employed civilian CSOs

have varied duties that include animal complaints, traffic and parking control, minor ordinance violations and support to police staff.

Page 5, paragraph 1:
The common feature among municipalities that employ civilian pubic safety officers includes the active support of the municipal police and other departmental staff with the stated avoidance of involving the incumbents of these positions in serious or dangerous law enforcement situations. These community positions have no arrest powers, may not carry weapons (although some carry pepper spray for self-defense) and may not respond to calls with an emergency status. Enforcement powers are generally related to parking control.

Page 6, paragraph 3:
The safety of Community Service Officers was also addressed as part of a telephone conference by the task force with the Orlando Florida Police Department, a city with 20 plus years of program operation. In addition to having no instances of a Community Service Officer injured or harmed in the performance of duty, the Orlando Police Department reserves the CSO duties to designated areas of the city. Additionally, the Orlando Police Department keeps a changing "no-go" address list where only a sworn law enforcement officer may respond.

Page 8, Public acceptance - IV. City Attorney's Office:
The Office of the City Attorney, in the course of the CSS task force meetings, has offered the opinion that civilian personnel, functioning as Community Service Officers, could serve as traffic accident investigators. N prohibition exists in state law. Furthermore, the CSO would be able to issue citations for municipal ordinance violations with Common Council and Chief of Police authorization. The CSO would be able direct traffic; however, unless the CSO is designated as a traffic officer, any failure to comply with direction given by a CSO would not be enforceable.

Pages 8 – 9, Public acceptance
V. Community Service Officer Duties and Calls for Service:
The task force gave considerable consideration to CSO responses to calls for service. In general, the task force believes that the CSO will be able to respond to most traffic incidents as well as non-violent, over-with calls for police service. "Over-with" calls for police service can be characterized as not -in-progress incidents where no suspect is present and a police report is required or a police investigation should be initiated. Examples of these types of calls include burglaries, stolen vehicles, vandalism and assorted economic crimes such as forgeries or frauds. Traffic related duties were also recommended.

The task force reviewed the current list of calls for service and identified calls for service fro the priority one through four lists that can be handled by a CSO, freeing officers for other calls needing a law enforcement response. Te task force acknowledges that the Chief of Police reserves the authority to deploy a CSO in a manner consistent with his or her judgment.

Pages 9-10,
VI. Community Service Staffing Task Force Recommendations:
CSOs can assist the MPD in, at a minimum, continuing the same level of service or improving police service at a lower cost.

2. The Community Service Officers should be full-item and part-time civilian positions assigned to the MPD, deployed by the Chief of Police.

4. All candidates for the position of CSO will pass examinations, background checks and psychological screening as determined by the Fire and Police Commission. Preference points may be awarded to retired or resigned-in-good-standing Milwaukee Police Officers who wish to apply to the CSO program.

5. The position of Community Service Officer will be represented by an appropriate bargaining unit, which may be determined by the Wisconsin Employment Relations Commission.

Page 11, (bullet #6):
August 30, 2006 - MPD and the Fire and Police Commission to finalize the CSO job description.

Page 12
VII. Other Discussion Relating to Police Service:
2. Examine the feasibility of augmenting or expanding the current position of Police Services Specialist to include job duties that would align with the job duties of a Community Service Officer. The skills of the Police Service Specialist should be used to conduct investigations for all MPD positions requiring background checks.

Police Service Specialists, retired police officers, currently have the opportunity to return to non-enforcement activities with MPD including conducting licensing investigations, engaging in office duties or assisting with police vehicle services including vehicle conveyance and vehicle transfer and maintenance.

Motion by Deputy Inspector Ruzinski to include a thank you statement in the final report and recommendations to city clerk staff. Seconded by Mr. Gielow.

Meeting Adjourned: 2:50 P.M.

Diana Morgan
Staff Assistant

Identifiable Costs Comparison - 20 positions, 5 years - (estimate)

	Police Officer		Community Service Officer		NOTES/COMMENTS
Milwaukee Police Department Costs					
Salary & Benefits	Salary & Benefits Total	$57,033 $1,140,669	Salary & Benefits Total	$48,725 $974,502	cso - SG 516
Vehicle		$219,960		$208,800	used 9 autos
Radio Shop		$128,250		$128,250	
Uniform & Other Equipment Costs		$104,744		$93,744.00	
Training Costs	Training costs based on instructors and time spent training is 920 to 950 hours total for an officer recruit class. Based on 1 Lieutenant, 3 Sergeants, and 5 Officers.	$232,400	Training costs based on instructors and time spent training is 620 hours total for a cso recruit class. Based on 1 Lieutenant, 3 Sergeants, and 5 Officers.	$158,400	NOTE: TRAINING COSTS ARE FIXED WITHIN THE MPD'S BUDGET AND WOULD NOT NECESSARILY REPRESENT AND "ADDITIONAL" COST. FOR INFORMATIONAL PURPOSES ONLY, HOWEVER IS INCLUDED TOTALS.
DER/Fire & Police Commission Costs					
TYPICAL OFFICER RECRUIT CLASS		$20,180	POSSIBLE COSTS FOR CSO (TO HIRE 20-25 POSITIONS) Total	$20,270	reduced officer class to approximately 20 for comparison
TOTALS		**$1,846,203**		**$1,583,966**	
Salary & Benefits YEAR TWO	Salary & Benefits Total	$62,622 $1,252,449	Salary & Benefits Total	$49,876 $997,523	
Salary & Benefits YEAR THREE	Salary & Benefits Total	$69,854 $1,397,077	Salary & Benefits Total	$51,090 $1,021,804	
Salary & Benefits YEAR FOUR	Salary & Benefits Total	$72,628 $1,452,563	Salary & Benefits Total	$52,386 $1,047,719	
Salary & Benefits YEAR FIVE	Salary & Benefits Total	$76,898 $1,537,970	Salary & Benefits Total	$53,856 $1,077,119	
FIVE YEAR TOTALS		**$7,486,262**		**$5,728,130**	

Identifiable Costs Comparison

Police Officer

Milwaukee Police Department Costs

Salary & Benefits

Salary (SG 801, step 1)		$42,562
	Subtotal	**$42,562**
Fringes @ 34% (2006 MPD Rate)		$14,471
	Salary & Benefits Total	**$57,033**

Vehicle

2006 Ford Crown Victoria		$20,300
Graphics		$350
Light Bar		$1,400
Cage		$340
Shotgun Rack & Lock		$320
Siren and Light Bar Control		$450
Siren Speaker		$140
Window Armor Rear side windows		$110
Plastic Rear Prisoner Seat		$330
Installation cost for all equipment		$700
	Subtotal	**$24,440**

Radio Shop

MDC		$5,700
KSA Radio		$4,500
Printer		$700
M.O.F.O. I.D.		
Misc. Wires & Cables		$250
Console		$300
Installation costs for radio shop equipment		$2,800
	Subtotal	**$14,250**
	Vehicle Total	**$38,690**

Uniform & Other Equipment Costs

	Unit cost	Number issued	Total Cost
Uniform Pants	$46.95	2	$93.90
Uniform Shirts/Cell Blue	$22.50	2	$45.00
Uniform Jacket All season	$161.68	1	$161.68
Sam Brown Belt	$25.01	1	$25.01
Radio Holder	$19.00	1	$19.00
OC Spray w/Case	$25.20	1	$25.20
Glove Pouch	$6.40	1	$6.40
Uniform Hat Summer	$24.95	1	$24.95
Uniform Hat Winter	$20.54	1	$20.54
Soft Body Armor	$490.00	1	$490.00
Rain Racket w/Cap	$67.12	1	$67.12
Name Plates	$2.60	2	$5.20
Turtleneck	$29.25	1	$29.25
Sweater	$55.95	1	$55.95
Gun	$500.00	1	$500.00
Handcuffs	$50.00	1	$50.00
Total Per Person			**$1,619.20**
Radio	$3,506.00	1	$3,506.00
Radio Accessories	$112.00	1	$112.00
Total Per Person			**$3,618.00**
Grand Total Per Person			**$5,237.20**

Training Costs

Training costs based on instructors and time spent training is 920 to 950 hours total for an officer recruit class. Based on 1 Lieutenant, 3 Sergeants, and 5 Officers. **$232,400**

Community Service Officer

Salary (SG 516, step 1)		$36,362
	Subtotal	**$36,362**
Fringes @ 34% (2006 MPD Rate)		$12,363
	Salary & Benefits Total	**$48,725**

2006 Ford Crown Victoria		$20,300
Graphics		$350
Light Bar		$1,400
Cage		
Shotgun Rack & Lock		
Siren and Light Bar Control		$450
Siren Speaker		
Window Armor Rear side windows		
Plastic Rear Prisoner Seat		
Installation cost for all equipment		$700
	Subtotal	**$23,200**

MDC		$5,700
KSA Radio		$4,500
Printer		$700
M.O.F.O. I.D.		
Misc. Wires & Cables		$250
Console		$300
Installation costs for radio shop equipment		$2,800
	Subtotal	**$14,250**
	Vehicle Total	**$37,450**

	Unit cost	Number issued	Total Cost
Uniform Pants	$46.95	2	$93.90
Uniform Shirts/Cell Blue	$22.50	2	$45.00
Uniform Jacket All season	$161.68	1	$161.68
Sam Brown Belt	$25.01	1	$25.01
Radio Holder	$19.00	1	$19.00
OC Spray w/Case	$25.20	1	$25.20
Glove Pouch	$6.40	1	$6.40
Uniform Hat Summer	$24.95	1	$24.95
Uniform Hat Winter	$20.54	1	$20.54
Soft Body Armor	$490.00	1	$490.00
Rain Racket w/Cap	$67.12	1	$67.12
Name Plates	$2.60	2	$5.20
Turtleneck	$29.25	1	$29.25
Sweater	$55.95	1	$55.95
Total Per Person			**$1,069.20**
Radio	$3,506.00	1	$3,506.00
Radio Accessories	$112.00	1	$112.00
Total Per Person			**$3,618.00**
Grand Total Per Person			**$4,687.20**

Training costs based on instructors and time spent training is 620 hours total for a cso recruit class. Based on 1 Lieutenant, 3 Sergeants, and 5 Officers. **$158,400**

NOTES/QUESTIONS

estimates are conservative, only uses base salary rates

DER/Fire & Police Commission Costs

TYPICAL OFFICER RECRUIT CLASS

	Unit Costs	Recruits	Total Cost
Written Test	$5,000		
Oral Interviews	$10	165	$1,650
MMPI	$45	160	$7,200
Psychological Evaluation	$250	160	$40,000
Medical Exams	$150	65	$9,750
Stress Test	$194	10	$1,940
		Total	**$60,540**

POSSIBLE COSTS FOR CSO (TO HIRE 20-25 POSITIONS)

	Recruits	Total Cost
Newspaper & Radio advertising		$2,000
Written Test	250	$5,000
Oral Interviews	125	$1,250
MMPI	30	$1,350
Psychological Evaluation	30	$7,500
Medical Exams	28	$4,200
Stress Test	5	$970
	Total	**$20,270**

New program, additional necessary

CITY OF MILWAUKEE

Form CA-43

GRANT F. LANGLEY
City Attorney

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PATRICIA A. FRICKER
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KURT A. BEHLING
GREGG C. HAGOPIAN
ELLEN H. TANGEN
MELANIE R. SWANK
JAY A. UNORA
DONALD L. SCHRIEFER
EDWARD M. EHRLICH
LEONARD A. TOKUS
VINCENT J. BOBOT
MIRIAM R. HORWITZ
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KATHRYN M. ZALEWSKI
MEGAN T. CRUMP
ELOISA DE LEÓN
ADAM STEPHENS
KEVIN P. SULLIVAN

Assistant City Attorneys

March 24, 2006

Alderman Terry Witkowski
Chair, Community Service Staffing Task Force
Room 205, City Hall

RE: Duties of Non-Sworn Milwaukee Police Department Personnel

Dear Alderman Witkowski:

At the Community Service Staffing Task Force meeting of March 10, 2006, this office was asked to provide legal guidance on three questions concerning the ability of non-sworn Milwaukee Police Department personnel to perform certain duties. We have informally consulted with counsel of the Wisconsin Department of Transportation, who concurs with our conclusions.

1. May non-sworn personnel serve as accident ("crash") investigators? Yes. In Wisconsin, there is no prohibition against civilians investigating accidents. In fact, we are informed that the State Patrol uses civilian investigators on a limited basis. The accident report itself must be filed by a law enforcement agency, Wis. Stat. § 346.70. Civilians cannot issue traffic citations (discussed below) or arrest.

2. May non-sworn personnel direct traffic? Sworn officers are explicitly authorized by statute to direct traffic, Wis. Stat. § 349.02, and it is a traffic violation to disobey an officer's direction, Wis. Stat. § 346.04. School crossing guards are also authorized to direct traffic, and it can be a violation to disregard their directions, as well. There is no express prohibition, on civilians directing traffic; however, their directions cannot be enforced.

3. May non-sworn personnel issue citations? Only sworn officers can issue tickets for moving violations. Wis. Stat. § 345.11. Municipal Court citations for other ordinance violations can be issued by civilians if the Common Council designates, by ordinance or resolution, other municipal officials to issue citations "with respect to ordinances which are directly related to their official responsibilities." These officials may grant the authority to issue citations to their employees, if the Common Council approves. Thus, it would appear that the Chief of Police could authorize civilian personnel to issue citations concerning noise violations and the like. They would have no power to arrest.

Very truly yours,

GRANT F. LANGLEY
City Attorney

LINDA U. BURKE
Deputy City Attorney

GFL/LUB/dj

c: Ron Leonhardt, City Clerk

1033-2006-118/103663

Community Service Officer Call Response

Service Call	MPD Priority	Task Force Vote/8	MPD Calls for Service
Aband/Stolen Prop	1	4	2,456
Acc PI	1	2	6,551
Acc Unknown Inj	1	1	3,723
Aircft Down	1	1	3
Animal Bite	1	6	450
Child Abuse	1	1	
Fire	1	4	
Fireworks	1	6	2,747
Gas Leak	1	6	223
Haz Waste	1	2	41
Med Run	1	1	595
Overturned Boat	1	1	3
Recovered Property	1	6	137
School Crossing Duty	1	7	40
Subject in Water	1	1	
Tornado Touchdown	1	5	
Wires Down	1	8	310
Acc PI	2	1	
Acc PDO	2	6	16,872
Altd Currency	2	2	312
Call By	2	1	9,516
Animal Cruelty	2	2	1
Demonstration	2	1	51
Entry Autos	2	1	8,478
Flooding	2	8	55
Forgery	2	3	1,110
Fraud CC	2	1	53
Fraud InnKpr	2	2	
Lockout	2	8	264
Loose Animal	2	4	2,697
Lost Child	2	4	320
MFD Security	2	1	120
Missing Check	2	1	1,779
Notification	2	6	1,108
Prop Damage	2	8	15,590
Theft	2	1	27,158
Theft Vehicle	2	2	11,763
Traffic Hazard	2	8	6,467
Welfare Citizen	2	2	
Acc PDO	3	8	
Juv Convey	3	1	1,270
Lan/Ten Trouble	3	1	1,511
Stolen Veh	3	8	4,902
911 Abuse	4	2	33,365
Addl info	4	6	1,454
Assignment	4	1	5,829
Citizen Convey	4	7	222
Cont Del Minor	4	1	69

Service Call	MPD Priority	Task Force Vote/8	MPD Calls for Service
Convey Prop	4	8	243
Escort	4	5	1,196
False Fire Alarm	4	5	7
Issue Worthless Check	4	2	79
Mail Run	4	8	715
Missing Rpt	4	6	884
Missing Rtn	4	6	1,564
Noise Nuisance	4	2	17,414
Open Hydrant	4	7	293
Parking Trouble	4	7	1,786
Phone Call Complaint	4	1	1,805
Prop Pickup	4	7	2,129
Recovered Vehicle	4	7	1,475
Truant	4	1	455
Veh Maintenance	4	7	1,025
Water Main Break	4	8	238
Traffic Direction	4	7	
Action Referrals	4	8	

City of Milwaukee
CS-25, Rev. 1/06

DRAFT
May 18, 2006
JOB DESCRIPTION

FOR DER USE ONLY	
Vacancy No. _____	
City Service Commission: _____	Finance Committee: _____
Fire & Police Commission: _____	Common Council: _____

Instructions: Complete all sections except No. 11. Refer to the "Guidelines for Preparing Job Descriptions" for instructions on completing specific items.

1. Date Prepared/ Revised: May 17, 2005	**2. Present Incumbent:** New Position		**Is incumbent underfilling position?** YES ☐ NO ☐ If YES, indicate underfill title in box 10.
3. Date Filled:	**4. Previous Incumbent:**		
5. Department: Police Department		**Bureau:** Patrol **Division:**	**Unit:** **Section:**
6. Work Location: District Stations		**Telephone:** **Email:**	**Work Schedule:** Hours: / Days:
7. Represented by a Union? YES	**8. Bargaining Unit:** **If in District Council 48, chose a Local:**		**9. FLSA Status:** **NON-EXEMPT**

10.		Pay Range	Job Code	EEO Code
	Official Title:			
	Underfill Title (if applicable):			
	Requested Title (if applicable): Community Service Officer			
	Recommended Title (DER Use Only): Approved by: _____ Date:			

11. BASIC FUNCTION OF POSITION:
To support basic Police operations and functions by performing a variety of specialized duties not requiring the attention of a sworn Police Officer.

12. DESCRIPTION OF JOB (Check if description applies to **Official Title** ☒ or **Underfill Title** ☐):

A. ESSENTIAL FUNCTIONS/Duties and Responsibilities: (Refer to the "Guidelines for Preparing Job Descriptions" for instructions on determining Essential Functions.)

% of Time	ESSENTIAL FUNCTION
	• Responds to non-emergency police calls as deemed appropriate by the chief of police.
	• Assists Community Liaison Officers with nuisance properties investigations.
	• Direct traffic as directed, such as at minor traffic crashes, large events, fire scenes or as otherwise directed. Assists with accident clean-up. **(Can CSO legally file traffic crash report?)**
	• Testifies in Court, provides depositions (including felony/misdemeanor cases), traffic infraction hearings, criminal hearings, and civil trials as required.
	• Takes and files complaints from persons who walk into Police stations.
	• Conducts follow up on missing persons and files appropriate reports.

B. PERIPHERAL DUTIES:

% of Time	PERIPHERAL DUTY
	• May serve as a training ffficer for new Community Service Officers. **(Do you have to pay extra like FTO?)**
	• Responds to Department call-outs in cases of emergencies, severe weather, and natural disasters.
	• Delivers reports and other documents to persons and locations as required
	• •Performs various other duties of an emergency and non-emergency nature as designated by a supervisor.

C. NAME AND TITLE OF IMMEDIATE SUPERVISOR:

Police Sergeant or civilian supervisor. **(Are we creating a bureaucracy w/ a new civilian supervisor?)**

D. SUPERVISION RECEIVED: (Describe the extent to which work assignments and methods are outlined, reviewed, and approved by this position's supervisor.)

Assignments received by shift commander, Captain, or dispatcher.

E. SUPERVISION EXERCISED:

Total number of employees for whom responsible, either directly or indirectly = **None**.

Direct Supervision: List the number and titles of personnel directly supervised. Specify the kind and extent of supervision exercised by indicating one or more of the following:

a. Assign duties b. Outline methods c. Direct work in progress d. Check or inspect completed work	e. Sign or approve work f. Make hiring recommendations g. Prepare performance appraisals h. Take disciplinary action or effectively recommend such

Number Supervised	Job Title	Extent of Supervision Exercised (Select those that apply from list above, a - h)

F. MINIMIMUM QUALIFICATIONS REQUIRED: (Indicate the MINIMUM qualifications required to enter the job.)

Education and Experience:

Must be 21 at date of application and in good physical condition.
Graduation from high school or G.E.D. Possession of a valid Wisconsin driver's license. Training and experience in public safety preferred. Preferrence in hiring will be given to retired or resigned Milwaukee Police Officers.

Knowledge, Skills and Abilities:

Ability to learn the laws, ordinances, and policies governing law enforcement in the state of Wisconsin and City of Milwaukee.
Ability to learn techniques of investigation and identification, criminal law, and criminal procedure including classification of crimes, rules of evidence, misdemeanor or felony classifications, and the seizure and processing of evidence.
Ability to understand and carry out oral and written instructions during emergency and non-emergency situations.
Ability to maturely deal with conflict and with emotionally upset persons.
Ability to mentally visualize locations and routes within the City of Milwaukee.
Ability to take appropriate action, which may include recommending arrest and citing suspected violators.
Ability to deal with unusual and emergency situations, such as injured, frightened, distraught disoriented people or fatalities.

Ability to learn the methods and practices of crime prevention, criminal investigation and identification, and basic crime scene processing techniques.
Ability to learn and accurately recall names, places, and incidents.
Ability to stand and walk for extended periods of time and to sit for several hours while operating a vehicle.
Ability to work in inclement weather conditions.
Ability to wear issued bullet resistant body armor and duty belt while performing duties.

Ability to establish and maintain effective working relationships with department officials, employees, members of other agencies, and with the general public.
Ability to write basic reports using proper grammer.
Ability to draw diagrams of accident scenes.
Ability to maintain a mental capacity which allows for the exercise of sound judgment and rational thinking under strenuous and hectic circumstances; evaluate options and alternatives and choose an appropriate and reasonable course of action; and demonstrate needed intellectual capabilities during testing and training.
Ability to lift and operate a fire extinguisher.
Ability to use standard office software and hardware.
Ability to use standard Police communicatioins equipment.

Certifications, Licenses, Registrations:

Valid Wisconsin's driver's license.

Other Requirements:

13. PHYSICAL AND ENVIRONMENTAL DEMANDS: TOOLS AND EQUIPMENT USED

The Americans with Disabilities Act of 1993 requires job descriptions to provide detailed information regarding the physical demands required to perform the essential functions of a job; the conditions under which the job is performed; and the tools and equipment the employee will be required to use on the job. Reasonable accommodations may be made to enable qualified individuals to perform the essential duties and responsibilities of the job for each of the categories listed below.

G. PHYSICAL ACTIVITY OF THE POSITION: (List the physical activities that are representative of those that must be met to successfully perform the essential functions of the job).

CHECK ALL THAT APPLY:

☒	**Climbing:** Ascending or descending ladders, stairs, scaffolding, ramps, poles, and the like; using fees and legs and/or hands and arms. Body agility is emphasized. Check only if the amount and kind of climbing required exceeds that required for ordinary locomotion.
☒	**Balancing:** Maintaining body equilibrium to prevent failing when walking, standing or crouching on narrow, slippery or erratically moving surfaces. Check only if the amount and kind of balancing exceeds that needed for ordinary locomotion and maintenance of body equilibrium.
☐	**Stooping:** Bending body downward and forward by bending spine at the waist. Check only if it occurs to a considerable degree and requires full use of the lower extremities and back muscles.
☒	**Kneeling:** Bending legs at knee to come to a rest on knee or knees.
☒	**Crouching:** Bending the body downward and forward by bending leg and spine.
☒	**Crawling:** Moving about on hands and knees or hands and feet.
☒	**Reaching:** Extending Hand(s) and arm(s) in any direction.
☒	**Standing:** Particularly for sustained periods of time.
☒	**Walking:** Moving about on foot to accomplish tasks, particularly for long distances.
☐	**Pushing:** Using upper extremities to exert force in order to draw, press against something with steady force in order to thrust forward, downward or outward.
☐	**Pulling:** Using upper extremities to exert force in order to draw, drag, haul or tug objects in a sustained motion.
☐	**Lifting:** Raising objects from a lower to a higher position or moving objects horizontally from position-to-position. Check only if it occurs to a considerable degree and requires substantial use of the upper extremities and back muscles.
☒	**Fingering:** Picking, pinching, typing or otherwise working primarily with fingers rather than with the whole hand or arm, as in handling.
☒	**Grasping:** Applying pressure to an object with fingers and palm.
☒	**Feeling:** Perceiving attributes of objects such as size, shape, temperature or texture by touching with the skin, particularly that of the fingertips.
☒	**Talking:** Expressing or exchanging ideas by means of the spoken word. Those activities which demand detailed or important instructions spoken to other workers accurately, loudly or quickly.
☒	**Hearing:** Perceiving the nature of sounds with no less than a 40 db loss. Ability to receive oral communication

	and make fine discriminations in sound.
☐	**Repetitive Motions:** Substantial movements (motions) of the wrist, hands, and/or fingers.
☒	**Driving:** Minimum standards required by State Law (including license).

H. PHYSICAL REQUIREMENTS OF THE POSITION: (List the physical requirements that are essential functions of the job.)

CHECK ONE:

☐	**Sedentary Work:** Exerting up to 10 pounds of force occasionally and/or negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.
☒	**Light Work:** Exerting up to 10 pounds of force occasionally and/or negligible amount of force constantly to move objects. If the use of arm and/or leg controls requires exertion of forces greater than that for sedentary work and the worker sits most of the time, the job is rated for Light Work.
☐	**Medium Work:** Exerting up to 50 pounds of force occasionally and/or up to 20 pounds of force frequently, and/or up to 10 pounds of force constantly to move objects.
☐	**Heavy Work:** Exerting up to 100 pounds of force occasionally, and/or up to 50 pounds of force frequently, and/or up to 20 pounds of force constantly to move objects.
☐	**Very Heavy Work:** Exerting in excess of 100 pounds of force occasionally, and/or in excess of 50 pounds of force frequently, and/or in excess of 20 pounds of force constantly to move objects.

I. VISUAL ACUITY REQUIREMENTS: (List the visual acuity requirements that are essential functions of the job.)

CHECK ONE:

☐	**Operators (Electronic Equipment), Inspection, Close Assembly, Clerical, Administrative:** This is a minimum standard for use with those whose job requires work done at close visual range (i.e. preparing and analyzing data and figures, accounting, transcription, computer terminal, extensive reading, visual inspection involving small parts, operation of machines, using measurement devises, assembly or fabrication of parts).
☐	**Machine Operators, Mechanics, Skilled Trades people:** This is a minimum standard for use with those whose work deals with machines where the seeing job is at or within arm's reach. This also includes mechanics and skilled trade's people and those who do work of a non-repetitive nature such as carpenters, technicians, service people, plumbers, painters, mechanics, etc. (If the machine operator also inspects, check the "Operators" box.)
☒	**Mobile Equipment Operators:** This is a minimum standard for use with those who operate cars, trucks, forklifts, cranes, and high lift equipment.
☐	**Other:** This is a minimum standard based on the criteria of accuracy and neatness of work for janitors, sweepers, etc.

J. THE CONDITIONS THE WORKER WILL BE SUBJECT TO IN THIS POSITION:
List the environmental/working conditions to which the employee may be exposed while performing the essential functions of the job. Include scheduling considerations such as on-call for emergencies, rotating shift, etc. **Approximate Percentage of time performing field work: 60%**

CHECK ALL THAT APPLY:

☐	**None:** The worker is not substantially exposed to adverse environmental conditions (such as typical office or administrative work).
☒	**The worker is subject to inside environmental conditions**: Protection from weather conditions but not necessarily from temperature changes (i.e. warehouses, covered loading docks, garages, etc.)
☒	**The worker is subject to outside environmental conditions:** No effective protection from weather.
☒	**The worker is subject to extreme cold:** Temperatures below 32 degrees for period of more than one hour.
☒	**The worker is subject to extreme heat:** Temperatures above 100 degrees for periods of more than one hour.
☒	**The worker is subject to noise:** There is sufficient noise to cause the worker to shout in order to be heard above the surrounding noise level.
☐	**The worker is subject to vibration**: Exposure to oscillating movements of the extremities or whole body.
☒	**The worker is subject to hazards**: Includes a variety of physical conditions, such as proximity to moving mechanical parts, electrical current, working on scaffolding and high places or exposure to chemicals.
☒	**The worker is subject to atmospheric conditions:** One or more of the following conditions that affect the respiratory system or the skin: Fumes, odors, dust, mists, gases or poor ventilation.

☒	**The worker is subject to oil:** There is air and/or skin exposure to oils and other cutting fluids.
☐	**The worker is required to wear a respirator.**

K. MACHINE, TOOLS, EQUIPMENT, ELECTRONIC DEVICES, SOFTWARE, ETC. USED BY POSITION: List equipment needed to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.)

CHECK ALL THAT APPLY:

☒ Camera and photographic equipment	☒ Office Equipment (desk, chair, telephone, etc.)
☐ Cleaning supplies	☒ Office supplies (pens, staplers, pencils, etc.)
☐ Commercial vehicle	☐ Packing materials (boxes, shrink wrap, etc.)
☒ Data processing equipment	☒ PC equipment (monitor, keyboard, printer, etc.)
☐ Handcart	☒ PC software
☐ Hand tools ***(please list):***	
☒ Office Machines ***(check all that apply):*** ☒ Copier ☒ Facsimile ☒ Calculator ☐ Cash register	
☒ Other ***(please list):*** radio, belt	

L. SUPPLEMENTARY INFORMATION: (Indicate any other information which further explains the importance, difficulty, or uniqueness of the position, such as its scope of responsibility related to finances, equipment, people, information, etc. Also indicate success factors such a personal characteristics that contribute to an individual's ability to perform well in the job, and any other special considerations.)

To be hired as a Community Service Officer, applicants must first pass an examination for the job which may include written, oral, and physical elements. They must also pass a background investigation and medical examination, including a drug screen test. New Community Service Officers will be required to complete a training program. (**Could some type of typing or keyboard proficiency be included?)**

Residency in the City of Milwaukee is required within six months following hire and throughout employment.

Community Service Officers may be exposed to armed/dangerous persons, communicable diseases, bodily fluids, blood-borne pathogens or bio-hazards.

M. I believe that the statements made above in describing this job are complete and accurate:

_____

Signature of Department Head or Designated Representative

Police

COMMUNITY SERVICE OFFICER

About Us Job Description Qualifications
Employment Procedures Benefits Salaries
Hiring Process Training

Police Dept.

Orlando Police Dept.
P.O. Box 913
100 S. Hughey Ave.
Orlando, FL
32802-0913
Email

Police Links

Police Site Map
Mission Statement
Useful Forms
FAQ
Phone Numbers
City Codes
State Statutes
Employment
Press Releases

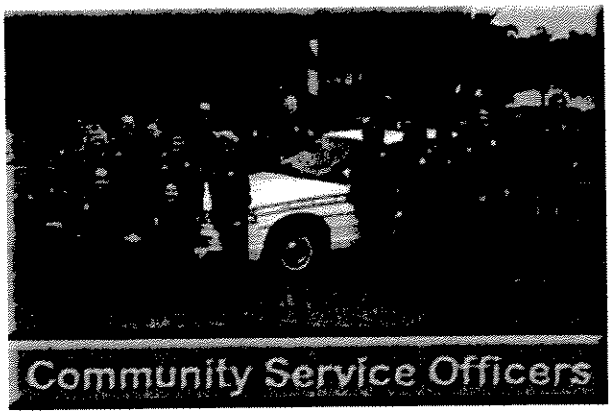
Employment Links

Police Communications
CSOs

The Orlando Police Department Equal Employment Opportunity Plan

The Orlando Police Department is firmly committed to equal employment opportunity and provides for equal opportunity before and during employment with the Department for all applicants and employees regardless of race, color, religion, sex, age, national origin, political affiliation, disability, marital status, or other similar factors not job related. The Department's policy of equality of opportunity applies to all levels of employment in the Department and to all job classifications. In addition, it is the responsibility of each department manager and supervisor to give the Department's non-discrimination policy full support through leadership and by personal example. In addition, it is the duty of each employee to help maintain a work environment which is conducive to and which reflects the Department's commitment to equal employment opportunity. Every effort will be made to employ and retain disabled individuals. In compliance with the Americans with Disabilities Act of July 26, 1990, the Orlando Police Department exercises an affirmative duty to make reasonable accommodations to disabled applicants and employees so that qualified individuals can perform the essential functions of a job.

ABOUT US



Job Outline

The community service officer's (CSO's) primary responsibilities are answering calls for service for crimes not in progress, patrolling assigned areas looking for traffic accidents, parking violations, and abandoned/disabled vehicles that are blocking traffic.

Purpose

The Orlando Police Department employs responsible civilian employees to handle many non-violent crimes and service type calls. The purpose is to allow police officers additional time to handle more serious criminal type calls and to perform appropriate proactive enforcement activities.

History

The CSO's were established in 1983 as a result of a recommendation of the Orlando Crime Commission Report issued on October 8, 1981, to create a non-sworn category of "service officer" for the purpose of handling "barking dog" calls and non-crime responses. In addition, the goal of the CSO program was to maintain the quality of service, but reduce personnel costs by using civilian personnel to answer non-hazardous calls for service.

Today, the CSO recruits receive 672 hours of training at the Central Florida Criminal Justice Institute conducted by Florida Department of Law Enforcement certified instructors plus a twelve week field training period conducted by veteran CSO's trained as Field Training Officers.

JOB DESCRIPTION

NOTE: The listed duties are only illustrative and are not intended to describe every function performed by this job class. The omission of specific statements does not preclude management from assigning specific duties not listed if such duties are a logical assignment to the position.

- Responds to emergency and non-emergency police

calls such as criminal incidents not in progress, fires (including vehicle, residential, commercial), arsons, gas leaks/hazardous material spills or explosions, burglaries (including residential, commercial and vehicle), stolen/recovered vehicles, traffic crashes (minor crashes to traffic homicides), missing juveniles/adults, emergency road closures, traffic positions, animal complaints, abandoned/disabled vehicles, theft, criminal mischief (vandalism), forgeries, frauds, embezzlements, counterfeit currency/checks, and other economic crime related calls.

- Community service officers, while not performing primary duties, patrol in a marked CSO vehicle in residential neighborhoods, commercial areas and public parking lots as a visible deterrence to criminals, locate disabled/abandoned vehicles, parking violators or other related offenses.

- Community service officers patrol city streets, provide visible deterrence in high traffic crash areas, provide school crossing guard duties when required, and respond to general calls for assistance by members of the public.

- Investigates assigned traffic crash/incident scenes, determines public safety precautions and need for summoning additional units or authority, interviews and records detailed accounts of incident/accident investigations, witness statements, affidavits and intent to prosecute forms, prepares related reports and when applicable, after conducting an investigation, issues traffic violators with Florida Uniform Traffic Citations.

- Performs basic crime scene duties such as lifting fingerprints, collecting evidence, establishing and securing crime scenes, completing reports, photographing evidence and submitting collected evidence into property and evidence.

- Provides basic life sustaining first aid at traffic crash/incident scenes using knowledge and training techniques, directing traffic at traffic crash scenes, large events, power outages during severe weather conditions up to and including hurricanes, tornadoes and other disasters, or where otherwise needed or directed.

- May serve as a Field Training Officer (after obtaining FTO certification) for new community service officers.

- May testify in Traffic Court, Juvenile Court, depositions (including felony/misdemeanor cases), traffic infraction hearings, criminal hearings, and civil trials as required.

- Ability to respond to department call-outs in cases of emergencies and natural disasters such as hurricanes, tornadoes and floods.

- Performs various other law enforcement duties of an emergency and non-emergency nature as designated by a supervisor.

- The CSO rides solo and is expected to represent the Orlando Police Department in a professional manner. The vehicles are marked CSO vehicles and the CSO is equipped with a radio to respond to our dispatch system. They do not have arrest powers and do not respond to crimes in progress.

Knowledge, Skills, and Abilities

- Knowledge of laws, ordinances, and policies governing law enforcement in the state of Florida.

- Knowledge of investigation and identification techniques, criminal law, and criminal procedure including classification of crimes, rules of evidence, misdemeanor or felony classifications, and the seizure and processing of evidence.

- Understand, interpret, and apply laws, regulations, policies and procedures, analyze situations and make objective decisions on complicated issues; identify and take appropriate action on violations of criminal and traffic laws.

- Understand and carry out oral and written instructions during emergency and non-emergency situations.

- Maturely deal with conflict and with emotionally upset persons.

- May be exposed to armed/dangerous persons, communicable diseases, exposure to bodily fluids, blood-borne pathogens or bio-hazardous situations.

- Mentally visualize locations and routes within the City of Orlando.

- Take appropriate action which may include recommending arrest and citing suspected violators.

- Ability to deal with unusual and emergency situations, such as injured, frightened, distraught disoriented people or fatalities.
- Knowledge of city government and departmental operations, and geographic locations within the city of Orlando.
- Knowledge of the methods and practices of crime prevention, criminal investigation and identification, and basic crime scene processing techniques.
- Ability to stand and walk for extended periods of time and to sit for several hours while operating a CSO vehicle.
- Ability to work in inclement weather conditions.
- Ability to wear issued bullet resistant body armor and chemical agent while performing the duties of a CSO.
- Ability to establish and maintain effective working relationships with department officials, employees, members of other agencies, and with the general public.
- Ability to communicate effectively, both verbally and in writing.
- Ability to draw diagrams of accident scenes.
- Maintain a mental capacity which allows for the exercise of sound judgment and rational thinking under strenuous and hectic circumstances; evaluate options and alternatives and choose an appropriate and reasonable course of action; and demonstrate needed intellectual capabilities during testing and training.
- Ability to lift and operate a fire extinguisher.
- **Ability to operate a two-way radio and a motor vehicle.**

QUALIFICATIONS

Age:	Must be 18 at date of application.
Health:	Must be in good physical condition.
Eyesight:	Subject to approval by City Physician for motor vehicle operators.
Education:	Must be a high school graduate, or possess a state equivalent (G.E.D.) at date of application.
Residency:	No pre-employment established residency required. Must live within a 45 minute driving

	radius (or 30 miles) after employment.
Driver's License:	Must possess a valid Florida driver's license at date of application.
Standards:	Must be of good moral character; no felony convictions or misdemeanor convictions involving moral character, perjury or false statements. Must be able to meet our very restrictive drug standard.

EMPLOYMENT PROCEDURES

Application:	To be processed by the Police Department.
Written Examination:	Reading comprehension, writing skills, and cognitive skills test, to be administered by Civil Service.
Background Investigation:	Conducted by the Police Department to determine any violation of minimum standards.
Oral Interview:	Conducted by a Police Department Selection Committee, to review background information and interview performance to determine suitability for employment.
Polygraph:	To verify application content and background information, to be conducted by the Police Department.
Medical Examination:	Complete examination by the City Physician.
Psychological Examination:	Conducted by a certified psychologist to determine adaptability to community service employment.

BENEFITS

Hours:	40 hours per week – rotating shifts (day shift and evening shift, including weekends).
Advancement:	Opportunities for advancement and experience in specialized facets of the law.
Personal Leave:	Three weeks paid per year.
Holidays:	New Years Day, Dr. Martin Luther King Day, Independence Day, Christmas Day and two floating holidays. Members working approved holidays may elect to take double pay or choose to take another day off.
Uniforms:	New officers are fully provided with uniforms and other equipment.
Educational Opportunities:	Members are encouraged to obtain an Associates, Baccalaureate, or Masters Degree from area colleges and Universities. Members attending college may be reimbursed the cost of tuition, up to $1,400 annually.
Insurance:	Members are provided paid life and health insurance. Dependent coverage is

	available at a minimal cost.
Career Development and Educational Incentives	Monies are available for job related courses and for the attainment of a college degree.
Court Time:	When off-duty, officers will receive the greater of two hours paid overtime, or the actual amount of time present in court for a duty related case, as prescribed by current Department policy.
Life Insurance	Coverage equal to the member's basic annual salary is provided effective on the date of hire.
Retirement	Members may retire with 25 years of service and collect 62.5 percent of their average salary from the last three years. Vested rights after 5 years of service.
Pension Plan	Civilian members will contribute 3 percent of their pension income to the D.C. (Defined Contribution) plan each pay period.
Paid Military Leave	For members serving their annual Military Reserve or National Guard obligation.

SALARIES

Starting Salary:	$24,086.40, pay increase after one year (plus 70 cents per hour differential pay for evening shift), as of October 1, 2000.
Overtime Pay:	Members working overtime will be compensated at time and one half rate; may elect to take that in pay or compensatory time

Longevity/Bonus Pay

Based on years of service, paid in October	Annually
0 - 4 years	$0.00
5 - 9 years	$400.00
10 - 14 years	$700.00
15 - 19 years	$1,000.00
20 - 24 years	$1,200.00
25 years and over	$1,500.00

HIRING PROCESS

Each selected applicant must successfully complete the following:

1. Written Civil Service exam
2. Polygraph examination
3. Background investigation
4. Panel Interview
5. Conditional Job Offer

6. Medical examination

7. Psychological evaluation

TRAINING

New employees are required to sign a two-year working contract. If the contract is not fulfilled, the City will collect the cost of training at a prorated rate.

Upon appointment as a CSO recruit, you will attend the Police Academy as a paid employee. The high standards and intensive training in the following areas will help in preparation for your new career:

Florida Law
Rules of Evidence
Patrol Techniques
Burglaries
First Aid
Traffic Direction
Economic Crimes
Report Writing
Accident Investigation
And more

Each academy graduate will be assigned to a CSO Field Training Officer who will instruct the trainee on the practical application of what has been learned thus far. During this 12 week field training program, the new officer will be instructed, observed and evaluated on a daily basis.

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