

	RUTGERS UNIVERSITY POLICE DEPARTMENT WRITTEN DIRECTIVE SYSTEM		15:20
	COMMUNITY SERVICE OFFICER (CSO) PROGRAM		
	Effective Date: 01-29-2009	Supersedes:	

15:20-1 PURPOSE

The purpose of this directive is to codify this agency's Community Service Officer (CSO) Program.

15:20-2 POLICY

It is the policy of this agency to utilize its CSO program to its fullest potential while remaining within applicable laws and collective bargaining agreements.

15:20-3 GENERAL

- a. Community Security Officers are full-time university students who are uniformed, unarmed paid employees of the RUPD. They have chosen to work for the RUPD and many of them go on to careers in public safety or public service.
- b. CSOs are the eyes and ears of the community, notifying communications of suspicious persons or activities.
- c. CSOs have a large variety of responsibilities on and off campus, including, but not limited to:
 - General patrol on foot, bicycle, horseback, and in specially marked vehicles;
 - Performing package checks at athletic and special events;
 - Operate the Knight Mover Shuttle,
 - Provide after-hours escorts, and
 - Assisting the operational and administrative functions of this agency.
- d. A chain of command shall be established within the Community Service Officer Division of this agency.
 - The CSO Division Commander shall have line authority regarding the CSO Division's operation.
 - The CSO Commander shall designate subordinate supervisors in each of the following Programs:
 - Knight Mover Program
 - Bike Patrol Program
 - Mounted Patrol Program
 - These subordinate supervisors shall have line authority with regard to the operations of their programs.
- e. Radio communications shall be governed by the applicable sections of the Written Directive System.
- f. The Community Service Officers' primary responsibilities are answering calls for service and providing other essential services to the community. CSOs shall also be on the lookout for any crimes in progress and notify Communications of the location and nature of the activity without becoming directly involved.
- g. Assisting police officers in locating lost or missing children/endangered persons.

- h. Assisting police officers as a scribe and/or runner at police command posts at major crime scenes as assigned by the police supervisor or designee.
- i. The CSO Program operates beneath the authority of the Chief of Police, as such CSOs may be assigned task associated with a legitimate law enforcement purpose by any police supervisor and are expected to fully adhere to these directions.
- j. Community Service Officers may be assigned to other duties as deemed appropriate by the Chief of Police or designee. Detailed job descriptions for each position will be maintained by the respective division.

15:20-4 RESTRICTIONS

- a. Under no circumstances will CSOs be allowed to use physical force in the performance of their duties, except as a last resort in self-defense.
- b. CSOs are not sworn officers and do not have general arrest powers; therefore, they shall not attempt or make physical arrests.
- c. Female CSOs receive no training as police matrons, as a result CSOs will not be used to search prisoners or other activities typically delegated to police matrons.
- d. Under no circumstances shall Community Service Officers be dispatched to any calls requiring emergency operation of their assigned vehicles. Emergency lights warning lights may be used when it is necessary for the protection of the public or vehicle personnel. (i.e. alert the public of roadway blockage)
- e. Under no circumstances shall CSOs be dispatched to or respond to any crime in progress. Should a CSO unit inadvertently be in close proximity to an in-progress or potentially dangerous situation, the CSO shall move to a position of safety, notify Communications of his/her location, and relay all pertinent information to Communications and/or the responding police officer.
- f. Under no circumstances shall Community Service Officers be dispatched to any disturbance calls involving confrontations between individuals such as family disturbances, neighborhood disputes, disorderly persons, etc. If a confrontation occurs on any call that a CSO responds to, the CSO on the scene shall retreat to an area of safety, notify Communications, observe without becoming involved, and relay all pertinent information to Communications until a police officer arrives. The call shall then be reassigned to the responding officer.

15:20-5 TRAINING

- a. All CSO's receive 40 hours of formal training through the New Jersey College and University Public Safety Association prior to assignment of duties.
- b. CSOs are responsible for maintaining any certifications achieved through this training.
- c. Consistent with University Policy 20.1.6 CSOs who operate University vehicles are required to possess a valid driver's license, have two years driving experience, and have completed a defensive driving course.