

Policy: 1107.7, Community Service Officers

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Contents

I. PURPOSE

II. POLICY

III. DEFINITIONS

IV. PROCEDURES

1. RESPONSIBILITIES

2. USE OF CITY VEHICLES

3. RESTRICTIONS

4. SUPERVISION

5. ANNUAL DRIVER'S PHYSICALS

6. USE OF CHEMICAL AGENTS

7. TRAINING REQUIREMENTS

8. UNIFORMS

9. UNIFORM APPAREL AND GUIDELINES

10. BODY ARMOR

11. STANDARD DUTY BELT AND EQUIPMENT

12. REFLECTIVE TRAFFIC VEST AND FLASHLIGHT WAND

13. UNIFORM COLLAR BRASS

14. NAMEPLATES

15. BADGES

16. AWARDS

17. DUTY, TRAINING, AND MILITARY SERVICE PINS

18. GUIDELINES FOR WEARING SERVICE INSIGNIA

19. JEWELRY

20. SUNGLASSES

V. FORMS AND APPENDICES

VI. REFERENCES

I. PURPOSE

This directive outlines procedures and guidelines for Community Service Officers to successfully complete their tasks.

II. POLICY

It is the policy of the Orlando Police Department to provide 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 in-progress-type calls and to perform appropriate proactive enforcement activities.

Community Service Officers (CSOs) shall operate by and adhere to all applicable regulations, City and Department policies and procedures, and any applicable sections of the Department's written directive system and the current labor contract.

Individuals selected for employment as Community Service Officers shall meet the required qualifications for hire and successfully complete the Department's hiring process outlined in P&P 1609, Hiring Professional Staff. The CSO uniforms shall comply with the standards outlined in this policy. The CSO uniform design shall be distinctly different from uniforms worn by sworn members.

III. DEFINITIONS

None

IV. PROCEDURES

1. RESPONSIBILITIES

1.1 PRIMARY RESPONSIBILITIES AND AUTHORITY

The Community Service Officers' primary responsibilities are answering calls for service, directing traffic, traffic enforcement and patrolling assigned areas looking for traffic accidents, parking violations, and abandoned/disabled vehicles that are blocking traffic. CSOs shall have traffic control, traffic crash investigation, and parking enforcement authority as outlined in Florida Statute [316.640\(3\)](#). (24.06a) CSOs shall follow the guidelines in the Orlando Police Department Traffic Operations Manual. 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.

- a. Restrictions: Under no circumstances will CSOs be allowed to use physical force in the performance of their duties except in self-defense.

CSOs do not have general arrest powers: therefore, CSOs shall not attempt to make physical arrests, detain individuals, or initiate traffic stops of any kind. If a situation arises where a physical arrest is indicated, a police officer will be summoned to the scene. CSOs shall not be used to search prisoners.

- b. Use of Notary Public Powers: A CSO who has full notary powers will be restricted to performing the same notary functions as sworn police officers while on duty and no fee will be charged. A CSO using his or her full notary powers while off duty will be solely liable and must comply with all the laws set forth in Florida State Statute Chapter 117, Notaries Public.
- c. Reserve/Auxiliary Officer Status: A CSO shall not act in the capacity of a sworn Reserve/Auxiliary Police Officer with the Orlando Police Department or any other police agency.

1.2 ADDITIONAL RESPONSIBILITIES

When not attending to their primary responsibilities, CSOs shall patrol their assigned areas and perform activities, which include, but are not limited to, those listed below:

- a. Parking at highly visible locations and providing extra patrols in high-traffic accident locations to deter traffic violations.
- b. Patrolling parking lots and residential neighborhoods where numerous vehicle and residential burglaries have been reported.
- c. Patrolling residential neighborhoods, marking and towing obviously abandoned or derelict vehicles on roadways or City rights-of-way.
- d. Assisting police officers in locating lost or missing children/endangered persons.
- e. Assisting police officers as a scribe and/or runner at police command posts at major crime scenes.

1.3 OTHER DUTIES

CSOs may be assigned to other duties as deemed appropriate by the Chief of Police. These duties include, but are not limited to, positions in the Recruiting Unit, Training Section, Criminal Investigations Division, and Special Operations Division. Each respective Division will maintain a detailed job description for each position.

2. USE OF CITY VEHICLES

2.1 GUIDELINES FOR THE USE OF CITY VEHICLES

Please refer to Policy 1802, Use of City Vehicles.

3. RESTRICTIONS

3.1 POSSESSION OR HANDLING OF FIREARMS

- a. At no time will a CSO be permitted to possess a personally owned, borrowed or otherwise non-duty related firearm on his or her person or in the patrol vehicle. This shall include, but is not limited to, while on duty, working off duty, or while otherwise representing the City of Orlando or Police Department
- b. Unless trained by certified department personnel with successful completion of a weapons and firearms safe handling course, CSOs who come into contact with a loaded firearm shall follow the procedure outlined in Policy 1123, Property and Evidence, and call for a sworn officer.

3.2 EMERGENCY OPERATIONS OF CSO VEHICLES

CSOs may respond to traffic related emergency calls for service only. CSOs shall adhere to strict guidelines for utilizing emergency lights and sirens under the aforementioned conditions. Emergency lights and or sirens shall only be used in close proximity to traffic crash scenes or immediate traffic hazards, when it has been determined, traffic is blocked to an extent it is impassable in normal traffic lanes without their use, or to alert the public of roadway blockage or other potential traffic hazards when necessary. CSOs shall adhere to all applicable language within OPD Policy 1132, Response to Calls/Traffic Stops/Unmarked Vehicles. CSOs are not authorized to use the CSO vehicle's emergency lights and/or siren to make any type of traffic stop.

3.3 IN-PROGRESS CALLS

Under no circumstances will CSOs be dispatched to or respond to any crime in progress. Should a CSO inadvertently be in close proximity to an in-progress or potentially dangerous situation, the CSO shall move to a position of safety or if possible, leave the area completely. The CSO shall immediately notify Communications of his or her location and relay all pertinent information to Communications and the responding officers. CSOs shall not follow any suspect, suspect vehicle or suspicious vehicles.

3.4 DISTURBANCE CALLS

Under no circumstances will a CSO be dispatched to any disturbance type calls involving confrontations between individuals, family disturbances, neighborhood disputes, disorderly person, etc. If a confrontation occurs on any call, the CSO on the scene shall retreat to a place 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 sworn police officer. The CSO shall immediately leave the scene.

3.5 CALLS WHERE SUSPECT IS KNOWN OR PROPERTY IS UNSEARCHED

A CSO shall not be dispatched to any call where the suspect is known and still may be on scene, or the suspect has recently left the scene and the suspect's return is possible, or the scene has not been searched. Calls for service permitting, CSOs may return to a formally unsearched property and complete an investigation if the property is deemed safe by responding police officers. During the aforementioned search, CSOs may standby at reasonably safe distance away from the property and may not become directly involved with the search.

3.6 NO RESPONSE AREAS

A CSO shall not be dispatched to any calls for service that are located within the CSO "No Response Areas" as provided on OPD Online. The specific Patrol Division Commander, of whom has CSO's under their command, will supply Communications with a list of the CSO "No Response Areas." Each Division shall be responsible for reviewing these lists on an ongoing basis to determine if the areas should remain, expand, reduce, or be eliminated. A CSO is prohibited from working any extra-duty job that is in the designated "No Response Areas" unless it has been determined by the chain of command the extra duty is related, but not limited to, any large/special event which the use of CSO's can be done with relative safety.

4. SUPERVISION

The Chain of Command for the CSO Unit shall be established within the Patrol/Airport Divisions and will follow the Department's Organizational Chart. The CSO Supervisor/Airport CID Supervisor shall have line authority regarding

the CSO Unit's operation. Departmental procedures concerning call reassignment shall be followed as outlined in the current issue of Department P&P 1122, Police Radio Communications.

5. ANNUAL DRIVER'S PHYSICALS

Each CSO will be required to pass an annual driver's physical with drug screen as outlined under [City of Orlando P&P 800.4, Operators of City Motor Vehicles and Equipment](#) (Annual Physical Exam) and the current labor contract.

6. USE OF CHEMICAL AGENTS

Community Service Officers shall only carry an approved chemical agent in an upright position in an issued chemical carrier while on duty or in an extra-duty status. CSOs may use their chemical agents for their personal protection as a defensive option in the performance of their duties.

6.1 AUTHORIZED USE OF CHEMICAL AGENTS

Department-issued chemical agents may be used only in accordance with the Department's Use of Force Policy. The use of chemical agents is considered a use of force and will require a defensive tactics report. CSOs will carry the approved chemical agent while performing their assigned duties. The approved chemical agent will be carried in any extra-duty work assignment. CSOs shall not carry their chemical agent in an off-duty status.

6.2 DEFENSIVE TACTICS FORM

A sworn supervisor shall respond to the scene for any use of force involving a CSO and shall complete a Defensive Tactics Form as outlined in Department P&P 1128, Use of Force.

7. TRAINING REQUIREMENTS

The CSO assigned as the Training Coordinator shall be responsible for the coordination and maintenance of the records for all mandatory training, with the guidance of the Orlando Police Department Training Unit.

7.1 TRAINING

- a. Each CSO will receive training on driver's proficiency, vehicle-based officer survival, use of the chemical agent, and unarmed self-defense
- b. Each CSO will complete annual training on the Response to Resistance policy
- c. Each CSO will complete the Department's Bloodborne Pathogens training and/or testing program.
- d. Each CSO may voluntarily annually attend a safe weapons handling course presented by the Training Section and Range Staff.

7.2 BIENNIAL TRAINING

Each CSO will be certified in CPR every two years. This training requirement can be fulfilled through classes provided by the Department's Training Unit or through other Department resources with the approval of the Training Unit.

7.3 FIELD TRAINING

The CSO assigned as the Field Training Officer Coordinator shall be responsible for the Field Training Program and the maintenance of the Field Training Manual. This will be accomplished under the supervision of the CSO Supervisor designated as the CSO-FTO Supervisor.

The CSO Field Training Program (CSO-FTP) is consistent with the goals and objectives of the sworn Department Field Training Program. The CSO-FTP adheres to statutory requirements, Department policies and the current collective bargaining contract for CSOs. The CSO-FTP is defined in the CSO Field Training Program Manual and is available from any CSO Supervisor.

7.4 EXTRA-DUTY EMPLOYMENT

CSOs may engage in extra-duty employment providing only traffic direction or traffic control as outlined in Department P&P 1117, Extra-Duty Employment. CSOs may also engage in administrative extra duty positions at a fixed post, which have been approved by the chain of command. These administrative positions include, but are not limited to, handling walk up CSO calls for service, scribing, disseminating information to units working the extra duty detail, and assuring effective communication between third parties and officers / CSOs working other positions within the detail.

CSOs are prohibited from working in the CSO "No Response" areas unless it has been determined by the chain of command the extra duty is related, but not limited to, any large / special event which the use of CSO's can be done with relative safety.

CSOs may be denied the privilege to work extra duty if assigned to alternative (light) duty, the employee's personal leave is depleted, discipline record, or present job performance indicates the lack of ability to sustain both Departmental and extra-duty employment. These employees are prohibited from working extra duty and shall not sign up for or work any further extra duty until released in writing by the Division Commander. All other extra-duty requirements in Department P&P 1117, Extra-Duty Employment continue to apply.

8. UNIFORMS

The following sections describe each Class/Type of authorized uniform. All CSO uniform shirts and jackets will have a CSO patch sewn directly above the OPD patch on the shoulders. The CSO patch will be white for CSOs and gold for CSO Supervisors. CSO Supervisors will have a gold SUPERVISOR patch sewn directly below the OPD patch.

8.1 CLASS A UNIFORM

- a. Long-sleeved French Blue uniform shirt
- b. Department-issued tie
 - 1. five or more years of service may wear a service award pin as a tie tack, which is the only authorized tie tack
 - 2. CSOs with less than five years of service shall wear a tie tack similar to the service pin without the years of service award
- c. Straight-legged uniform pants
- d. Standard leather or nylon duty belt and equipment
- e. Black boots/shoes or Corfam shoes
- f. Black gloves may be worn during cold weather

8.2 CLASS B UNIFORM

- a. Long-sleeved French Blue uniform shirt without an issued tie. This uniform shall only be worn in a non-formal capacity.

- b. Straight-legged uniform pants
- c. Standard leather or nylon gun belt and equipment
- d. Black boots/shoes or Corfam shoes
- e. Black gloves may be worn during cold weather
- f. The Class B uniform can be worn with or without the ball cap

8.3 PATROLLING UNIFORM

- a. "Wolf Grey" long or short-sleeved polo or "base layer" uniform shirt
- b. Dark Navy Blue 5.11 APEX hidden cardo pocket pant
- c. Grey External Outer Carrier Vest
- d. Standard nylon duty belt and equipment
- e. Black leather shoes or solid black athletic-type boots or sneakers
- f. OPD ball cap is optional
- g. The standard OPD jacket shall be worn with the patrolling uniform, if necessary

The patrolling uniform shall be worn when working in a Patrol or Airport capacity. Those working in a Recruiting function may wear Class A, B, the Patrolling uniform, or any other uniform authorized by the Orlando Police Chain of Command.

8.4 EXTERNAL OUTER CARRIER VESTS

CSOs classified as First Responders (Patrol, Airport) SHALL wear the authorized "Molle" style outer vest carrier system OVER their uniform shirt with both of their issued rifle plates, during their duties. Members shall ensure that issued Velcro "CSO & COMMUNITY SERVICE OFFICER" panels are prominently displayed front and back, along with a flexible Orlando police CSO badge worn on the left side of the vest and the name tab (rank, first initial, last name) affixed on the front of the vest. American Flags and Blood Type patches may be worn on the vest. CSOs may outfit their carrier with the issued radio, chemical spray, a small admin/utility pouch, and a tourniquet with holder. All other pouches/holders must be Wolf Grey (or matching grey) in color. In addition to the previously stated issued equipment, personally purchased pouches and other CSO duty-related items may be attached with permission from the CSO's Chain of Command. One small foldable knife and/or one utility tool may be attached when held within a holder or pouch, with permission from the CSO's direct Chain of Command. "Morale patches" of any form or fashion are NOT authorized to be attached or displayed on the carrier, externally or internally.

8.5 SPECIAL TEAMS/TDY/SPECIAL ASSIGNMENTS UNIFORMS

CSOs assigned to specialty teams, TDY, or other special assignments (ESU, CID, RECRUITING, SOD, TRAINING, ETC), will adhere to uniform standards set in place by their respective Supervisor or Team Commander while operating in a job function for said teams or units. Specific uniform requirements shall be established and maintained in each specialty Team's Standard Operating Procedures (SOP) Manual or otherwise be supplied to CSOs from those respective chains of command. These standards shall be reviewed regularly and updated any time a change is authorized.

8.6 EXTRA-DUTY EMPLOYMENT AND USE OF UNIFORMS

When engaged in extra-duty employment, CSOs shall not wear a specialized unit's uniform unless the extra-duty job specifically requires specialized equipment or exceptions based on the nature of the extra-duty detail where the

coordinator has received written permission from the Chief of Police. For routine extra-duty jobs (e.g., traffic control, traffic direction, police office, etc.), CSOs shall wear the standard Patrolling uniform.

9. UNIFORM APPAREL AND GUIDELINES

The following section describes various articles of apparel, insignia, and equipment, and establishes guidelines for wearing each item.

9.1 SHOES AND BOOTS

The standard uniform shoes shall be all-black, highly polished military-styled dress shoes (Corfam or leather), hi-tech-style boots/sneakers. These are permitted when wearing straight-leg pants.

9.2 SOCKS

Socks shall be crew length or higher and black in color. Black crew or ankle socks shall be worn with approved shorts. No-show socks are prohibited.

9.3 UNDERGARMENTS

Undergarments may be exposed, at the neckline only, to public view while the member is in uniform. The undergarment shall be black. Long-sleeve undergarments/protection sleeves worn with short-sleeve shirts are permitted with permission from the CSO's Chain of Command and shall be black or grey (if grey, must be matching, or as close as possible, to the patrolling uniform shirt).

9.4 OPD JACKET

CSOs shall wear the department-issued jackets at the CSO's discretion. Rank insignia for the jacket shall consist of the following:

- a. Supervisors shall have "SUPERVISOR" sewn immediately below the OPD patches

9.5 HAT AND CAPS

The standard-issued hats and caps shall include:

- a. OPD Baseball-type caps
- b. OPD embroidered black knit winter cap

The OPD baseball cap shall be defined as a black baseball cap with the Orlando Police Department shoulder patch emblem on the front. The Orlando Police Department shoulder patch emblem shall be colored when worn with the standard uniform or subdued when worn by specialty units with subdued uniforms.

The OPD embroidered black knit winter cap with "OPD" on the front shall have the letters be standard silver or white for CSOs and gold for CSO Supervisors.

CSOs are not allowed to wear the OPD ball cap or knit cap when off duty.

10. BODY ARMOR

Wearing of protective body armor is mandatory for all first responders while in a police department uniform. CSOs are required to wear body armor while engaged in field activities, to include on-duty and extra-duty employment, unless exempt as follows:

- a. CSO in an administrative role only and are not first responders during such duty.
- b. When the agency determines it is inappropriate to mandate the wearing of body armor, at the discretion of the Chief of Police.

Personnel may retain their expired body armor upon being issued new body armor. The expired body armor will only be utilized for training purposes.

For a CSO to retain their expired body armor, the CSOs supervisor must initiate a memorandum addressed to the Property Supervisor granting authorization for the member to retain their expired body armor. This memo should be accompanied by an endorsement sheet signed by the employee's chain of command (through to the Lieutenant) Both the expired and current issued body armor will be listed on the member's issued equipment inventory. The expired and current body armor will be surrendered to the Quartermaster Unit upon retirement, resignation or when no longer needed.

Please note that under no circumstances shall expired body armor be used for any purpose other than authorized departmental training.

11. STANDARD DUTY BELT AND EQUIPMENT

The standard-issued duty belt and all accessories worn on the belt shall be smooth black leather or nylon. Snaps and other metal fittings or accessories (flashlights, etc.) for the leather/nylon duty belt shall be black or silver in color.

CSO supervisors shall have a gold-colored belt buckle and snaps (if applicable) for the leather duty belt.

11.1 INNER BELT

The inner belt shall be a smooth black leather, or a nylon belt with Velcro.

11.2 REQUIRED EQUIPMENT ON THE DUTY BELT OR EXTERNAL CARRIER FOR FIRST RESPONDERS WHILE IN POLICE DEPARTMENT UNIFORM

The duty belt or external carrier shall consist of these department-issued items at all times:

- a. Chemical agent and carrier carried right-side up (unless excluded for medical reasons, with a doctor's note)
- b. Police radio

11.3 OPTIONAL EQUIPMENT ON THE DUTY BELT (OR EXTERNAL CARRIER WITH PERMISSION FROM CHAIN OF COMMAND)

CSOs may wear the following items:

- a. Flashlight with holder for the issued Streamlight flashlight

- b. Knife and/or utility tool within a case or carrier
- c. Glove case/holder
- d. Cell phone case
- e. CPR shield (if not carried on you person, it must be readily available)
- f. Narcan (if not carried on the belt, it must be readily available)
- g. Other job function related items with permission from the CSOs Chain of Command

All carriers/cases must be smooth black leather or nylon and the same material as the gun belt.

12. REFLECTIVE TRAFFIC VEST AND FLASHLIGHT WAND

The issued traffic vest shall be worn when directing traffic/pedestrians or any other time it is deemed necessary for safety.

The issued flashlight wand shall be attached to the issued Streamlight and used to direct traffic at nighttime or under poor visibility conditions.

13. UNIFORM COLLAR BRASS

CSOs shall not wear collar brass.

14. NAMEPLATES

Nameplates shall be gold for CSO Supervisors and silver for CSOs.

14.1 NAMEPLATE GUIDELINE

The nameplate shall be worn over the right breast pocket of the outer garment and shall be centered between the right and left edges of the pocket. The lower edge of the nameplate shall touch the upper edge of the pocket.

The "serving since" optional attachment may be worn on the bottom portion of the nameplate.

15. BADGES

Badges shall be gold for CSO Supervisors. Badges shall be silver for CSOs. The badge shall be worn over the outer garment.

A black band shall be worn over the badge for a period of thirty days for the death of employees killed in the line of duty. A black band shall be worn over the badge until the date of the funeral, cremation, memorial service, etc., for, other than line-of-duty deaths of active or retired employees. A black band may be worn over the badge at other times as directed by the Chief of Police.

The pin of the badge shall be mounted through the badge carrier, which is sewn into most uniform items. If the garment does not have a badge carrier, place the badge as follows:

- a. Center the badge between the right and left edges of the left breast pocket, the lower point of the badge shall be 1/2" from the top edge of the pocket.

- b. It is not necessary to place the badge on rainwear or the traffic vest or any outer garment that has an approved embroidered badge.

16. AWARDS

Only awards authorized or awarded by the Department may be worn on the uniform.

Awards shall be worn on the left breast pocket flap of the outermost garment, centered with the top edge parallel to and 3/16 of an inch below the top edge of the pocket.

Ribbons of different classes shall be worn on the same level, to a maximum of three, as follows:

- a. Highest award to the CSOs' right
- b. Additional rows shall go below the first
- c. Highest award in the top row, descending order right to left
- d. Additional awards in the same class shall be designated by a 3/16" gold star, centered on the ribbon, (e.g., a ribbon with three stars indicates four awards in the same class)
- e. Five awards in the same class: silver star centered on the ribbon

17. DUTY, TRAINING, AND MILITARY SERVICE PINS

Duty pins are insignia that indicates an employee is part of a specialized unit or team.

Duty pins shall be worn only by employees authorized by the specialized unit/team supervisor/commander. May be worn by authorized employees as follows:

- a. Active unit/team members.
- b. Cross-trained members.
- c. Inactive unit/team members.

Duty pins shall be gold for CSO Supervisors and silver for CSOs.

Pins shall be worn on the right breast of the outer garment, centered over the employee's nameplate, with the bottom edge of the pin approximately 1/2" from the top edge of the nameplate. An additional duty pin may be worn. The second duty pin shall be worn directly above the first duty pin, with the bottom edge of the second pin approximately 1/2" from the top of the first pin. No more than two duty pins should be worn at a time.

Training Pins, such as FBINA and SPI, shall be worn above the nameplate.

Employees who honorably served or are currently serving in a branch of the United States military are authorized to wear a pin of their service branch. Aside from honoring those who have served, the pins create a connection with veterans that might encounter members of the department. Only the military service pins issued from Quartermaster Unit are the ones authorized.

Uniform personnel shall wear the service pin on the right breast pocket of their Class A, B, or C uniform, centered between the pocket button and name tag, OR on the right collar of their Patrolling Uniform shirt.

18. GUIDELINES FOR WEARING SERVICE INSIGNIA

Approved uniform service stripes shall be worn on the lower left sleeve. Each service stripe represents four years of service with the Orlando Police Department. Prior service time with other agencies is not approved to be represented.

19. JEWELRY

Neck chains are not permitted unless they are concealed from public view.

Wearing earrings while in uniform shall be as follows:

- a. Female CSOs- Generally allowed; however, medium to large hoop styles is prohibited for safety reasons
- b. Male CSOs- Not allowed

Wearing body-piercing jewelry, including tongue, nose, and eyebrow piercing jewelry, is prohibited.

20. SUNGLASSES

Sunglasses shall be professional in appearance. Reflectorized lenses and bold colors (e.g., hot pink or electric green) shall be prohibited.

Lanyards, if worn, shall be black.

V.FORMS AND APPENDICES

None

VI.REFERENCES

This policy rescinds Policy and Procedure 1107.6

Related Policies: Not Applicable

Related Laws: Not Applicable