



**COMMUNICATIONS OPERATIONS
LAW ENFORCEMENT POLICY/PROCEDURE**

Policy No.	4351.81	Date Issued:	May 13, 2024
Section:	4300 – Radio Procedures	Date Revised:	
SUBJECT: HOLLISTER POLICE DEPARTMENT – COMMUNITY SERVICE OFFICERS			
APPROVED:	<u><signed copy on file></u> Chief of Police, Hollister Police Department		
APPROVED:	<u><signed copy on file></u> Amethyst Uchida, General Manager		

1.0 Purpose

Community Service Officers (CSOs) are non-sworn, paid members of the Hollister Police Department. The goal of the CSO Program is to supplement patrol officers in the Patrol Operations by responding to identified lower priority calls for service. The CSOs will only be dispatched and respond to select lower priority calls in which there are no suspects on scene and no identifiable suspect information is available. The distribution of responsibilities will be left to the discretion of the Watch Commander or on-duty Patrol Sergeant.

1.1. The following is a list of duties and responsibilities regularly undertaken by CSOs:

- Assists patrol teams with non-enforcement duties; completes routine police reports; maintains records of daily work activities.
- Performs non-hazardous investigative duties related to the commission of crimes against property such as residential, commercial and vehicle burglary, petty theft, grand theft, vehicle theft, vandalism and non-injury traffic collision investigations.
- Collects and preserves evidence at crime scenes which includes the processing and lifting of latent fingerprints and taking photographs at designated crime scenes.
- Assists Code Enforcement
- Parking Enforcement

- Issues Administrative Citations and Municipal Code Violations when applicable.
- Recovers and processes stolen vehicles for evidence when found unattended.
- Responds to and investigates traffic complaints such as road hazards.
- Facilitates information exchange for non-injury vehicle accidents which are reported as traffic hazards or when the reporting party requests PD contact.
- Directs and controls crowds and traffic at accidents or special events including setting up cone and/or road flare patterns.
- Receives and responds to citizen inquiries; gives general assistance or directions as appropriate.