**SJPD CSO Program**

**Information for Community Meetings**

Background

In 2010 the City Auditor recommended that the Police Department should consider implementing the civilian position of Community Service Officer (CSO) as part of a Civilianization audit. Chief Moore tasked the Research and Development Unit with designing a program model for our Department.

In 2013 the City Council authorized the Department to hire 21 CSOs followed by another 7 CSOs in 2014. These numbers were combined and we will look to hire 28 CSOs in June of 2014

The hiring process began and over 800 people applied for the position which makes an annual salary starting at over $54,000 and tops out at over $72,000.

The applicants who possessed the minimum qualifications were invited to the written test and those that passed the written exam were invited to an oral board interview.

From that, 124 of the applicants began the background process. They have been put through a Class A+ background, the same standard as our police officers.

Purpose

The CSOs respond to, investigate and complete police reports on lower priority calls for service in order to allow police officers the ability to respond sooner to higher priority and emergency calls for service and have more time for proactive enforcement.

Types of Calls the CSOs will handle

CSOs respond to property crimes with no suspect on scene and no identifiable suspect info. The CSOs respond to, investigate and, if needed, complete the reports for:

* Burglary – commercial, residential, auto
* Petty theft
* Grand theft
* Vehicle theft – initial report and recovery
* Vandalism
* Non-injury traffic collisions
* Missing persons
* Road Hazards
* Directs and controls crowds and traffic at accidents or special events including setting up cone and/or road flare patterns

The CSOs **do not** conduct any enforcement duties including issuing parking or traffic citations, towing abandoned vehicles or make detentions or arrests.

Training

The CSOs are well-trained professionals who meet the high standards set by the SJPD. In July, the CSOs spent six weeks at the Evergreen Police Academy with an emphasis on investigation of property crimes and report writing. In August they entered Field Training for several weeks with sworn police officers. The CSOs are all now on their own in the community handling calls and assisting patrol.

Schedule

The CSOs work Monday through Friday. There are two shifts. The Day Shift is from 8:00 AM to 4:30 PM and the Swing Shift will be from 12:00 PM to 8:30 PM.

They are deployed from the Southern Substation. They are evenly divided among the four Patrol Divisions and report to a Patrol Lieutenant. A Police Sergeant oversees the CSO Program and functions as the Program Manager.

Vehicles

CSOs drive either a Ford Focus or a Ford F150 pickup. They vehicles are white in color with “Community Service Officer” written across the doors and across the back. They are equipped with an amber light bar, police radio and Panasonic Toughpad tablets.

Uniforms

The CSOs wear a light blue uniform shirt with San Jose Police shoulder patches and a “Community Service Officer” rocker underneath, a silver shield that says “Community Service Officer”, dark blue pants and a duty belt with a radio and O.C. spray for self-defense.