

**NEW SMYRNA BEACH POLICE DEPARTMENT
NEW SMYRNA BEACH, FLORIDA**

POLICY AND PROCEDURE DIRECTIVE

TITLE: COMMUNITY SERVICE AIDE (CSA)

NUMBER: 14-16

EFFECTIVE: 4/21

REFERENCE:

RESCINDS/ AMENDS:

REVISED: 07/23

ATTACHMENTS: [FSS 316.2397.html](https://www.newsmyrna-beach.com/DocumentCenter/View/3162397)

A. PURPOSE

The purpose of this Directive is to establish guidelines governing the duties and responsibilities of the Community Service Aide (CSA) of the New Smyrna Beach Police Department (NSBPD).

B. POLICY

It is the policy of the New Smyrna Beach Police Department to provide responsible civilian employees to handle many nonviolent 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. The essential functions and responsibilities of this position do not include the authority to carry firearms/less lethal weapons and/or arrest persons.

CSA's shall operate by and adhere to all applicable regulations, City and Department policies and procedures.

C. DEFINITIONS

CALLS-FOR-SERVICE - Calls received by Telecommunications from the public or others for a response by a law enforcement agency or for other related services.

COMMUNITY SERVICE AIDE (CSA) - A full-time civilian employee assigned to respond to specific types of calls-for-service and to perform certain duties that do not require a sworn law enforcement officer or place the employee at risk.

D. PROCEDURES

14.16.1 Duties, Responsibilities and Authority

Community Service Aides (CSA) are assigned to the Support Services Division and report for daily assignment to the Shift Supervisor. Community Service Aides will be assigned as needed. The duties and responsibilities of CSA's include, but are not limited to, the following:

1. Non-Emergency and non-confrontational calls for service outlined in **14.16.3**.
2. Reporting of traffic crashes that meet criteria of a Driver's Exchange;
3. Traffic direction and control;

4. Complete detailed written and computer generated reports as required;
5. Assist in the processing of crime scenes;
6. Assist Parking Enforcement Specialists on parked vehicles that require towing per [New Smyrna Beach City Ordinance Chapter 78](#);
7. Any other assignment as directed by the shift supervisor, Special Operations Sergeant or Division Commander.

14.16.2 Dispatch of CSA's by Communications

The duty assignment and utilization of CSA's is at the discretion of the shift supervisor of the patrol squad. The CSA may be assigned, as needed, to the field or within the police station or other facility.

14.16.3 CSA's may be dispatched or assigned to non-confrontational, non-emergency criminal incidents and calls for service, but are not limited to, the following:

1. Reports of lost or found property (other than recovery of stolen vehicles or firearms);
2. Disabled vehicles;
3. Abandoned vehicles;
4. Traffic control at traffic crash sites and fixed intersections;
5. Other law enforcement calls of a non-emergency nature as may be designated by the Shift Supervisor.
 - Petit thefts;
 - Vandalism;
 - Misdemeanor criminal mischief crimes with no suspect information;
 - Property damage;
 - Civil complaints;
 - Parking violations (After completing the Parking Enforcement Specialist training, which is outlined in **14.16.14(1)**);
 - Any other duties as assigned by the Chief of Police and/or Command Staff.

When the call is completed, the CSA will provide Telecommunications the proper disposition and complete the incident/offense report, as needed.

E. TRAFFIC CRASHES

14.16.4 Traffic Crash Investigation

When directed to respond to a traffic crash, the CSA will be informed of the exact location of the crash, whether traffic is blocked and to the extent, if that information is available to the department.

CSA's directed to respond to a crash scene should choose the best possible approach route, considering traffic flow and congestion problems, based on their knowledge of conditions normally existing in the vicinity. Response should be in accordance with all traffic regulations and without the use of the warning light bar while enroute to the location. Upon arrival, the CSA should:

1. Be alert for specific conditions or factors that may have contributed to the crash. (Visibility/view obstruction, inoperative traffic control device, hazards, etc.)
2. Park their vehicle in such a way as to provide maximum protection to the scene, but without endangering the community.
3. Make contact with the officer on scene to determine needs of assistance in protecting the scene and/or controlling traffic, and should summon appropriate assistance if necessary.
4. When the officer on scene of a crash determines that the traffic crash meets the criteria for a Driver's Exchange of Information, the officer may request that the CSA complete the require report to assist with call volume.

F. CALLS FOR SERVICE

14.16.5 Availability for Calls for Service

Unless specifically prohibited by assignment, CSA's in the field will monitor the assigned frequency at all times via their assigned portable radio. Whenever a member is going to be away from the radio or changing frequencies, Communications will be advised.

14.16.6 When not handling calls-for-service, CSA's will perform preventive patrol in the geographical area assigned by the shift supervisor. This may include:

1. Parking at highly-visible locations and providing extra patrol at high traffic accident locations in an effort to deter traffic violations.
2. Patrolling parking lots and residential neighborhoods where property crimes have been reported.

The CSA will promptly report any suspicious activity or persons that may pose a threat to the public to Telecommunications. Telecommunications will dispatch sworn personnel to investigate further.

14.16.7 It is within the Support Services Division Commander or Special Operations Sergeant's authority to alter members' days off or shift hours in order to provide adequate coverage for special events, planned operations or crowd control.

G. UNIFORMS AND EQUIPMENT

14.16.8 CSA's will wear the issued uniform while on duty and responding to calls. The authorized uniform will be distinctive in appearance from the uniform worn by sworn officers. The uniform will consist of:

1. Department issued gray polo shirt, Department issued khaki pants/shorts, black plain-toed boots or black athletic style shoes

H. USE AND OPERATION OF DEPARTMENT VEHICLE

14.16.9 In order to respond to event locations and to facilitate community recognition, distinctively marked pool vehicles, equipped with amber service style light bars and clearly labeled "Community Service Aide" are available for use by a CSA when assigned to field duty by the Shift Supervisor. CSA vehicles are considered emergency vehicles of a governmental department and may show or display amber lights when in actual operation or when a hazard exists provided they are not used going to and from the scene of operation of hazard without specific authorization of a law enforcement officer or law enforcement agency per [FSS 316.2397\(3\)](#).

The light bar is for use in conjunction with vehicle hazard flashers:

1. After arrival on the scene of a traffic crash
2. A traffic hazard
3. When stopping in traffic to assist disabled motorists
4. Other such circumstances as conditions may dictate where the use of the light bar will provide a service warning to approaching traffic.

Note: A CSA shall not conduct motor vehicle traffic stops or operate a vehicle in the emergency mode.

14.16.10 The CSA vehicle shall contain a properly charged fire extinguisher, operational flashlight, first aid kits, radios, MCT, and personal protection equipment.

14.16.11 Members using department vehicles will obey all traffic laws to include all public and private parking signs, as well to all departmental directives governing the operation and utilization of the vehicle as if the member was on duty.

1. Members will operate department vehicles with reasonable prudence in order to maintain them at the highest degree of operating efficiency.
2. While operating a department vehicle the member shall be required to wear seatbelts in compliance with the vehicle restraint policy.

I. TRAINING

14.16.12 The Training Unit will provide or schedule training in all duties and responsibilities covered in this policy. Such training will include, but not limited to:

1. Vehicle equipment operation;
2. Defensive driving;
3. FCIC/NCIC/DAVID;
4. Traffic Control Officer;
5. Preparation of Driver Exchange of Information forms;
6. Preparation of non-UTC parking citations;
7. Agency radio operation/communications;
8. Telephone complaint procedures;
9. Report writing, call disposition, and computer inquiries;
10. Relevant agency written directives;
11. Relevant portions of civil and criminal law.

14.16.13 Additional training will be presented as noted in the “Orientation Checklist” and “FTEP Phase Checklist.”

14.16.14 Advanced training may be provided to increase the responsibilities of the CSA. Advanced programs include:

1. Parking Enforcement Specialist
2. Selective Traffic Enforcement Program (STEP)

Revised: BSS 07/23

**Approved: Signature on File
Chief Eric Feldman**