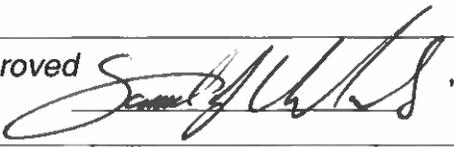


**LANCASTER POLICE DEPARTMENT
GENERAL ORDERS MANUAL**

<i>Effective Date</i> 01/09/2024	<i>Amended Date</i>	<i>Directive</i> 7.28.1	
<i>Subject</i> Public Service Officer			
<i>Reference</i>		<i>Approved</i> 	
<i>Distribution</i> All Personnel City Manager City Attorney		<i>Review Date</i>	<i>Pages</i>

This Operations Directive is for internal use only and does not enhance an officer's civil or criminal liability in any way. It should not be construed as a creation of higher standard of safety or care in an evidentiary sense, with respect to third party claims. Violations of this Operations Directive, if proven, may only form the basis for a complaint by this Department and only in a non-judicial administrative setting.

SECTION 1 PURPOSE

The purpose of this policy is to outline the roles and responsibilities of a Public Service Officer.

SECTION 2 POLICY

It is the policy of the Lancaster Police Department to assign civilian non-sworn personnel to respond to non-emergency and non-in-progress report calls.

SECTION 3 DEFINITIONS

Public Service Officer: A Public Service Officer (PSO) is a uniformed non-sworn position within the Lancaster Police Department.

SECTION 4 PROCEDURES

1. The primary role of the PSO is to handle select calls for service and other task not requiring sworn officer authority.
2. PSO's will wear distinctive shirts, jackets, hats and other clothing items inscribed with "PUBLIC SERVICE OFFICER/PSO." PSO's are required to wear these distinctive items of clothing when performing duties or assignments.
3. PSO's uniform and equipment will remain distinctly different from any sworn officers.

SECTION 5 TRAINING

1. All PSO's must complete training for the associated activity before being authorized to perform that function. PSO's must complete the following training. Training will be administered by certified Field Training Officers and/or Supervisors.

LANCASTER POLICE DEPARTMENT
GENERAL ORDERS MANUAL

<i>Effective Date</i> 01/09/2024	<i>Amended Date</i>	<i>Directive</i> 7.28.1
<i>Subject</i> Public Service Officer		

- a. Orientation and Introduction
 - b. Standards of Conduct and Department Policy
 - c. Patrol Procedures
 - d. City Geography/Limits
 - e. Use of a City Vehicle
 - f. Basic Penal Code
 - g. Observation skills and Report Procedures
 - h. Logging in Property
 - i. Radio Procedures
 - j. Proper position (blade) vehicle
 - k. Other topics as needed
2. Public Service Officers may be dispatched to assist with the following traffic related incidents.
- a. Wait on wreckers for arresting officers
 - b. Assist with accidents (blocking vehicle)
 - i. Public Service Officers are restricted from assisting with accidents on Interstate 35 an Interstate 20.
3. Public Service Officer can respond to the following calls for service.
- a. Burglary Report (Residence must be clear)
 - b. Theft
 - c. UUMV
 - d. Fraud
 - e. Meet Complainants
 - f. Assault Reports (Lobby Only)
 - g. Miscellaneous Offense
- A. SCOPE OF RESPONSIBILITY
- a. All members of the department shall know and comply with all aspects of this directive.
 - b. All Division Commanders and supervisory personnel are responsible for ensuring compliance with the provisions and intent of this directive.