

# **VOLUNTEER POSITION DESCRIPTIONS**

**POSITION:**                   **CITIZENS ON PATROL**

**PURPOSE:**                To assist the CGPD in helping to reduce crime in neighborhoods by being “extra eyes and ears”.

**DUTIES:**                 To actively patrol neighborhoods and be visible. To report observed suspicious activity  
Issue tickets for illegal parking in handicap spaces  
Leave written warnings for illegal parking in neighborhood  
Assist with traffic control  
Assist with missing person searches

**REQUIREMENTS:**    Ability to learn and perform the above activities.  
Ability to apply common sense to all situations  
Previous law enforcement experience is beneficial  
Possess a valid driver’s license and a good driving record.  
Use vehicles and equipment in a safe and responsible manner.  
Ability to work with minimum supervision  
Attend monthly meetings  
Able to work with a partner

## CASA GRANDE POLICE DEPARTMENT CITIZENS ON PATROL

### PROGRAM CONCEPT

The Citizens on Patrol (C.O.P.) is **an organization of concerned citizens** working within the community with the primary purpose of assisting their neighborhood in crime prevention by acting as additional eyes and ears for the Casa Grande Police Department. C.O.P. participants do not possess police authority and will avoid any direct involvement which could pose a personal risk. Members contribute their time, energy, and vehicles for organized patrols under the direction of the Casa Grande Police Department. The Casa Grande Police Department will reimburse members gasoline for their vehicles.

Under no circumstances will members of C.O.P. represent themselves as police officers nor are they authorized to take any action that would endanger life or property.

The C.O.P. organization provides the means and training for area residents to cruise their neighborhood in a **highly visible manner** looking for suspicious activity, criminal activity, and to assist any neighbor in need. This will be accomplished in a non-confrontational and no-risk manner.

Citizens who complete 20 hours of classroom training and have 20 hours of field training with veteran C.O.P. will be authorized to utilize a city supplied cellular telephone, a police radio monitor and program identification to ***conduct active crime prevention observation in their neighborhood***. If participant does not complete the academy, then the participant must complete 60 hours of field training with a veteran C.O.P.

Eight - 10 days of training, three (3) hours each, two evenings a week and three weekends to provide an opportunity to cover the majority of information. A scheduled ride-a-long with a patrol officer (***Minimum five hours***) must be completed sometime before the training class ends. Take notes and scheduled time will allow each student an opportunity to debrief and ask questions that arise during the ride-a-long and the course material.

C.O.P. ***must reserve the equipment*** for a particular date and time by coming into the Police Department volunteer office. When the equipment is picked up at the department, specific crime information (suspect vehicle information, crime trends, hot spots, etc.) can be obtained from the C.O.P. bulletin board and/or the shift supervisor.

The C.O.P. participants will also liaison with a Shift Supervisor who will be available to exchange information and ideas. The Shift Supervisor will serve as a point of contact for non-emergency questions and communications.

## CITIZENS ON PATROL (C.O.P.) QUALIFICATIONS

1. Must be 21 years of age.
2. Possess a valid driver's license and good driving record with no major prior violations within last five years.
3. Not have any felony arrests.
4. Not have any misdemeanor arrests within the last six months.
5. Must have satisfactorily completed mandatory C.O.P. Training.

C.O.P Participants will not be allowed access to "Criminal History" records and will have no arrest or detention authority beyond that of an ordinary citizen. Based on this premise a full background questionnaire and polygraph examination would defeat the program's intentions.

### APPLICATION PROCEDURES

A flier that introduces the program to the public includes an application form. The one page "Fact Sheet" application provides the information necessary to identify people who participate in the program. ***Applicants need to know when they participate in this program they are not agents of the City of Casa Grande, but are donating their time and resources for the betterment of the community.***

Many elements in Casa Grande and the Valley have contributed to the strong desire on the part of citizens to participate in crime prevention activities, and rightly so, since crime prevention is everyone's business. Examples of other programs include the Casa Grande Block Watch and Citizen Police Academy. These are just a few programs that show the popularity and enthusiasm for crime prevention.

### POST APPLICATION PROCEDURES

Received applications will be reviewed and screened by the Volunteer Program Coordinator. Based on the number of applications, beat-area implementation will be incremental, allowing time to adjust the program and modify as the training classes are provided.

This program is expected to draw concerned, reliable citizens who will follow the program rules and guidelines. Additionally, it is expected there may be instances where the rules or guidelines are violated. The C.O.P. Core-Advisory Board may also play a key role in mediating this type of infraction. The C.O.P. Core-Advisory Board will establish a subcommittee (composed of C.O.P. Core-Advisory Board members, chairman, co-chairman, and police staff) to hear and mediate instances where participants violate program rules or safety guidelines. Confirmed infractions could result in a requirement for additional training or dismissal from the program for more serious violations.

## PROGRAM RULES OF CONDUCT WHILE ON PATROL:

The following rules apply to all of the C.O.P program participants. These reminders are for the safety of the C.O.P volunteers

1. Participants are **NOT** specially empowered by the Casa Grande Police Department to any degree above that of any other ordinary private citizen.
2. A Citizens on Patrol Identification card, windbreaker, and a polo-shirt will be issued. They are to be returned to the Police Department at resignation/termination.
3. Firearms or other illegal weapons are **NOT** authorized to be carried by Citizens on Patrol members.
4. No use of "**Kojak**" lights or other emergency lights in private vehicles.
5. All traffic laws must be obeyed at all times. **No** pursuits or chases.
6. Members of the group will patrol in pairs for safety, whenever possible.
7. Participants may observe activity occurring in any public place. Participants may go upon private property only with the permission of the owner of the property or person in control of that property.
8. Participants are **NOT** to put themselves into a dangerous confrontation at any time.
9. Participants will **NOT** approach nor attempt to approach suspects or suspect vehicles.
1. Do **NOT** approach a scene of a crime unless directed to do so by a Police Officer.
11. **No** intoxicants will be consumed nor will participants be intoxicated or impaired to the slightest degree while on patrol.

The following items will be stored and maintained at the Police Department. They will be made available to C.O.P. who come in and reserve them in advance. (24 hours notice is sufficient.)

1. Storage bag
2. Clipboard
3. Binocular
4. Blue information book, map
5. Rechargeable flashlight
6. Notebook
7. Hand-held radios
8. Digital camera

Telephones are limited in use for local calling, 9-1-1, or the Police Department's non-emergency telephone number 421-8700.

Upon leaving the C.O.P. program for **ANY** reason, ALL equipment issued, (as listed above), and or **ANY** stored equipment, will be returned to the custody of the Police Department as soon as practicable.

#### **MISCELLANEOUS PATROL ACTIVITIES:**

While patrolling their neighborhood, members will have the opportunity to observe and identify other matters which are not necessarily related to criminal activity, but which can be reported to assist the safety and appearance of the City in many other ways using the **Special Services Report, PINK SHEET.**

- Code violations
- Fire hazards
- Abandoned property
- Illegal dumping
- Malfunctioning or missing traffic control devices and warning signs
- Animal control
- Graffiti

#### **BASIC SAFETY FACTORS WHILE ON PATROL:**

Be familiar with:

- Other active members involved and participating in your respective Citizens on Patrol program.
- Geographical boundaries of your patrol area
- The patrol's basic preventative objectives
- The legal aspects of your involvement

Don't be a Hero!

- **Always** work with a partner
- Do not approach a suspected offender call the police
  - a. From a safe distance maintain observation of the offender's activities until police arrive
  - b. Let others in the group know where you will be and maintain regular check-in times.

## **HANDICAPPED PARKING ENFORCEMENT FUNCTIONS**

### A.R.S. 28-882. Parking spaces for physically disabled persons

A. Each state agency having jurisdiction over street parking or publicly owned and operated parking facilities shall provide specially designated and marked motor vehicle parking spaces for the exclusive use of persons with physical disabilities.

B. Each political subdivision of this state having jurisdiction over street parking or publicly owned and operated parking facilities shall provide, as determined by the county board of supervisors or the governing body of a city or town, specially designated and marked motor vehicle parking spaces for the exclusive use of persons with physical disabilities.

C. Each parking space prescribed in this section shall be prominently outlined with paint and posted with a permanent sign that is located at least three feet but not more than six feet above the grade, that is of a color and design approved by the department and that bears the internationally accepted symbol of access and the caption "reserved parking".

### A.R.S. 28-884. Parking Space for physically disable persons; prohibition

A. Except as provided in subsection B, a person shall not stop, stand or park a motor vehicle within any specially designated and marked parking space provided pursuant to this article unless the motor vehicle is transporting a person who has been issued a valid placard or international symbol of access special plates and either:

1. The motor vehicle displays the valid permanently disabled or temporarily disabled removable windshield placard.
2. The motor vehicle displays international symbol of access special plates that are currently registered to the vehicle.

B. A person who is chauffeuring a person with physical disability without a placard or international symbol of access special plates may park momentarily in a parking space provide pursuant to this article for the purpose of loading or unloading the person with a physical disability and a complaint shall not be issued to the driver for the momentary parking.

### A.R.S. 28-885. Civil traffic violation; civil penalty; recall of placards and plates

A. If a law enforcement officer or a parking enforcement specialist employed by a local authority finds a motor vehicle in violation of this article, the person shall issue a complaint to the operator or other person in charge of the motor vehicle or, if an operator or person in charge is not present, to the registered owner of the vehicle for a civil traffic violation. A court or duly appointed hearing officer may impose on the operator, person in charge or owner of a vehicle parked in violation of this section a minimum civil penalty of fifty dollars plus the penalty assessments prescribed by statute.

B. If a person violates this article, the director may recall the placard or international symbol of access special plates issued to the person.

A.R.S. 28-886. Volunteer program

A local authority may establish a volunteer parking enforcement specialist program for parking for persons with physical disabilities. Under this program, the local authority may authorize volunteers to issue citations only to persons who violate section 28-884 or an ordinance regulating parking in parking spaces for persons with physical disabilities.

## **NEIGHBORHOOD PATROL PROCEDURES FUNCTIONS**

- Purpose - To provide the member with a basic understanding and working knowledge and the importance of patrol, objectives of patrol, skills of observation, memory and suggested crime prevention and detection techniques.
- Importance of Patrol - Prevention and Protection
  1. Prevention of crime
  2. Criminological Theories
    - a. Patrol visibility reduces a criminal attempt. Professional criminals, especially burglars, often admit that this is true
- Preparing for patrol
  - a. Be sure you are dressed appropriately
  - b. Be sure your cellular phone is fully charged.
  - c. Be sure your vehicle is ready for travel, gassed up etc.
  - d. Flashlight
  - e. Note pad
  - f. Writing utensils(s)
- **Patrol in pairs** whenever possible for safety reasons
  - a. One to drive
  - b. One to observe, use radio and write things down
- Techniques of patrol
  1. **Drive safely at all times and obey all traffic laws.**
  2. Remain alert at all times and be prepared for emergencies. Get to know the streets in your neighborhood.
  3. Know the street names as well as the directional names.
  4. Know all dead-end, alleyways, and parking areas.
- Get to know your directions.
- Establish a **random** pattern of patrol (circular) (grid). Try not to be routine.
- Get to know who belongs in your patrol area.
  1. Persons
  2. Vehicles
    - a. Out of place cars
    - b. Abandoned cars
  3. Condemned or vacant homes/business
  4. Write down license number and description
- Business: closed
  1. Look for open doors
  2. Broken Windows
  3. Merchandise left outside or unsecured

4. People who are in the business when it is closed
- Business: open
    1. Who runs the business?
    2. Cars parked around the corner with the engine running, occupied or unoccupied
    3. People dressed out-of-season
    4. People in the store with masks on

### **Patrollers**

- If it is an **Emergency** call 9-1-1.
- Non emergency call 421-8700 (Use recall button).
- Identify yourself as a **Citizen on Patrol and with victor number**
- Tell the dispatcher what you saw.
- Give the information slowly and as accurately as possible.
- If the police are not needed, write down information on the forms supplied and turn in at the end of your shift.

**POSITION:** ADMINISTRATION / DATA ENTRY ASSOCIATE

**PURPOSE:** To facilitate accurate, up-to-date information input.

**DUTIES:** Data entry of Volunteer Activities, Volunteer Manuals, Brochures, I.D. Cards, and filing, data entry of various records directed by the Records Division.

**REQUIREMENTS:** Attention to detail, self assertive, computer and typing skills, knowledge of office equipment; copier, fax, etc. Able to work with little supervision

**POSITION:** **BICYCLE MAINTENANCE**

**PURPOSE:** To maintain the Police Department bicycle fleet

**DUTIES:** Inspect bicycles bi-weekly  
Clean and lubricate  
Make minor repairs  
Report major repairs

**REQUIREMENTS:** Basic bicycle maintenance skills

**POSITION:** **CRIME PREVENTION AIDE ASSOCIATE**

**PURPOSE:** To assist the Crime Prevention Officers in serving the crime prevention needs of the community.

**DUTIES:** Bike Registration  
Bike Rodeo's  
Preparation of Crime Prevention Materials  
Front Lobby organization of Crime Prevention  
Distribution of Neighborhood flyers  
Daily e-mails of Police activity logs to apartment managers

**REQUIREMENTS:** Help prepare for community crime prevention meetings.  
Provide clerical support to the Crime Prevention Officers.



**POSITION:** **EMERGENCY ACCESS PROGRAM**

**PURPOSE:** To provide access to residences in response to emergency calls.

**DUTIES:** Install lockbox  
To explain the program to the resident

**REQUIREMENTS:** Good communication skills  
Possession of a valid driver's license  
Simple mechanical skills

**POSITION:** **FINGERPRINT TECHNICIAN**

**PURPOSE:** To help The City of Casa Grande Police Department to fingerprint citizen's on days specified.

**DUTIES:** Fingerprint citizens during public fingerprinting hours Fingerprint at safety fairs and public events when time permits

**REQUIREMENTS:** Available on various days and shifts

**POSITION:** **NEIGHBORHOOD SPEED MONITOR**

**PURPOSE:** To reduce the incidence of speeding vehicles in Casa Grande neighborhoods.

**DUTIES:** Monitor the speed of vehicles by the use of radar and/or the Mobil Digital-Read-Out Monitor.

Record license numbers of vehicles in violation of speed laws.

Provide written information of violations to C.G.P.D. Liaison Officer for follow-up.

**REQUIREMENTS:** Ability to learn and properly use radar equipment and mobile monitor.

Ability to effectively communicate with the public.

Ability to work with sensitive information and maintain strict confidentiality.

Possess a valid driver's license.

**POSITION:** **PERSONAL ASSISTANCE DIALER INSTALLER**

**PURPOSE:** To keep senior citizens safe by providing devices to enable emergency response in case of injury or illness.

**DUTIES:** Correspond with clients  
Set up appointments for installation  
Explain the operation of the system and answer questions  
Install the equipment and test it through dispatch

**REQUIREMENTS:** Possession of valid driver's license.  
Good communication skills.  
Simple mechanical skills

**POSITION:** SENIOR PHONE PATROL

**PURPOSE:** To make a personal telephone contact everyday with every senior citizen and homebound person on our maintained contact list.

**DUTIES:** To talk by telephone with every person on our maintained contact list to determine that they are well and not in need of assistance.

Send assistance when needed

To notify the Officer in Charge (OIC) in the event contact cannot be established so a Patrol Officer can make personal contact

To be a friendly and cheerful contact for everyone called

**REQUIREMENTS:** Ability to communicate well with seniors and the homebound

Ability and desire to fulfill time commitment to ensure every person is contacted each day

Ability to work well with minimum supervision

Use equipment in a safe and responsible manner

**POSITION:** **SURVEILLANCE CAMERA OPERATOR**

**PURPOSE:** To maintain, deploy, and retrieve surveillance cameras used in Department's operations

**DUTIES:** To set-up cameras in designated areas  
To collect, save, and print images from cameras  
To work with officers requesting information  
To retrieve camera from location

**REQUIREMENTS:** Learn the camera operations  
Possession of a valid driver's license

**POSITION:** **BLOCK WATCH PROGRAM VOLUNTEER**

**PURPOSE:** To assist The Crime Prevention Officer in managing and expanding the Block Watch Program

**DUTIES:** Put together and deliver information packets  
Prepare materials for Block Watch meetings  
Mail follow-up letters from Chief of Police  
Data entry into computers

**REQUIREMENTS:** Good communication skills  
Possession of a valid driver's license  
Management skills  
Computer Skills

**POSITION:** VOLUNTEER CRIME FREE MULTI-HOUSING PROGRAM

**PURPOSE:** To assist the Crime Prevention Officer in managing and expanding the Crime Free Multi-Housing Program

**DUTIES:** Attend Crime Free Multi-Housing Program training  
E-mail weekly up dated non-renewal/arrest list  
Update and maintain computer records  
Attend apartment safety socials  
E-mail requested reports  
Print out and deliver monthly apartment police logs

**REQUIREMENTS:** Good communication skills  
Possession of a valid driver's license  
Management skills  
Computer Skills

**POSITION:**                   **Vacation House Watch**

**PURPOSE:**                   Relieve Patrol officers from checking homes that are listed as a Vacation Watch. This action allows patrol officers to utilize their Patrol time to serve and protect the community.

**DUTIES:**                     Houses will be checked only during daylight hours. Volunteers will keep a log each time they go out. The logs will be turned in to the Volunteer Service Coordinator.

**REQUIREMENTS:**         Volunteers will wear the polo shirt that is assigned to them and ID during their tour of duty. Volunteers need to sign-up twice a month on the vacation house watch calendar.