

# GENERAL ORDER



## DISTRICT OF COLUMBIA

Title		
Community Safety Ambassadors		
Topic	Series	Number
OMA	101	06
Effective Date		
June 7, 2024		
Related to:		
GO-SPT-301.01 (Calls for Service)		
GO-SPT-302.05 (Radio Communications)		

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### I. PURPOSE

The community safety ambassador (CSA) program contributes to the mission of the Metropolitan Police Department (MPD) by assisting with certain non-emergency and non-priority activities that do not necessitate a sworn member's response. CSAs engage in community outreach and offer a visible, community-based police support function to enhance MPD's service to the public. The purpose of this general order is to provide CSA procedures.

### II. PROCEDURES

#### A. General

1. CSAs assist with certain non-emergency and non-priority activities that do not necessitate a sworn member's response. These assignments include:

CSA Assignments
a. Engaging with the community through high visibility and community events including assisting with crowd and traffic control at special events;
b. Supporting safe passage efforts;
c. Assisting with low-risk scene security to prevent the entry of unauthorized persons under the direction of a sworn member;
d. Assisting sworn members with canvassing for missing persons (e.g., elderly adults, medically fragile adults, or children) when there is no reason to believe they are a threat;
e. Handling property;
f. Assisting with administrative tasks consistent with duties of civilian personnel at district stations;
g. Assisting with Telephone Reporting Unit operations;
h. Maintaining records and preparing administrative reports related to these duties; and
i. Administering first aid.

2. CSAs are not sworn police officers and do not respond to calls where a

suspect is on the scene, likely to return, or where an arrest may become necessary. CSAs **shall not** handle the following types of assignments:

Prohibitions
a. Calls that require an immediate response (i.e., priority 1 or 2 or having the potential for imminent danger or escalating violence);
b. Calls where an offender is still on the scene or likely to return;
c. Calls involving a person who is clearly intoxicated or mentally ill for which there is a reasonable basis for believing that a crime may have been or is about to be committed;
d. Any call that involves an underlying criminal court case or criminal investigation; and
e. Any other call or assignment for which an official determines that sworn response is needed.

3. CSAs shall complete initial training as established by the Metropolitan Police Academy (MPA). CSAs shall complete in-service training as required.

#### B. Supervision

1. Supervisory CSAs provide administrative oversight for CSAs, including training, performance management, and day-to-day guidance.
2. If a conflict arises at the scene of an incident related to a directive from a supervisory CSA and a sworn official, the guidance of the sworn official shall take precedence.

#### C. Uniforms and Equipment

1. CSAs shall wear their department uniform at all times when on duty, pursuant to [GO-PER-110.11 \(Uniform, Equipment, and Appearance Standards\)](#). CSAs shall only wear department-issued uniforms.
2. CSAs shall be properly equipped at all times when on duty, pursuant to [GO-PER-110.11](#). CSAs are not issued department firearms and shall not be equipped with personal firearms while on duty. CSAs shall only carry department-issued equipment.
3. CSAs shall not wear anything marked with "POLICE" except in patches that use the full name of the "Metropolitan Police Department."

#### D. Assignment and Response Requirements

1. CSAs shall perform only the duties and assignments authorized to be fulfilled by civilian employees or as authorized by the chief of police. CSAs shall not represent themselves as sworn police officers at any time.
2. CSAs shall operate only unmarked department vehicles or specifically assigned CSA marked vehicles. Such vehicles will be visually distinct from department patrol vehicles. CSAs shall not operate marked police vehicles unless directed by an official.

3. CSAs shall represent the department in all of their assigned duties pursuant to [GO-PER-201.26 \(Duties, Responsibilities, and Conduct of Members of the Department\)](#) and [Chapter 16 of the District of Columbia Personnel Regulations](#).
4. CSAs shall immediately request a sworn response when assistance from a sworn member is needed.

A handwritten signature in black ink, appearing to read "Pamela A. Smith". The signature is fluid and cursive, with the first name "Pamela" being more prominent than the last name "Smith".

Pamela A. Smith  
Chief of Police