

Police Service Technicians

316.1 PURPOSE AND SCOPE

This policy provides Police Service Technician with guidelines for their response to non-emergency incidents or requests for assistance, whether these are dispatched or self-initiated.

316.2 POLICY

The Police Service Technician (PST) is intended to provide support to sworn officers and staff in both office and field settings, allowing for more efficient and effective use of departmental resources.

316.3 ROUTINE DUTIES

1. PSTs are expected to perform a variety of duties such as providing information and assistance regarding various criminal or civil processes; interviewing crime victims and producing crime reports; and, providing crime prevention information.
2. PSTs may handle a variety of non-emergency calls for service. The non-emergency calls may include Priority 3, 4, 5 and 9 calls that meet the following criteria:
 - a. The incident is "Cold". *Field PSTs will not respond to calls where the suspect is on-scene, or where the suspect might return to the scene, unless directed to respond **WITH** a Police Officer.*
 - b. There is not an immediate need to attempt to locate or contact a suspect.
3. *Expectations for Field PSTs will be the same as the Office PSTs, but they will respond to the scene in order to take a report. Examples of this in addition to that which outlined above are:*
 - a. *Supplemental information on existing reports.*
 - b. *Nuisance complaints*
 - c. *Found property*
 - d. *Assist in processing of crime scenes*
 - e. *Recover and log evidence*
 - h. *Other duties assigned by a Sergeant*
4. *Field PSTs responding to non-emergency calls shall proceed accordingly and shall obey all traffic laws.*

316.3.1 FIELD POLICE SERVICE TECHNICIAN

Expectations for Field PSTs will be the same as Office PSTs, but they will respond to the scene in order to take a report. PSTs responding to non-emergency calls shall proceed accordingly and shall obey all traffic laws.

Note: Field PSTs will not respond to calls where the suspect is on-scene or when they might return to the scene, unless directed to respond with an officer.

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316.4 SUPERVISION

The Precinct Administrative Sergeant is responsible for the oversight of the Office PST Program and the PSTs assigned to it.

The on-duty field sergeant is responsible for the supervision of the daily functions and supervision of the PST assigned to patrol.