



## **Disabled Parking Enforcement Auxiliary Code of Conduct**

All auxiliary officers must be fully aware of the ethical responsibilities of their position and must strive constantly to live up to the highest possible standards of professional policing.

The Community Services Department Disabled Services Division, of the City of Jacksonville believes it is important that all auxiliary members have clear advice and counsel available to assist them in performing their duties consistent with these standards, and has adopted the following ethical mandates as guidelines to meet these ends.

### **Primary Responsibilities of a Disabled Parking Enforcement Auxiliary Member**

An auxiliary parking enforcement auxiliary member acts as an official volunteer representative of government who is required and trusted to work within the law. The auxiliary member's powers and duties are conferred by state statute. The fundamental duties include serving the community and enforcing the laws pertaining to the utilization of disabled parking within Duval County, Florida.

As an auxiliary member of the Disabled Parking Enforcement Program, your participation is very important. Volunteers are required to attend at least two quarterly meetings out of the four scheduled throughout the year. In addition to these meetings, volunteers are expected to give at least five hours of their time each month through either education or enforcement or a combination of both. Hours provided must be reported monthly to the Auxiliary Parking Enforcement Coordinator.

### **Performance of the Duties of a Disabled Parking Enforcement Auxiliary Member**

An auxiliary member shall perform all duties impartially, without favor or affection or ill will and without regard to status, sex, race, religion, political belief or aspiration. All citizens will be treated equally with courtesy, consideration and dignity.

Auxiliary members will never allow personal feelings, animosities or friendships to influence official conduct. Laws will be enforced appropriately with courtesy and, in carrying out their responsibilities; members will strive to obtain maximum cooperation from the public. They will conduct themselves in appearance and deportment in such a manner as to inspire confidence and respect for the position of public trust they hold.



### **Discretion**

An auxiliary member will use responsibly the discretion vested in his position and exercise it accordingly. The principle of reasonableness will guide the member's determinations, and the auxiliary member will consider all surrounding circumstances in determining whether a citation should be written.

Consistent and wise use of discretion, based on professional competence, will do much to preserve good relationships and retain the confidence of the public. There can be difficulty in choosing between conflicting courses of action. It is important to remember that a timely word of advice can sometimes be a more effective means of achieving a desired end.

### **Use of Force**

An auxiliary member will never employ use of force or violence.

### **Arrest Authority**

Auxiliary parking enforcement members do not have arrest authority under any circumstance. Per F.S. 316.640 parking enforcement specialists may not carry firearms or other weapons, or have arrest authority. Defined in Black's Law Dictionary, arrest means "to deprive a person of his/her liberty (or freedom) by legal authority." This includes parking behind or blocking a vehicle from its path of travel.

### **Confidentiality**

Whatever an auxiliary member sees, hears or learns of that is of a confidential nature will be kept secret unless the performance of duty or legal provision requires otherwise.

Members of the public have a right to security and privacy, and information obtained about them must not be improperly divulged.

### **Integrity**

An auxiliary member will not engage in acts of corruption or bribery, nor will a member condone such acts by other members.

The public demands that the integrity of members will be above reproach. Auxiliary members must, therefore, avoid any conduct that might compromise integrity and thus undercut the public confidence in any governmental agency. Members will refuse to accept any gifts,



presents, subscriptions, favors, gratuities or promises that could be interpreted as seeking to cause the member to refrain from performing official responsibilities honestly and within the law.

Auxiliary members must not receive private or special advantage from their official status. Respect from the public cannot be bought; it can only be earned and cultivated.

### **City Property**

All items issued by Disabled Services within the Disabled Parking Program, including, but not limited to, badges, citation books, identification, and uniforms, will be surrendered to Disabled Services should an Auxiliary Officer end his/her affiliation with the Program. Withholding City property may result in penalties as prescribed by law.

Under no circumstances, shall an Auxiliary Parking Enforcement Specialist carry their badge in view of the public unless their intent is to write a citation or patrol a specific area. Auxiliary shall not carry their badges in view of the public for shopping and/or participating in leisurely activities. City assigned badges are for the purpose of identification while issuing education literature or enforcing parking violations. Use of the badge for other purposes will lead to immediate termination.

### **Cooperation with Other Agencies**

An auxiliary member will cooperate with all legally authorized agencies and their representatives in the pursuit of justice.

An auxiliary member or agency may be on among many organizations that may provide enforcement services to a jurisdiction. It is imperative that a member assist colleagues fully and completely with respect and consideration at all times.

### **Personal-Professional Capabilities**

Auxiliary members will be responsible for their own standard of professional performance and will take every reasonable opportunity to enhance and improve their level of knowledge and competence.

### **Private Life**

Auxiliary members will behave in a manner that does not bring discredit to their agencies or themselves.



An auxiliary member's character and conduct must always be exemplary, thus maintaining a position of respect in the community in which he or she lives and serves. The member's personal behavior must be beyond reproach. Please keep in mind you are taking on the responsibility to act as a representative of this Department and the City of Jacksonville.

### **Work Hours**

Due to the availability of support staff, Auxiliary Parking Enforcement Officers will not issue citations after working hours. Issuing citations on Saturdays and/or after official working hours will be approved by the Disabled Parking Enforcement Coordinator and it the Coordinator's discretion as to when issuing citations is appropriate. Due to seasonal changes, the hours of parking enforcement will be limited to sunrise to sunset, unless otherwise approved by the Disabled Parking Enforcement Coordinator.

### **Court Appearances**

The program is represented in court by the Auxiliary Officers that issue the citations monthly. Dress code for court is uniform and kaki/slacks and/or dress pants, and dress shoes. Tank tops, shorts, slippers, etc., are not acceptable courtroom attire. Auxiliary Parking Enforcement Officers will not attend court wearing clothing that is not approved by the Disabled Parking Enforcement Coordinator, and, unless pictures are provided, court appearance is mandatory to participate in the Disabled Parking Enforcement Program.

### **Customer Dispute Process**

Complaints received from the public regarding any Auxiliary Parking Enforcement member will be sent to the Parking Coordinator to investigate and present findings to the Manager of Disabled Services. If the complaint is found to be valid or should the citizen request to make a formal complaint, they will be asked to put their concerns in writing to be submitted to the Manager of Disabled Services. Parking Enforcement Auxiliary Coordinator reviews all Customer Disputes with the Manager of Disabled Services.

- 1<sup>st</sup> valid complaint – verbal warning
- 2<sup>nd</sup> valid complaint – written warning
- 3<sup>rd</sup> valid complaint – dismissal from the program

### **Grounds for Immediate Termination**

The following complaints will represent immediate dismissal;



- Impersonating a police officer
- Claiming affiliation with JSO/Law Enforcement
- Brandishing or carrying a weapon
- Any use of profanity
- Falsifying citations
- Writing a citation in retaliation
- Depriving a citizen of his/her freedom as defined in this document
- Any type of physical force used unless proven self defense
- Disrespect in Court

**I have read and understand the code of conduct and ethics as described above. I agree to accept and abide by these guidelines at all times.**

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Print Name

Date

Signature