

Police Investigative Service Officer



Operations Manual

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San Diego Police Department

2026

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I. Introduction

- A. The Police Investigative Service Officer (PISO) position exists to augment sworn patrol and investigative personnel in furthering the Department's goals and mission.
- B. PISOs will be assigned throughout the City in various commands and units. This Operations Manual will serve as a guide to help maintain consistency throughout the PISO program.

II. Command Structure

- A. The PISO command structure is similar to that of a sworn officer. A PISO generally works for a sergeant (or equivalent); their second-level supervisor is a lieutenant (or equivalent); and their commanding officer is a Captain (or equivalent).
- B. The PISO Liaison exists to address and coordinate any PISO Program-wide issues or trends. The PISO Liaison is not in the direct chain-of-command for the PISOs. The position only serves as a liaison.
- C. Figure 1 illustrates the PISO chain of command:

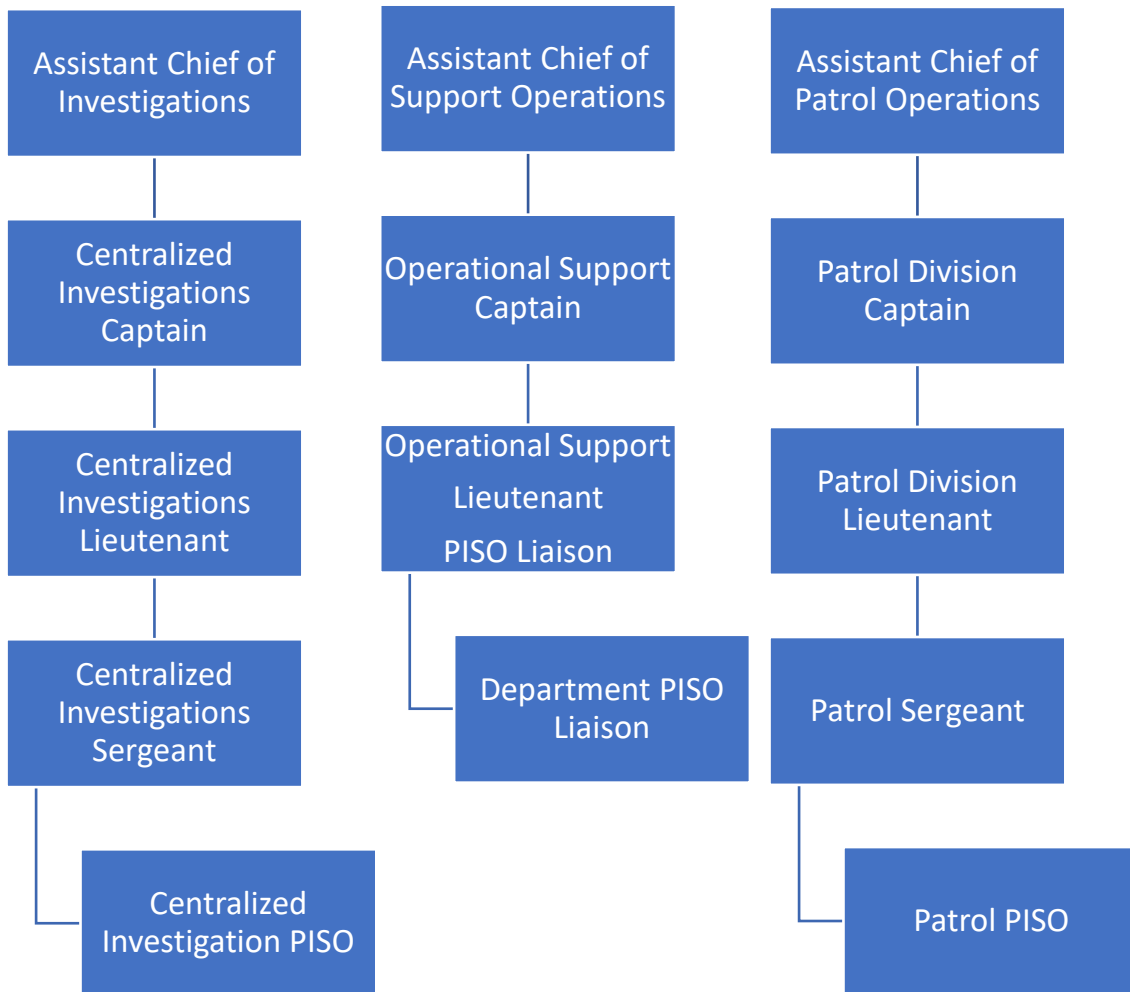


Figure 1

III. PISO Liaison Responsibilities

- A. The Operational Support Lieutenant is the PISO Liaison.
- B. The PISO Liaison is responsible for coordinating with the In-Service Training designee to arrange for the PISO Academy and Continuing Professional Training (CPT).
- C. The PISO Liaison may be used as a point-of-contact for Commanding Officers who have logistical questions or concerns regarding the PISO program.
- D. The PISO Liaison may be used to identify or address program-wide trends or issues as they arise.
- E. The PISO Liaison, Training and Backgrounds personnel shall coordinate to minimize the amount of time between the PISO's hire date and the beginning of the academy.
- F. The PISO Liaison shall work together with the Field Training Administration to check the availability of FTOs for the graduating PISO class.

IV. The Patrol PISO Academy

- A. The In-Service Training Unit is responsible for developing, scheduling, coordinating, and administering the PISO Academy for Patrol PISO positions. This will be done with the assistance of the PISO Liaison.
- B. The PISO Academy is generally three weeks and scheduled on an as-needed basis.
- C. Before attending the Academy, the PISO Liaison will ensure each PISO obtains the necessary Department-issued equipment. This should be done with all PISOs at the same time. PISOs should be reminded to bring a large gear bag to carry all of their issued gear.
- D. Upon successful completion of the Police Department and City Personnel background process, PISOs will be given a uniform requirement list so they may purchase the proper uniforms prior to the start of the PISO Academy. See MEA MOU Uniform Reimbursement and Uniform Allowance for additional

information. All local uniform stores have current Department specifications and are obligated to provide the PISOs with that information.

- E. Once a PISO completes the PISO Academy, they will participate in field training.

V. Patrol PISO Field Training

- A. Each Patrol PISO will be required to complete field training.
- B. Each Patrol PISO will maintain their PISO “Blue Book” (PISO “Blue Book” training manual can be found on the F: drive, F:/Templates/Evaluations/Trainee)
- C. Each Patrol PISO shall ride with a sworn Field Training Officer at any designated command during phase training. If the FTO Program is impacted, a PISO may ride with an officer designated by the PISO’s sergeant and approved by the respective Lieutenant.
- D. PISO training units shall be logged on as “PG” units for first and third watch and “PU” units for second watch.
- E. Once a PISO has completed field training, commands are encouraged to have a PISO ride with a senior PISO for an appropriate time to get acclimated to the job.
- F. All Patrol PISOs must complete field training, even if they are assigned to an administrative or investigative function.
- G. Unless otherwise specified, all Patrol PISOs must satisfactorily complete field training.
- H. Once field training is completed, the PISO will be assigned to their designated command.
- I. PISO Blue Books shall be signed by the trainer, the PISO, and a supervisor. While it is preferable to have an FTO Sergeant sign the book, it is not required.
- J. Completed Blue Books and evaluations will be scanned and retained by the Field Training Administration Unit.

VI. Continuing Professional Training (CPT)

- A. The In Service Training Unit is responsible for developing ongoing CPT for the PISO program. This will be done in cooperation with the PISO Liaison.
- B. CPT should include updates in policy, procedure, and law; first aid; driving; and other relevant or mandated topics.

VII. Evaluations and Performance Plans

- A. The PISO's direct supervisor (usually a sergeant) is responsible for completing performance evaluations commensurate with the City of San Diego Personnel Manual G-7A.
- B. PISO performance plans can be found on the F: drive under Templates/Evaluations/Performance Plans-Civilian.

VIII. Uniforms

- A. The uniform shirts are made by Horace Small and are French Blue in color. Short sleeve shirts shall be worn during the academy. (Long or short sleeve shirts may be worn upon graduation). Undershirts will be worn with the short sleeve shirt and will be of the white or black crew neck type. Patches and rockers shall be added to the sleeves prior to the start of the academy. Patches shall be the authorized shirt sleeve patch with a medium blue background with the "Investigative Service Officer" rocker placed on each uniform sleeve ½ inch down from the seam. The top of the shoulder patch will be affixed ¼ inch down from the bottom of the rocker. Shirts shall be neatly pressed with military creases and must have eyelets for a shirt nametag.

THE POLICE DEPARTMENT MANDATES UNIFORMED FIELD OFFICERS TO WEAR SOFT BODY ARMOR (BALLISTIC VEST). Shirts should not be custom tailored unless fitted while wearing a vest. Some uniform stores have ballistic vest samples available to wear during shirt sizing.

- B. PISOs will be given a uniform requirement list so they may purchase the proper uniforms prior to the start of the PISO Academy. See MEA MOU Uniform Reimbursement and Uniform Allowance for additional information.

- C. The uniform trouser shall be either the 100% worsted wool or the blend of 45% worsted wool / 55% Dacron polyester washable material variety. Both shall be LAPD Blue in color.
- D. Oxford style shoes or dress boots may be worn. They shall be all black, have a round plain or capped toe, be low heeled, with smooth leather or corfram uppers and be capable of receiving a presentable shine. All uniform footwear must be maintained in good repair and have a presentable shine.
- E. Socks shall be plain black on the portion of the sock which shows above the shoe top. Weight and material are optional. Socks of any color are permitted when wearing boots.
- F. Trousers belts shall be plain black leather, with minimum 1", maximum 1-3/4" width, with side loop and chromium square buckles, Velcro belts are acceptable.
- G. Engraved metal (Silver plated - 1/2 inch side) nameplate for uniform shirt. First initial, LAST NAME, all uppercase lettering, BLOCK print. The first name plate will be issued by San Diego Police Department Human Resources.
- H. Leather Duty Belt in plain (smooth) black leather is required. The leather duty belt buckle may be chromium or have a plastic clasp. A plain black leather radio holder and OC holder will also be worn on the duty belt for field duty. All snaps on leather gear must be "Chromium or hidden." Velcro belts are acceptable.
- I. Operational Support Administration will provide the following equipment to PISOs who have completed the academy:

Fingerprint Kit	Stream Light (Flashlight) & Charger
OC	Whistle
First Aid Kit	Raincoat and Rain boots
CPR Mask	Radio
Ballistic Vest	Camera
Safety glasses	Reflective Vest (traffic control)

San Diego Police Department Human Resources will issue PISOs their department identification, badge and (1) shirt name plate for a uniform shirt.

- J. Operational Support Administration will provide letters of authorization for ballistic vests. The current vendor is **(Deleted – records of security)**.

IX. Dispatch Policy

A. PISOs are expected to respond to the following list of radio calls and other duties as assigned at the discretion of a field supervisor and area command staff. With each radio call, there should be no confrontation or probability that a suspect(s) will return to the scene. A field supervisor will evaluate radio calls dispatched to PISOs. Field supervisors have the discretion to disregard a PISO if there are circumstances or further information that may lead to a high probability of confrontation or risk of harm. The master list for this section is maintained in Communications.

1. 11-47 Injured Person
2. 11-83 No Detail Accident. Simultaneously dispatch an officer and PISO. If a sworn officer is not needed, the PISO should handle.
3. HZRD hazardous condition
4. MJ Missing Juvenile
5. MS Cognitively Impaired / Developmentally Disabled
6. 11-71 Fire
7. 20002 Hit and Run
8. 11-55 Hazardous Spill
9. 11-60 Investigate Water Leak
10. 11-66 Signals Out
11. 11-81 Minor Injury Accident
12. 11-82 Non-Injury Accident
13. 11-83 No Detail Accident
14. 11-84 Traffic Control
15. 11-85 Request for Tow
16. 11-88 Disabled Motorist
17. 242R Battery Report
18. 586H Illegal Disabled Parking
19. 402B Abandoned Refrigerator
20. FJ Found Juvenile
21. FS Cognitively Impaired / Developmentally Disabled
22. RJ Runaway Juvenile
23. 10851E Auto Theft Eval
24. 10851R Auto Theft Report
25. 10851RR Auto Theft Recovery

26. 11-81R Minor Injury Accident Report
27. 20002R Hit and Run Report
28. 23110R Throw Object at Vehicle Report
29. 10852R Vehicle Tampering Report
30. 10852A Vehicle Tampering Alarm
31. 459R Burglary Report
32. 487R Grand Theft Report
33. 488R Petty Theft Report
34. 537R Defraud Innkeeper Report
35. 594R Vandalism Report
36. 653M Annoy/Threatening Phone Calls Report
37. CC Citizen Contact
38. LOST Lost Property Report
39. 586 Illegal Parking
40. FOUND Any found property other than firearms or narcotics.