


PBP FORM 290 		PITTSBURGH BUREAU OF POLICE <i>"...honor, integrity, courage, respect, and compassion."</i>		SUBJECT: "CIVILIAN EMPLOYEE: DUTIES AND RESPONSIBILITIES"	ORDER NUMBER: 14-14
		PLEAC STANDARD: 1.5.5 and 1.8.1		PAGE 1 OF 3	
RE Issue DATE: 11/18/2025	EFFECTIVE DATE: 8/30/2011	ANNUAL REVIEW DATE:	RESCINDS: ALL PREVIOUS	AMENDS:	

1.0 POLICY/PURPOSE

- 1.1 It shall be the policy of the Pittsburgh Bureau of Police (PBP) that all employees, both civilian and sworn, shall maintain a professional appearance.
- 1.2 It is the purpose of this General Order (GO) to outline the duties and responsibilities governing civilian employees of the Bureau of Police as well as to set a standard for professional appearance.

See also GO 14-13 School Crossing Guards

2.0 DUTIES AND RESPONSIBILITIES

- 2.1 All civilian employees assigned to the various divisions, zones, sections or units within the Bureau of Police shall be under the direct command of the person designated as their civilian supervisor or commanding officer unless otherwise ordered.
- 2.2 Civilian employees shall work such hours and perform such duties as may be directed by their civilian supervisor or commanding officer as per their Job Description and Union Contract. Work hours, if allowed by contract, may be modified to meet the needs of the Bureau of Police.
- 2.3 During emergencies and where their services are required, civilian employees shall work such additional hours and at such times as may be prescribed by their civilian supervisor or commanding officer. Additional work/hours will comply with applicable contracts.
- 2.4 All civilian employees by whatever title shall at all times perform the duties of their respective positions in a thorough, business-like, accurate and efficient manner.
- 2.5 All employees shall be courteous and helpful at all times in dealing with the public.
- 2.6 Civilian employees shall be governed by Civil Service Rules and Regulation, union contracts and applicable Bureau policies and procedures.

3.0 PROFESSIONAL APPEARANCE STANDARDS

- 3.1 All civilian employees will dress in a neat, clean, and professional manner.
 - 3.1.1 Employees will dress in appropriate attire; business casual. It will be at the discretion of the civilian supervisor or commanding officer at each duty location to modify this dress code as needed.
 - 3.1.1.1 Examples of unacceptable business apparel for civilian employees are provocative or excessively form fitting clothing, sweatpants or exercise pants, spandex or other form-fitting pants such as people wear for biking, short tight skirts, jeans, overalls, painter pants, shorts, muscle shirts, tank tops, t-shirts with potentially offensive words/terms/logos/pictures/cartoons/slogans, halter tops, military type clothing, athletic shoes, flip flops/shower shoes, midriff type tops, beach dresses, or spaghetti-strap dresses or shirts. Apparel that is political in nature shall not be worn.

3.1.1.2 Civilian employees shall not wear clothing or uniform items that would cause the public or other City employees to confuse them with a police officer. If needed for the performance of their duties, a request with full justification must be sent to their respective Commander for approval.

3.2 Civilian employees may wear casual clothing attire for special duties such as office moves, fieldwork, etc., with prior authorization of their assigned civilian supervisor or duty location commander.

3.3 Appearance standards may be modified by the civilian supervisor or duty location commander.

4.0 PROFESSIONAL GROOMING STANDARDS

4.1 Hair will be clean, neatly trimmed or styled, and present a professional appearance.

4.1.1 Females

4.1.1.1 Hair and fingernails must be well groomed, and make up may not be extreme in nature (e.g., glittering).

4.1.2 Males

4.1.2.1 Hair and fingernails must be well groomed and beards, mustaches, or sideburns shall be neatly trimmed and well groomed.

4.2 Jewelry will not present a safety concern or detract from the work environment or the professional appearance of the civilian employee.

4.3 Grooming standards may be modified by the duty location commander or civilian supervisor.

5.0 CASUAL APPEARANCE DAYS

5.1 Casual appearance days will be used to enhance the morale of the office and must be approved by the civilian supervisor or duty location commander.

5.1.1 Although the dress code is relaxed, clothing will not detract from the professional image of the workplace. Blue jeans for casual days must be clean, of good quality and repair. Apparel such as sweat/wind suits, tee-shirts with words or logos, athletic shorts, exercise pants, and jogging suits are not authorized for casual days.

6.0 TRAINING

6.1 All newly hired non-sworn employees will receive training appropriate for their duties or anticipated duties.

6.2 In-service training designed specifically for non-sworn employees will be conducted as available and necessary.

6.2.1 This training may be designed to review and update current duties and skills as well as to train and inform of new responsibilities or serve as career development training.

7.0 PHONE CONVERSATIONS

7.1 Civilian employees shall be courteous and helpful at all times in dealing with the public on the phone.

7.2 Phones shall be answered by stating the employee’s name and the zone/unit/office where the phone is located followed by the phrase “may I help you,” or words to that effect. Civilian employees will answer with their first name and last name. Examples:

7.2.1 Pittsburgh Bureau of Police, Assistant Chief Wilson’s Office, John Smith speaking. How may I help you??

7.2.2 Pittsburgh Bureau of Police Training Academy, John Smith speaking. How may I help you??

8.0 CONFIDENTIALITY

8.1 Civilian employees must be aware of confidentiality concerns when taking sensitive calls from the public.

- 8.2 Under federal and state law, “Confidential Information” regarding release of Law Enforcement information is protected from disclosure to third parties except under very narrow exceptions. In general, any “Confidential Information” must not be disclosed, absent specific (written) consent.
- 8.3 A member or employee shall not furnish or cause to be furnished to any unauthorized person, copies of official instructions, orders, reports, etc., except as authorized or required by rules, regulations, or procedures or as authorized by the Chief of Police or their authorized designee.
- 8.4 A member or employee shall not divulge to any unauthorized person information of a confidential or privileged nature.
- 8.5 A member or employee shall not divulge any personal data of another member or employee such as address, phone number, social security number, fingerprints, photographs, etc., without first obtaining proper authorization from a supervisor with the rank of commander or higher.
- 8.6 Members or employees of the Bureau of Police are prohibited from using confidential or privileged information gained through their position as law enforcement officers to advance financial or other private interests of themselves or others.
- 8.7 No member or employee shall maintain permanent files or duplicate copies of official Bureau reports or files in either hard-copy or electronic format at their place of residence or in other locations outside the confines of the Bureau of Police without express permission of the Chief of Police or their designee.
- 8.7.1 This section shall not apply to the temporary retention of files by a member needed for pending prosecutorial purposes.

Approved By:


Martin Devine
Acting Chief of Police