

## **2.462 VEHICLE LOCKOUTS**

Agency officers will be assigned to assist with vehicle lockouts based on call priority, officer availability, jurisdictional limitations, and whether other university organizations are providing lockout assistance.

### **2.462.10 Priority of Calls**

- A. Vehicle lockout calls that will be given the highest priority within the agency's primary and concurrent jurisdiction are:
  - 1. Children locked in vehicles as described in FL 5-801; and
  - 2. Animals locked in vehicles as described in TR 21-1004.1.
- B. Officers will be assigned to vehicle lockout calls within primary jurisdiction based on officer availability when:
  - 1. Public safety or health care personnel have locked themselves out of their vehicles;
  - 2. Vehicles are left unattended with their motors running;
  - 3. Vehicle are in hazardous locations;
  - 4. Handicapped persons are locked out of their vehicles; or
  - 5. Circumstances exist wherein the well-being of requesters must be addressed and no other options are available.
- C. Officers may be assigned to vehicle lockout calls within the agency's primary and concurrent jurisdiction based on officer availability when:
  - 1. No circumstances exist where the well-being of requesters must be addressed; or
  - 2. No hazardous conditions exists.

### **2.462.20 PCO Responsibilities**

- A. Vehicle lockouts should be referred to other university organizations who provide lockout services excepting calls involving children, animals, hazardous conditions, or when other university services are not available.
- B. When agency officers are to respond to vehicle lockouts, PCO responsibilities include, but are not limited to:
  - 1. Obtaining necessary information to enter into CAD;
  - 2. Assigning officers to respond; and
  - 3. Conducting NCIC and MILES checks on vehicle registrations as requested.
- C. If officers are not assigned to lockout calls because of jurisdictional issues or based on officer unavailability, PCOs will offer alternatives or assistance that includes, but is not limited to:
  - 1. Informing callers why officers are unable to respond;
  - 2. Making notifications to persons with duplicate keys;
  - 3. Calling commercial locksmiths; or
  - 4. Arranging for local transport, e.g., with friends, family, taxi, etc.
- D. When the agency is unable to provide lockout services, PCOs will initiate a CCN, enter remarks explaining why lockout services were not provided, and notify an on-duty patrol squad supervisor of the inability to provide lockout services.

### **2.462.30 Officers' Responsibilities**

- A. Officers are protected from civil, criminal, and agency administrative liability when taking reasonable actions, to include breaking out vehicles windows, in order to extricate children or animals from locked vehicles.
- B. Before attempting to unlock vehicles, officers will advise the requesters, by having them read and sign Lockout Liability Waivers, that requesters assume full responsibilities for any damages resulting from attempts to unlock vehicles.
- C. Officers will not attempt to unlock vehicles if requesters refuse to sign Lockout Liability Waivers.
- D. Officers will verify requesters' identities and the legitimacy of their claims to vehicles via driver's license, registration, MVA, or NCIC checks.
  - 1. Officers will not unlock vehicles if they are not satisfied as to the identity of requesters or the legitimacy of their claims to ve-

hicles.

- 2. Registrations will be checked by officers immediately upon opening the vehicle in instances where listings cannot be obtained prior to opening vehicles.
- E. If requesters appear to be under the influence of alcohol, officers will unlock vehicles in order to retrieve the keys for requesters. However, requesters will be ordered not to drive until no longer under the influence of alcohol. Assistance to requesters may be provided in the form of:
  - 1. Notifying substitute drivers;
  - 2. Arranging for local transports; or
  - 3. Attempting other notification requests.
- F. If doors cannot be unlocked, comments to that effect should be entered on CCNs and assistance offered consistent with **2.462.20.C**.
- G. Upon successfully unlocking vehicles, officers will request that requesters check to see if locking mechanisms are still functioning properly. Problems should be noted on the CCN.
- H. Completed Lockout Liability Waivers will be submitted to the Records Unit.