
KANSAS CITY, KANSAS POLICE

GENERAL ORDER

ORDER NUMBER: **40.19**
ISSUED DATE: 05/01/2009
EFFECTIVE DATE: 05/08/2009
RESCINDS: 40.19 Issued 12/23/98

SUBJECT: Vehicle Lockouts

REFERENCE: CALEA

CROSS REFERENCE:

CONTENTS:

I. PURPOSE

II. CLASSIFICATION

III. DISPATCH POLICY

IV. POLICE RESPONSE

I. PURPOSE

- A. To establish Department guidelines to effectively manage vehicle lockout calls and provide an appropriate public safety response.

II. CLASSIFICATION

- A. Lockout calls basically fall into one of three (3) categories:
 - 1. Child or pet locked inside the vehicle (a rescue situation if extreme weather conditions or other exigent circumstances exist.)
 - 2. Persons with keys locked in the vehicle (inconvenience).
 - 3. Person(s) stranded in an isolated area (police response required).

III. DISPATCH POLICY

- A. When a call for service is received, the call taker will obtain enough information to classify the call into one of the categories listed above. The call will then be processed appropriately as a rescue, inconvenience, or police response call.
- B. Rescue situations: When a child or pet is locked inside a vehicle and inclement weather or other exigent conditions exist that warrant an immediate rescue, the caller should be transferred or referred to the Fire Department. Historically, rescue efforts are the responsibility of the Fire Department due to the availability of special rescue equipment and the strategic placement of personnel.
- C. Inconvenience situations: Forgetfully locking keys in a vehicle is an obvious inconvenience. The caller should be courteously advised to consult the telephone directory for the locksmith of their choice.
- D. Police Response.
 - 1. Child locked in car: After obtaining necessary information the call will be transferred to the Fire Department and:

- a. The call taker will initiate a "Lockout" call, raise the priority level, and enter "child locked in car" in remarks.

- b. The dispatcher will immediately dispatch a district unit. If no units are available, the dispatcher will send any other officer, detective, or supervisor that can be contacted. The officer sent will proceed immediately to the call and assist in the rescue.

- 2. If the caller advises that they are afraid and believe themselves to be in danger at the location they are calling from, the caller should be advised that an officer will be sent to assist them while they make arrangements to gain entry to their vehicle.

- a. The call taker will initiate a "Lockout" call and an officer will be dispatched when one is available.

- E. If the caller indicates that he/she is calling for someone else and not enough information is available to determine which category the call belongs in, an assist the public call should be initiated and an officer sent as soon as one is available to assist/advise.

IV. POLICE RESPONSE

- A. Officers will not, except in an extreme emergency situation, attempt entry into a locked vehicle.
- B. In all cases when the officer attempts entry into a locked vehicle, a miscellaneous report will be completed detailing the circumstances which led the officer to attempt entry.
- C. Subject to time and distance constraints, the officer may transport the caller to some nearby "safe" location.