



Lockouts, Unlocks & Hot Shots

Section: 2.461
Effective Date: June 10, 2011
Amended: January 15, 2021

2.461 Vehicle Lockouts

Only UB Police Officers are authorized to and will be assigned to assist with vehicle lockouts based on call priority, officer availability, or jurisdictional limitations.

2.461.02 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. Police officers will be assigned to vehicle lockout calls within primary jurisdiction based on officer availability when:
 - 1. Vehicles are left unattended with their motors running;
 - 2. Vehicles are in hazardous locations;
 - 3. Handicapped persons are locked out of their vehicles; or
 - 4. Circumstances exist wherein the well-being of requesters must be addressed and no other options are available.
- C. Police 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.

2.461.04 Police Communications Operator Responsibilities (PCO)

- A. When police officers are to respond to vehicle lockouts, PCO responsibilities include, but are not limited to:
 - 1. Obtaining necessary information to enter into Report Exec;
 - 2. Assigning officer/s to respond; and
 - 3. Conducting NCIC and METERS checks on vehicle registrations as requested.
- B. 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. Calling commercial locksmiths; or
 - 3. Arranging for local transport, e.g., with friends, family, taxi, etc.

- C. When the agency is unable to provide lockout services, PCOs will initiate a CC#, enter remarks explaining why lockout services were not provided, and **notify the on-duty shift supervisor/OIC** of the inability to provide lockout services.

2.461.06 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 requester, by having them read and sign a University of Baltimore Police Waiver of Liability form, for requesters to assume full responsibilities for any damages resulting from attempts to unlock vehicles.
- C. Officers will not attempt to unlock vehicles if the requester refuse to sign a University of Baltimore Waiver of Liability form.
- 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 vehicles.
 - 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 or drugs, 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. 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 are to be entered in the MI report.
- G. Upon successfully unlocking vehicles, officers will request that requesters check to verify the locking mechanisms are still functioning properly. Problems should be noted on the MI report.
- H. Completed University of Baltimore Police Waiver of Liability form will be submitted to the Operations Captain.

2.461.08 Room Unlocks/Opening Requests

- A. Faculty and staff will be granted access to buildings after hours.
- B. Officers will reasonably ensure these individuals are properly identified, i.e. appropriate I.D. is displayed
- C. The PCO will enter the request in Report Exec.
- D. Students will be admitted to facilities after hours only if the agency has on file a memorandum from a member of the faculty or staff granting specific authorization.
 - 1. This document will be endorsed by the command level and maintained in a building access book in the Police Communications Center.

2.461.10 Vehicle Hot shots

A. Police Officers can provide stalled motorists with “hot shots” as requested.

2.461.12 PCO Responsibilities

- A. When police officers respond to “Hot-Shots”, the PCO responsibilities include, but are not limited to:
1. Obtaining necessary information to enter into Report Exec;
 2. Assigning police officer/s to respond; and
 3. Conducting NCIC and METERS checks on vehicle registrations as requested.
- B. If officers are not assigned to “Hot-Shot” 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. Arranging for local transport, e.g., with friends, family, taxi, etc.
- C. When the agency is unable to provide “Hot-Shot”, PCOs will initiate a CC#, enter remarks explaining why services were not provided, and notify an on-duty shift supervisor/OIC of the inability to provide lockout services.

2.461.14 Officers’ Responsibilities

- A. Officers are protected from civil, criminal, and agency administrative liability when taking *reasonable* actions in giving “Hot-Shots.”
- B. Before attempting a “Hot-Shot,” officers will advise the requesters, by having them read and sign the University of Baltimore Police Waiver of Liability form, that they assume full responsibilities for any damages resulting from attempts to start vehicles.
- C. Officers will not attempt to start vehicles if requesters refuse to sign the Waiver of Liability.
- 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 “Hot-Shot” vehicles if they are not satisfied as to the identity of requesters or the legitimacy of their claims to vehicles.
 2. Registrations will be checked by officers in instances where listings cannot be obtained prior to opening vehicles or performing a “Hot-Shot.”
- E. In the event the requesters appear to be under the influence of alcohol or drugs, officers will **not** give the vehicle a “Hot-Shot”.
- F. Completed University of Baltimore Police Waiver of Liability forms will be submitted to the Captain.

2.461.16 Waiver of Liability Form

A. The waiver form is found on PowerDMS in the Forms folder.

**UNIVERSITY OF BALTIMORE POLICE DEPARTMENT
WAIVER OF LIABILITY**

I hereby relieve the University of Baltimore of any liability for damage to the below named vehicle as a result of the procedure of giving a battery assist by use of jumper cables or by manually entering the vehicle while locked for the purpose of removing keys.

Signature of Person
Requesting Assistance

Date/Time

Make, Model of Vehicle

License # and State

Police Officer's signature

NOTE: The person requesting assistance MUST provide proper ID AND the vehicle MUST be owned by the person requesting assistance.

Form UPO.023P