



## *Services we provide . . .*

### Unlocking Vehicles

When available, a trained police officer will respond to unlock a citizen's vehicle under the following circumstances:

- Vehicle is left running with keys secured within
- A child is locked inside of the vehicle<sup>1</sup>
- A pet is left within a non-running vehicle<sup>2</sup>
- Valuable items or medicines are within the vehicle
- The motorist does not have immediate assistance available to bring keys or to pay for this service

<sup>1</sup> When a child is left within a locked non-running vehicle, this is considered a life-safety emergency; fire & police will be dispatched and any & all methods, including breaking of a window, will be used to quickly remove the child from the vehicle.

<sup>2</sup> If the vehicle operator cannot be immediately located, all means will be used to retrieve the animal from the vehicle; the vehicle operator will be subject to criminal cruelty charges.

If the officer determines he/she cannot safely open the vehicle – except in the cases of persons or animals left within a non-running vehicle, the officer may direct that a locksmith be contacted.

NOTE: The vehicle owner shall sign a Waiver & Release document presented by the officer which releases the officer and the Town of Matthews from any responsibility for damages which may occur.

**How to Request This Service:**

**Call (704) 847-5555**

The employees of the Matthews Police Department strive to promote a safe community by preventing crimes and reducing the fear of crime, while treating all individuals fairly and with respect. Our members will demonstrate honesty, professionalism and integrity, while building the partnerships necessary to enhance the safety of our community.