

The Colleyville Police Department's **Residential Lockbox Program** is sponsored by the Colleyville Police Department Citizen Police Academy Alumni Association and is designed to expedite access to senior adults in their homes during medical or other emergencies. The lockbox program reduces the likelihood of property damage caused by first responders forcing entry into a home in response to an emergency call

The **Residential Lockbox Program** is open to all Colleyville residents who either live alone or must be left alone on a regular basis **AND...**

- Are age 65 and above **OR...**
- Are under 65 with a major medical issue that could render them incapacitated or unconscious

## COLLEYVILLE POLICE DEPARTMENT

### RESIDENTIAL LOCKBOX PROGRAM

Crime Prevention Officer  
(817) 503-1200

#### POLICE DEPARTMENT MISSION STATEMENT

The Colleyville Police Department is a values-based organization committed to partnering with the community to provide the highest level of police services to ensure Colleyville is the best place to live, visit, and conduct business.

The values of the Colleyville Police Department are:  
**Integrity**—an unwavering commitment to doing what is right through honesty and respect.

**Service**—working together with the community in a positive and responsive manner that is summed up as: we care and we deliver.

**Innovation**—exploring efficient and productive ways to ensure excellent stewardship of the City's resources.



## COLLEYVILLE POLICE DEPARTMENT

### RESIDENTIAL LOCKBOX PROGRAM



# HOW DOES THE PROGRAM WORK?

1. The eligible participant will complete a Residential Lockbox Program application with the Colleyville Police Department. Applications can be downloaded at [www.colleyville.com/policedepartment.html](http://www.colleyville.com/policedepartment.html), picked up at the front desk of the Justice Center or obtained from any Colleyville Police Officer.
2. Completed applications can be dropped off at the front desk of the Justice Center or e-mailed to [Police-records@colleyville.com](mailto:Police-records@colleyville.com)
1. Once the application is approved, the Crime Prevention Officer will contact the participant at their home to explain the program.
2. The participant will provide a spare house key to the officer at which time the officer will place the key inside the lockbox and set the combination.
3. The officer will determine the best location for the lockbox that allows quick access for emergency responders, but is not readily visible to typical street or pedestrian traffic.
4. The lockbox will only be used during an emergency call and when responders cannot make entry without using force. At no other time will the lockbox be used or will entry be made without authorization.
5. The lockboxes will be provided at minimal cost and financial assistance is available when needed.
6. A participant may withdraw from the Residential Lockbox Program at any time by contacting the Colleyville Police Department. After the key is returned to the participant, the empty lockbox will be removed from the residence and returned to the police department.

