



**Charlotte-Mecklenburg  
Police Department**

# **Safety Guide**

*Crime Prevention is one of the most important tools in fighting crime. Preventing crime is the whole community's responsibility, not just the police.*

*We encourage you to take an active role in making your community safe and minimizing your chances of becoming a victim.*

[www.cmpd.org](http://www.cmpd.org)

The City of Charlotte is committed to making our services and programs accessible to all. Upon request, auxiliary aids, written materials in alternative formats, language access, and other reasonable accommodations or modifications will be provided. To make a request, please call our Crime Prevention Unit at 704-336-2310 Monday through Friday, or you may also reach us through email: [crimepreventionunit@cmpd.org](mailto:crimepreventionunit@cmpd.org).

## BE A WISE CONSUMER

### Don't be conned by a "Con Artist":

- Ask questions and listen carefully.
- Refuse to be pressured.
- Ask for things in writing.
- Read and understand any contract before you sign it.
- Check references and ask for names of past customers.
- Keep good records.

### Warning signs:

- Demand immediate action ("Today Only" or "Last Chance").
- Offer to send someone to pick up payment or ask you to send it by overnight mail.
- Unwilling to provide written information.
- Tells you the deal is a secret and that you must not tell anyone.
- If something sounds too good to be true, it probably is.

### Safety Tips:

- When in doubt about a product or business, contact the Better Business Bureau.
- Be suspicious of anyone going door to door to solicit work.
- Never do business with a person who approaches you on the street.
- Never allow someone you do not know to enter in your home.
- Do not rely on the word of someone you do not know.
- Do not pay for work up front.
- Never give someone a blank check or let them help you fill it out.
- Do not enter contests, accept gifts, or prizes unless you understand your obligation.
- Do not allow your decision to be influenced by promise of quick financial reward.
- Make sure your mailbox is secure and promptly remove mail.

## PREVENT IDENTITY THEFT

- Review your credit reports with the three major credit bureaus annually.
- Know who you are giving your personal information to and how it will be used.
- Minimize the amount of personal information you carry (i.e.: extra credit cards, social security card and checkbook)
- Do not place outgoing mail in your mailbox, use a secure mailbox.
- Always shred financial documents, receipts, or pre-approved credit offers before throwing them away.
- Reduce the amount of personal information in circulation by removing your name from the marketing lists of the three major credit reporting agencies.
- Never write down your passwords or PIN.
- Protect your social security number. Only release it when necessary.
- Secure personal information in your home so that it's not readily accessible to others.
- Never leave personal or financial information in your vehicle
- Use passwords to protect your cellular, utility, credit card and bank accounts.
- Do not give out your personal information through emails or online forms unless you confirm that you are dealing with a legitimately secure site.
- **Federal Trade Commission:** 1-877-ID-THEFT (438-4338) [www.ftc.gov](http://www.ftc.gov)
- **Opt Out of prescreened credit card offers:** 1-888-5-OPTOUT (567-8688)

## SAFETY TIPS FOR PARENTS

- Discuss with your child what to do if they get separated from you.
- Do not allow your child to use a public restroom alone.
- Reinforce that not all "bad" people look bad.
- Teach your child it is all right to say "No" to an adult.
- Teach your child that adults do not need help from children.
- Teach your child emergency telephone numbers and how to use 911.
- Walk the neighborhood with your child and point out potential hazards.
- Know where your child is and what time they will be home.
- Make a list of phone numbers, addresses, and parent's names for your child's friends.

## INTERNET SAFETY TIPS FOR PARENTS

- Establish guidelines and rules.
- Know who communicates with your children.
- Consider using Internet filters or blocks.
- Place the family's computer in a common room where they can be supervised.
- Discuss the benefits/dangers of the Internet and making smart decisions while online.
- Reinforce that people are not always who they say they are when online.
- Make sure your children know how dangerous it is to give out personal information i.e.: name, mailing address, E-mail, school name, or schedule).
- Stress the fact that it is not safe to meet with someone they only met online.

## GUN SAFETY TIPS FOR PARENTS

- Tell children to never touch a gun and immediately tell an adult if they find one.
- Stress to your children that guns can hurt and/or kill.
- Explain the difference between toy guns and real guns.
- Help your child choose programs, movies and videogames that are nonviolent.
- Explain to them that, in real life, violence leads to pain and suffering and encourage them to discuss with you how they feel.
- Invite your children to come to you whenever they have questions or concerns about guns, weapons and violence of any type.
- Before your child visits a friend's house, find out if there is a gun in the home.

## SEATBELT LAWS

### NC Seat Belt Law - G.S. 20-135.2A

All drivers, front seat passengers and back seat passengers ages 16 and older must wear their seat belts. Children less than age 16 are covered by the NC child passenger safety law.

### NC Child Passenger Safety Law - G.S. 20-137.1

A properly used child restraint device (CRD) is required if the child is less than 8 years old AND weighs less than 80 pounds. Parents/caregivers will be able to comply by using belt-positioning booster seats for children between 40 and 80 pounds. Children may be secured in a properly fitted seat belt at age 8 (regardless of weight) AND at 80 pounds (regardless of age) - whichever comes first. Placing the shoulder belt under a child's (or adult's) arm or behind the back is both dangerous and illegal. **Child Passenger Safety Seat Training** - [www.ncsafekids.org](http://www.ncsafekids.org).

# REDUCE YOUR RISK OF THEFT FROM AUTO

## Consider the following tips to prevent YOU from becoming a victim.

- Always lock your doors and roll up your windows.
- Never leave valuable items in your vehicle (i.e.: telephone, MP3 player, purse, briefcase, backpack, cash, CD's and loose change).
- Store packages in the trunk of your vehicle while shopping.
- Park in well-lighted areas at night.
- Park vehicle in the driveway rather than the street.
- Consider a car alarm for added protection.
- Call 911 if you see any suspicious activity.

## Don't make it easy to steal your car.

### Prevention Tips

- Never leave your car unattended with the engine running.
- Always lock your car and close your windows.
- Take your keys, including valet keys; never hide spare keys in or under the vehicle.
- Invest in an alarm system or theft deterrent device.

### Parking Tips

- Park in a secured well-lighted area.
- If parking in the street, park with wheels turned sharply toward the curb.
- Avoid leaving your vehicle in public parking lots for extended periods of time.
- Always use your emergency break and leave the transmission in park. Manual transmission should be left in gear.
- If your vehicle is front - wheel drive, pull forward into your driveway, if it is rear wheel drive back into your driveway.

# BOOST YOUR HOME'S SECURITY

- Make sure your house is well lit (i.e.: outside lights, spotlights, motion lights, etc.).
- Use exterior doors that are steel or solid core.
- Use deadbolt locks with a 1" throw to secure exterior doors. If you have glass within 40" of the lock, use a double cylinder deadbolt.
- Secure sliding glass doors by installing a pin through the frame, a locking device or a broomstick in the track.
- Secure windows with locks or pins for both closed and partially opened positions. Use blinds and curtains for privacy.
- Do not leave a spare key hidden outside your home or inside your vehicle.
- Trim trees and shrubbery to keep them from providing access to upper floors and creating blind spots. Landscaping should not create hiding spaces or block windows and doors.
- Remove items an intruder could use to gain access to your home (i.e.: ladders, tables, chairs, lawn tools, children's toys, etc.).
- Always keep your garage door closed, even while at home or doing yard activities.
- Place items of greater value further into the garage area instead of close to the door.
- Install an alarm system if possible. They are only effective when used.

## INCREASE PERSONAL SECURITY

- Stay alert and scan your surroundings.
- Send a message that you're calm, confident and know where you're going.
- Carry a cell phone to use for emergencies.
- Be alert if a stranger engages you in conversation.
- Be realistic about your limitations and avoid situations that can put you at risk.

### Walking or Jogging

- Walk or jog with a companion.
- Avoid heavily wooded, poorly lit, and secluded areas.
- Walk close to the curb and avoid doorways, bushes, and alleyways.
- Do not listen to music or talk on the phone.
- Wear bright colored clothing.
- Vary your route if you feel you are being followed.
- Attract the attention of others when in trouble.

### Safety in and around your vehicle.

- Observe your surroundings; if you feel uncomfortable have someone walk with you.
- Always have your keys in your hands when walking to your vehicle.
- Check your car before entering; look underneath and inside.
- If you notice something valuable lying near your car, don't stop to pick it up. It might be a ploy to distract you.
- Keep your doors locked and windows up.
- When stopped by the police, don't get out of your car. If you doubt the car stopping you is a real officer, flash your lights to acknowledge their request and drive to a populated area before stopping.
- If you think you are being followed, don't go home. Drive to a busy store, go inside and call the police.
- Keep your cell phone handy in the event an emergency.
- If you have car trouble, stay in your car with the doors locked, and ask someone to call for help.

## IN THE EVENT OF A ROBBERY

- Keep calm; let the robber know you intend to cooperate.
- Obey all the robber's orders. Keep all communication with the robber short and simple, don't argue.
- Do not fight the robber or use a weapon. Violence will only increase everyone's personal risk.
- Give the robber all the cash and merchandise they demand.
- Do not chase or follow the robber.
- Be identification-conscious. Observe the robber, their weapon and escape vehicle so you can accurately describe them to police later.
- Immediately report the robbery to the police. **DO NOT** hang up the phone until they arrive.

## What to Do if Your Device is Stolen

⇒ If you are not certain whether your device has been stolen or if you have simply misplaced it, attempt to locate the device by calling it or by using the anti-theft software's GPS locator. Even if you may have only lost the device, you should remotely lock it to be safe.

⇒ If the device was stolen, call 911 immediately. Make sure you meet with an officer at your location. Do not report the theft online or over the telephone. The faster police can track a device, the greater likelihood it will be recovered.

⇒ Locate your device's make, model, serial number and IMEI or MEID number. Make sure you also have the user ID and password if utilizing anti-theft software.

⇒ If you have installed anti-theft software on your device, use it to lock the phone, wipe sensitive information, and/or activate the alarm.

⇒ As soon as possible report the theft or loss to your carrier. You will be responsible for any charges incurred prior to when you report the stolen or lost device. You can provide your carrier with the IMEI or MEID number, your carrier may be able to disable your device and block access to the information it carries. Request written confirmation from your carrier that the device was disabled.



### Apple Find My iPhone

- Setup**
1. Ensure your device is running the latest version of iOS
  2. Turn on the "Find My iPhone" feature. Tap Settings > iCloud > Find My iPhone > On
- Locate Device**
1. Go to [www.icloud.com/#find](http://www.icloud.com/#find)
  2. Enter Apple ID and password
  3. Click All Devices, then select the device you want to locate

**Note:** If Find My iPhone can't locate a device, the last known location is displayed.



### Android Device Manager

- Setup**
1. Ensure your device is running the latest version of Android
  2. Open "Settings" from your device's apps menu
  3. Tap "Android Device Manager"
  4. Check "Remotely locate this device"
  5. Check "Allow remote lock and factory reset"
  6. When the Activate Device Administrator screen appears, tap "Activate"
- Locate Device**
1. Sign in to your Google Account on [android.com/devicemanager](http://android.com/devicemanager)
  2. Click the arrow next to the device you wish to locate
  3. The approximate location of the device will appear



### Windows Find My Phone

- Setup**
1. Open "Settings" from your device's menu
  2. Locate the "Find My Phone" feature
  3. Tap the toggle to enable the service
- Locate Device**
1. Go to [windowsphone.com](http://windowsphone.com)
  2. Point to the phone in the upper-right corner, then click "Find My Phone"
  3. When prompted, sign in with the same Microsoft account you used to sign in on your phone
  4. A map will appear with the phone's location

## HOW YOU CAN HELP

- Be alert!
- Get to know your neighbors and be involved in a Neighborhood Watch program.
- Get to know police officers in your area.
- Report suspicious activity to 911 immediately.
- Be a good witness - write down suspect and vehicle descriptions.

## REPORTING CRIME

### Call 911

Life or death situations  
Medical emergencies  
Someone is injured  
To report a crime  
To prevent a crime  
To report a traffic accident  
To report a fire

### Call 311

Damaged property  
Stolen property  
Add information to a report

### Online Reporting

Theft from a vehicle  
Criminal damage to property  
Harassing telephone calls  
Larceny  
Financial identity theft

## HOW TO REPORT A CRIME

### Guidelines to follow when calling 911:

- Report what happened and the exact location.
- Provide a detailed description.
- Remain on the telephone and stay calm.
- Be prepared to answer follow-up questions.

## DETAILS TO REPORT

### Locations

Exact address  
Cross street  
Major intersection  
Mile marker  
Landmark  
Road number

### Vehicles

Make and model  
Year  
Color  
License plate  
Marking or damage  
Direction of travel  
Occupants

### People

Sex, age, and race  
Height and weight  
Hair color and style  
Complexion  
Scars  
General appearance  
Clothing  
Weapon

## RESOURCE INFORMATION

**911** – For emergencies requiring Police, Fire, and/or Medic services

**311**– For City and County Services (Non-emergency police calls, graffiti, truancy, parking on the lawn, etc.)

**211**– Link to Health and Human Services / [www.uwcentralcarolinas.org](http://www.uwcentralcarolinas.org)

**Vice Hotline** – 704-336-8423



**Do you have information about a crime?**  
 If so, you can submit your information anonymously by:

**Call in a Crime Tip: 704-334-1600**  
**- Text in a Crime Tip:**  
*Text "TIP372 plus your message" to*  
**Crimes (274637) on your cell phone**

**www.cmpd.org** for more information  
 regarding CrimeStoppers  
 You could get a cash reward up to \$1,000!

The program urges members of the community  
 to call or text anonymous information  
 with the identity and whereabouts of a felon  
 in the possession of a firearm.  
 The anonymous caller will be eligible for a  
 \$500.00 reward if an arrest is made  
 as a result of their anonymous tip.

**www.cmpd.org** for more information  
 regarding Firearm By Felon

## PATROL DIVISIONS

Central	704-336-5729	North Tryon	704-336-8398
Eastway	704-336-8586	Providence	704-336-2878
Freedom	704-432-6795	South	704-336-3030
Hickory Grove	704-336-3192	Steele Creek	704-336-7800
Independence	704-336-2890	Westover	704-432-2442
Metro	704-336-8300	University City	704-432-3900
North	704-432-3801		

## SURROUNDING AREA POLICE DEPARTMENTS

Cornelius	704-892-1363	Matthews	704-847-5555
Davidson	704-892-5131	Mint Hill	704-545-1085
Huntersville	704-464-5400	Pineville	704-889-7867



For additional Crime Prevention information, visit [www.cmpd.org](http://www.cmpd.org)  
 and click on PREVENT CRIME.

Additional copies are available by contacting the:  
 Crime Prevention Unit  
 601 E. Trade Street  
 Charlotte, NC 28202-2940  
 704-336-2310  
 Email: [crimepreventionunit@cmpd.org](mailto:crimepreventionunit@cmpd.org)