

# FAQs

Q: Where do I go if I receive a traffic citation?

A: All traffic citations issued by the Newman Police Department are handled at the Modesto Superior Court: 2260 Floyd Ave, Modesto, CA 95355.

Q: Where do I go if I receive a parking citation?

A: All parking citations are handled through the City of Inglewood 1-877-237-3067 or [www.ptsonline.org](http://www.ptsonline.org)

Q: How do I get a copy of records?

A: To obtain a copy of records, you must submit a request to the Newman Police Department. There will be a \$15.00 fee.

Q: My car was towed-how do I get it released?

A: If your vehicle has been towed and impounded for 30 days, your vehicle may be released after the 30 days have passed after you present proof of current vehicle registration and two valid drivers must be present. There will also be a \$180.00 fee to have your vehicle released, which must be paid at the Newman Police Department.

Q: Do I need a license for my bicycle?

A: It is not required that you obtain a license for your bicycle, but the Newman Police Department strongly encourages that you register your bicycle. Registering your bicycle will help the police department track it down in case it gets lost or stolen. There will be a \$5.00 fee for licensing a bicycle.

Q: How do I report loud music, radio, or cars?

A: To report loud music or any sorts of nuisance, call the Newman Police Department dispatch at 209-847-2231.

Q: Where do I file complaints involving animals?

A: For animal complaints and/or animal control, contact the Newman Police Department at 209-862-2902.

Q: What do I do if my identity is stolen?

A: If you are a victim of identity theft, take the following four steps as soon as possible and keep a record with the details of your conversations and copies of all correspondence.

**1. Review and place a fraud alert on your credit reports.**

Fraud alerts can help prevent an identity thief from opening any more accounts in your name. Contact the toll-free fraud number of any of the three consumer reporting companies below to place a fraud alert on your credit report. You only need to contact one of the three companies to place an alert. The company you call is required to contact the other two, which will place an alert on their versions of your report, too. If you do not receive a confirmation from a company, you should contact that company directly to place a fraud alert.

Equifax: 1-800-525-6285; [www.equifax.com](http://www.equifax.com); P.O. Box 740241, Atlanta, GA 30374-0241  
Experian: 1-888-EXPERIAN (397-3742); [www.experian.com](http://www.experian.com); P.O. Box 9532, Allen, TX 75013

TransUnion: 1-800-680-7289; [www.transunion.com](http://www.transunion.com); Fraud Victim Assistance Division, P.O. Box 6790, Fullerton, CA 92834-6790'

Once you place the fraud alert in your file, you are entitled to order one free copy of your credit report from each of the three consumer reporting companies, and, if you ask, only the last four digits of your Social Security number will appear on your credit reports. Once you get your credit reports, review them carefully. Look for inquiries from companies you haven't contacted, accounts you didn't open, and debts on your accounts that you can't explain. Check that information, like your Social Security number, address(es), name or initials, and employers are correct. If you find fraudulent or inaccurate information, get it removed. See [Correcting Fraudulent Information in Credit Reports](#) to learn how. When you correct your credit report, use an Identity Theft Report with a cover letter explaining your request, to get the fastest and most complete results. Continue to check your credit reports periodically, especially for the first year after you discover the identity theft, to make sure no new fraudulent activity has occurred.



**2. Close the accounts that you know, or believe, have been tampered with or opened fraudulently.**

Call and speak with someone in the security or fraud department of each company. Follow up in writing, and include copies (NOT originals) of supporting documents. It's important to notify credit card companies and banks in writing. Send your letters by certified mail, return receipt requested, so you can document what the company received and when. Keep a file of your correspondence and enclosures. When you open

new accounts, use new Personal Identification Numbers (PINs) and passwords. Avoid using easily available information like your mother's maiden name, your birth date, the last four digits of your Social Security number, your phone number, or a series of consecutive numbers. If the identity thief has made charges or debits on your accounts, or has fraudulently opened accounts, ask the company for the forms to dispute those transactions:

- For charges and debits on existing accounts, ask the representative to send you the company's fraud dispute forms. If the company doesn't have special forms, use the sample letter to dispute the fraudulent charges and debits. In either case, write to the company at the address given for "billing inquiries", NOT the address for sending your payments.
- For new unauthorized accounts, you can either file a dispute directly with the company or file a report with the police and provide a copy, called an "Identity Theft Report", to the company.
- If you want to file a dispute directly with the company, and do not want to file a report with the police, ask if the company accepts the FTC's ID Theft Affidavit (PDF, 56 KB). If it does not, ask the representative to send you the company's fraud dispute forms.
- Filing a report with the police and then providing the company with an Identity Theft Report will give you greater protection. For example, if the company has already reported these unauthorized accounts or debts on your credit report, an identity Theft Report will require them to stop reporting that fraudulent information. Use the cover letter to explain to the company the rights you have by using the Identity Theft Report.

Once you have resolved your identity theft dispute with the company, ask for a letter stating that the company has closed and disputed accounts and has discharged the fraudulent debts. This letter is your best proof if errors relating to this account reappear on your credit report or you are contacted again about the fraudulent debt.



### **3. File a complaint with the Federal Trade Commission.**

You can file a complaint with the FTC using the online complaint form, or call the FTC's Identity Theft Hotline, toll free: 1-877-ID-THEFT (438-4338); TTY: 1-866-653-4261; or write Identity Theft Clearinghouse, Federal Trade Commission, 600 Pennsylvania Avenue, NW, Washington, DC 20580. Be sure to call the Hotline to update your complaint if you have any additional information or problems. By sharing your identity

theft complaint with the FTC, you will provide important information that can help law enforcement officials across the nation track down identity thieves and stop them. The FTC can refer victims' complaints to other government agencies and companies for further action, as well as investigate companies for violations of laws the agency enforces.

Additionally, you can provide a printed copy of your online Complaint form to the police to incorporate into their police report. The printed FTC ID Theft Complaint, in conjunction with the police report, can constitute an Identity Theft Report and entitle you to certain protections. This Identity Theft Report can be used to (1) permanently block fraudulent information from appearing on your credit report; (2) ensure that debts do not reappear on your credit report; (3) prevent a company from continuing to collect debts that result from identity theft; and (4) place an extended fraud alert on your credit report.

#### **4. File a report with your local police or the police in the community where the identity theft took place.**

Call your local police department and tell them that you want to file a report about your identity theft. Ask them if you can file the report in person. If you cannot, ask if you can file a report over the internet or telephone. See below for information about Automated Reports. If the police are reluctant to take your report, ask to file a "Miscellaneous Incident" report, or try another jurisdiction, like your state police. You can also check with your state Attorney General's office to find out if state law requires the police to take reports for identity theft. Check the Blue Pages of your telephone directory for the phone number or check [www.naag.org](http://www.naag.org) for a list of state Attorney General. When you go to your local police department to file your report, bring a printed copy of your FTC ID Theft Complaint form, your cover letter, and your supporting documentation. The cover letter explains why a police report and an ID Theft Complaint are so important to victims. Ask the officer to attach or incorporate the ID Theft Complaint into their police report. Tell them that you need a copy of the Identity Theft Report (the police report with your ID Theft Complaint attached or incorporated) to dispute the fraudulent accounts and debts created by the identity thief. (In some jurisdictions, the officer will not be able to give you a copy of the official police report, but should be able to sign your complaint and write the police report number in the "Law Enforcement Report" section.)

Q: [How do I report a crime?](#)

A: **BE SURE YOU ARE IN A SAFE PLACE WHEN REPORTING A CRIME.**

There are details of information that the dispatcher will ask you for, to better inform the police officers who will be responding to your call for help.

**WHERE-**

1. Where is/did the crime take(ing) place?

### **WHAT-**

1. What happened? (Describe the type of crime which has occurred or is occurring)
2. Are there any injuries? (If you do not know, just let the dispatcher know "I don't know".)

### **WHEN-**

1. Did this crime just occur? Was it sometime during the night/day?
2. Timeframe of when it could have happened. (Timeframe can determine type of response.) Something that just occurred within ten minutes holds a greater possibility of catching the bad guy than a crime that occurred 10 hours ago or days ago.

### **WHO-**

1. Who was involved? Does this involve family members? Does it involve neighborhood kids? Etc.
2. Are they still on scene? If not, what was their last direction of travel? Did they leave on foot or in a vehicle?

If they are no longer on scene just tell the dispatcher landmarks if you are not aware of the direction, such as, "he just left from my home 241 Van Dyken Wy on foot and he is headed towards Quick Stop". This information will assist the officer in intercepting the bad guy. The officer will always try to catch the bad guy if the crime just occurred before he makes contact with the reporting party or the victim.

### **DESCRIPTION-**

1. Description of the person responsible, race, hair color, eyes, what were they wearing? Give as much of this information that you possibly can. The more accurate the physical description of the suspect, the better chance of catching him/her.
2. Description of vehicle involved. As a memory tool you can use:

C-Y-M-B-O-L:

C= COLOR

Y= YEAR

M= MAKE

B= BODY

S= STYLE

O= OTHER

L= LICENSE

Another helpful hint when trying to remember a license plate number, associate the letters and numbers to something familiar, making them easier to remember. Try to become familiar with the general license plate types for cars and trucks. Generally, cars will have one number, three letters, and three numbers. (ex: 1ABC234) Trucks will have one number, one letter and five numbers (ex: 1A23456).

The dispatcher will attempt to gather the reporting parties information, last name, first name, address, and phone number; however, the reporting party/person may choose to remain anonymous.

**REMAIN IN A SAFE PLACE WHEN REPORTING A CRIME.**

The calmer you remain during the call, the faster the dispatcher can gather all necessary information to get a police officer on their way.

Q: [How can I be a more effective witness?](#)

A: We, as law enforcement officers, often refer to ourselves as trained observers. We are trained to see details that the average citizen may overlook and more importantly, we are trained to accurately relay this information to others in an organized, concise manner—sometimes under duress. It is not that we have better memories than everybody else; rather, it is due to our training in observational psychology (the study of human physical characteristics and actions) and our daily reliance upon it. You too can learn how to develop your abilities of observation.

From a time line perspective, there are three categories of crimes:

1. A crime which is about to occur.
2. A crime in progress.
3. A crime which has already occurred.

When you call the police to report a crime, one of the first questions the dispatcher may ask you is, “Is this an emergency?” An emergency is any situation requiring immediate assistance and these are divided into two separate categories:

1. Crimes against persons. (These types of crime are considered high priority)
2. Crimes against property.

The next question the dispatcher may ask is, “What are you reporting?” You should respond by simply stating what the crime is. For example, “someone just robbed me”, or “I’d like to report a hit and run with injuries”, or “A woman is being beaten by a man”, or whatever the case may be.

As you are speaking on the phone, the dispatcher is typing the information into a computer and dispatching the call to an officer at the same time. If you start babbling, the dispatcher will

abruptly guide you back to the correct line of questioning. Remember, the dispatcher is not intentionally being rude, but they have a job to do.

A series of questions will follow:

- Where exactly did (or is) this crime occurring? (Exact address or landmarks)
- What exactly happened? Are there any injuries?
- When did it occur? Is it still occurring? How long ago? (Time frame: 10 min ago, an hour ago, yesterday)
- Who was involved? Suspect? Victim?
- What was the suspect's last direction of travel?
- Were there any weapons involved? Remember, anything can be considered a weapon.. a fist, a gun, a knife, hammer, bat, etc.

You will be asked a series of questions regarding the suspect.

- Gender
- Race
- Age
- Height/Weight
- Hair color, length and/or facial hair
- Clothing description (including shoes)

The sooner a crime is reported to the police, the higher the chances of apprehending the suspect. Often times, after a "fresh crime", if other officers happen to be in the area when the call was received, they have a reasonable suspicion that the person or vehicle they just stopped is connected to the crime, the police will detain the person or people matching the suspect description.

If you are the victim or witness of a crime, the police will advise you that they have someone detained and they would like you to look at. This is known as an "in field line up". You will be read and asked to sign an admonishment that basically makes you aware that the person being detained may or may not be the guilty party. The police will then drive you to the location of the detainee to see if you can make a positive identification. In cases where the suspect is arrested some time after the crime, perhaps several hours or days later, you may be required to view a photo line up, sometimes referred to as a "six pack".

**The Newman Police Department is here to serve the public 24 hours a day, 7 days a week.  
No crime is too small to report and any/all questions you may have are worth asking.**