

Law Enforcement Web Directory

The following is an abbreviated version of the Sheriff's Law Enforcement Web Directory. For a more comprehensive list visit The Sheriff's website (www.cocosheriff.org) and click on "law enforcement links"

Contra Costa County Sheriff – www.cocosheriff.org

Provides information regarding every aspect of your Sheriff's Office. View Megan's law pin maps, ask a deputy questions, request vacation watches and patrol request, get crime maps for your area, and much more

National Sheriff's Association - www.sheriffs.org/defaults/defaults_s_crimeprevention.htm

National Neighborhood Watch Program Join NSA in working toward doubling the number of Neighborhood Watch groups in the nation in the next 2 years. Record your efforts online at USAonwatch.org in the Meet the Challenge area.

USAonwatch – www.USAonwatch.org

This website, usaonwatch.org, is made possible by a cooperative agreement between the National Sheriffs' Association and the Department of Justice. Information is provided to assist citizens in organizing local Neighborhood Watch programs, recognizing the importance of neighborhood unity & community action.

National Crime Prevention Council - www.ncpc.org

Learn about Crime Prevention Through Environmental Design, latest community policing strategies, training, and citizen crime prevention.

California Office of the Attorney General (Crime & Violence Prevention Center) –

www.safestate.org - Obtain Crime Prevention Literature and other information pertaining to the subject of crime prevention

Privacy Rights Clearinghouse – www.privacyrights.org/identity.html

A list of identity theft resources, including a guide for victims, a theft survival kit, specific cases, and legislative solutions.

Bureau of Consumer Protection – www.ftc.gov/ftc/consumer.htm

Addresses issues of consumer fraud and failures on the market that cost substantial amounts to consumers.

SCAMWATCH – www.scamwatch.com

Delivers Internet fraud protection services. Read alerts and lists of scam-free sites.

National Fraud Information Center – www.fraud.org

Learn about types of fraud, including Internet, telemarketing, and businesses. Offers tips on fighting crimes against the elderly.

Federal Trade Commission (Identity Theft) – www.consumer.gov/idtheft

Provides information regarding Identity Theft as well as guidelines for clearing up fraudulent activity committed against you.

Credit Bureaus – Information on obtaining your credit report

Equifax - www.equifax.com

Transunion Corporation - www.tuc.com

Experian - www.experian.com

Office of Homeland Security – www.whitehouse.gov/homeland

Coordinating national strategy to strengthen protections against terrorist threats or attacks in the United States.

Cyberkids – www.cyberkids.com

Provides information about cyber safety for children

Office of the Sheriff Homeland Security Unit

Neighborhood Watch

Program Guidelines and Resources



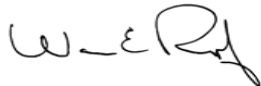
www.cocosheriff.org

A Message from the Sheriff:

To the Good Citizens of Contra Costa County:

Partnerships and collaborations form the foundation of successful public safety initiatives. The information contained in this booklet promotes our partnership with you by providing ideas and techniques that may be used to reduce crime in our neighborhoods.

The men and women of this Office view themselves as an extension of our community, not apart from it. Let us know how we are doing or how we can improve our support of you, our partners.



Sheriff, Contra Costa County

CONTRA COSTA COUNTY

Appendix

Contra Costa County Phone Numbers

EMERGENCY	911	County Ordinances	925-335-1813
Request/speak to a Deputy	925-646-2441	Code Enforcement	925-335-1111
Abandoned Cars (on private property only)	925-313-2659	Death Certificates	
Air Pollution Control	415-771-6000	✓ Over 2 years	925-646-2366
Alcohol/Drug Abuse and Mental Health	925-932-8100	✓ Less than 2 years	925-646-2516
Animal Control	925-646-2935	Debris on county roadway	925-313-7000
Animal Licenses	925-646-2958	Department of Fair Employment and Housing	800-864-1684
Assessor's Office	925-313-7400	District Attorney's Office	925-646-4500
Battered Women's Alternatives Crisis Line	925-646-2845 888-215-5555	Evictions	
Better Business Bureau	510-238-1000	✓ Court	925-646-5410
Bicycle Paths (Public Works)	925-313-2000	✓ Sheriff	925-646-1770
Birth Certificates	925-646-2366	Housing Alliance (Landlord & Tenant Disputes)	
Board of Supervisors	925-646-2371	✓ Concord	925-685-9215
Building Inspection	925-646-4108	✓ Pittsburg	925-439-1056
Building Permits/Fees	925-646-1600	Legal Aid	
Business License Division	925-646-4230	✓ Central County	925-372-8209
California Highway Patrol	707-551-4100 800-427-7623	✓ East County	925-439-9166
Child Protective Services (24 hr)		✓ West County	510-233-9954
✓ Central County	925-646-1680	✓ Senior	925-706-4852
✓ East County	925-427-8811	Marriage Records	925-646-2965
✓ West County	510-374-3324	Mosquito Abatement and Vector Control	925-685-9301
Conflict Resolution Panel	925-798-6132	Public Defender's Office	925-335-8000
Community Development	925-335-1290	Public Works (Drainage, side- walks, signs)	925-313-2000
County Administrator's Office	925-646-4080	Restraining Orders	
County Clerk Recorder	925-646-2950	✓ Filing	925-646-2692
		✓ Serving	925-646-1770
		Road Repairs	925-313-7000
		Senior Citizen Assistance	925-313-1720
		Suicide Intervention	925-472-0999

and for your building. Know at least two exit routes from each room, if possible. Be able to escape in the dark by knowing how many desks and/or cubicles are between you and the two nearest exits.

- **Have a designated post-evacuation meeting location** where appropriate personnel can take a head count and identify missing workers. Every employee should be aware of this location.
- **Make special emergency plans for co-workers who are disabled or may require assistance during an emergency.**
- **Know the location of fire extinguishers and medical kits.** Periodically check extinguishers and alarm systems and know how to use them.
- **Make a list of important phone numbers** Keep a list at your desk. Do Not rely on electronic lists, direct-dial phone numbers, or company organizers that may not work during an emergency.
- **Gather personal emergency supplies in a desk drawer**, including a flashlight, walking shoes, a water bottle and non-perishable food.
- Report damaged or malfunctioning safety systems to appropriate personnel.
- Never lock fire exits. Block doorways, halls or stairways. However, keep fire doors closed to slow the spread of smoke and fire.
- In the event of an emergency in a building with many floors do the following:
 - Leave the area quickly. In the event of fire, crawl under the smoke to breath cleaner air. Test doors for heat before opening them. Never use an elevator when evacuating a burning building. Always go to the nearest fire and smoke free stairwell.
 - If you are trapped in a building, stay calm and take steps to protect yourself. If possible, go to a room with an outside window and call for help.
 - Provide any assistance you can to children, the elderly, the injured, co-workers with disabilities, and others that require special assistance.
 - Stay where rescuers can see you. Wave a light colored cloth to attract attention.
 - Open windows if possible, but be ready to shut them if smoke rushes in. Stuff clothing, towels or newspaper around the cracks in doors to prevent smoke from entering your refuge.
 - Put together an office phone tree. In the event of a disaster, your office may need to get information to employees quickly. Develop a list of everyone's home phone numbers with instructions on who will call whom. Make sure everyone keeps a printed copy at home.

For more information on Domestic Terrorism and Homeland Security Contact Homeland Security Unit (925) 313-2723

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How to contact your Sheriff's Office

EMERGENCY 9-1-1

Sheriff's 24-hour non-emergency dispatch: 925-646-2441

Sheriff's 24-hour non-emergency dispatch toll-free: 877-308-5248

Bay Station

Area Commander: (510) 262-4203

5555 Giant Highway Richmond, CA 94801

- | | |
|-------------------------|-------------------|
| * Bayview | * Montalvin Manor |
| * Crockett | * North Richmond |
| * Port Costa | * Rodeo |
| * El Sobrante | * Rollingwood |
| * East Richmond Heights | * Tara Hills |

Muir Station

Area Commander: (925) 313-2520

1280 Muir Road Martinez, CA 94553

- | | |
|----------------------------|--------------------------------|
| * Bay Point | * Pacheco |
| * Clyde | * Unincorporated Pleasant Hill |
| * Unincorporated Lafayette | * Unincorporated Martinez |

Valley Station

Area Commander: (925) 837-3471

150 Alamo Plaza #C Alamo, CA 94507-1550

- | | |
|--|--------------------------|
| * Alamo | * Blackhawk/Diablo |
| * Canyon | * Morgan Territory |
| * Contra Costa Centre | * Unincorporated Clayton |
| * Unincorporated Danville, Lafayette, San Ramon & Walnut Creek | |

Delta Station

Area Commander: (925) 427-8510

210 O'Hara Oakley Ave, CA 94561

- | | |
|----------------------------------|-----------------|
| * Bethel Island | * Discovery Bay |
| * Unincorporated Brentwood/Byron | * Knightsen |

- Make sure schools have updated emergency contact information.
- Make plans to meet up with your family members following an emergency situation. Maintain out of area contacts that each member of the family knows to contact for family updates.
- Plan for what you will need if you are forced to be away from home for an extended period of time. Keep those supplies in the trunk of your car. This should be a modified emergency kit such as the one discussed earlier.
- Be prepared to help others - Take CPR and first aid classes. Better yet, get your neighborhood to take the class together.

Preparing your Children

Preparing your family means training your children to know what to do in case of an emergency. Re-enforce what you teach them with periodic drills. Children learn through repetition. This may seem like basic information. However, knowing where your children are is even more important during an emergency. Remember, your family may be separated during these periods.



- **Teach your children to stay in touch.** Make it a house rule to contact a parent or other trusted adult immediately when they get home from school or other activities.
- **Make sure your children know how to reach you at home.**
- **Make sure your children know their address, including nearby cross streets and landmarks.** Be sure they know their home phone number, including area code.
- **Work with neighbors to determine safe places for children to go in case of emergency.** Train your children and teens to go to these places. These places may include the police station, fire station, library, school place of worship, or even a friend's house. Ensure that your children know the phone numbers of the locations you choose. ***This is an excellent project for your Neighborhood Watch Group***
- **Explain 9-1-1 to your children.** Teach your children how to use 9-1-1 and when it is appropriate to use the system.
- **Teach your children and teens how to stay safe in case of an emergency.** Tell them to seek help immediately from a teacher, law enforcement officer or other security personnel if they hear classmates threatening to hurt themselves or others.

At Work

An emergency can happen at any time. You and your co-workers should know what to do in an emergency happens during the work day.

- **Learn about your company's emergency plan.**—Ensure that a plan is developed if one is not already in place.
- **Practice your company's emergency plan,** including evacuations. Evacuation plans need to be legible and posted prominently on each floor. Know the exit routes

Preparing for the unexpected

Being prepared for an emergency involves learning as much as you can and making plans to act. Some preventative steps you can take are:

Make a list of important local numbers, including the Sheriff's non-emergency dispatch number, parents work number and an out of area contact that everyone knows to contact if the family is separated.

Make a neighborhood directory and plan. Include emergency contact information and plans for children and seniors who may be home alone during emergency situations. Identify neighbors who need additional assistance such as young children, seniors, and those with disabilities. Develop a plan to assist those individuals in an emergency.

Organize an emergency preparedness kit. Check batteries, change stored water, and rotate the food supplies every six months.

Emergency kits should include:

- A three to five day supply of water (one gallon per person per day).
- Food that will not spoil and requires no cooking.
- A first aid kit and needed medicines (consult your pharmacist about storing medications and keep copies of all prescriptions).
- Emergency tools such as a battery powered radio, cell phones, flashlight and extra batteries.
- Personal items such as toilet paper and garbage bags.
- Remember to stock needed supplies for children and animals as well.

**Develop a home evacuation plan and practice it with your family and neighbors.**

- Know what to do if you are instructed to evacuate your home or community.
- Every member of the family should know exactly how to get out of the home in case of fire or other emergency.
- Find at least two ways out of each room in your home.
- If you live in an apartment building, know the evacuation plan.
- Agree on a place nearby that everyone will meet once they exit the house.

Preparing in your community

- Being prepared means knowing what to do if an emergency occurs in your community when you are away from home.
- Be alert - Get to know your neighbors through Neighborhood Watch. Be aware of unusual or abandoned packages or vehicles and report suspicious activity immediately (sound familiar?)
- Keep your list of emergency phone numbers by the phone.
- Find out about community emergency plans - What plans, if any, does your child's school have in place?

Phone Numbers to Know**Office of the Sheriff—Contra Costa County
Homeland Security Unit**

- * Supervisor: (925) 313-2710
- * Crime Prevention (925) 313-2723

Valuable State & County Numbers

- * Abandoned Cars (On Private Property): (925) 313-2659
 - * Abandoned Vehicles on the County Roadway: Call Sheriff's Dispatch at (925) 646-2441
 - * Animal Control: Martinez Center (925) 646-2995 – Pinole Center (510) 374-3966
 - * CHP (all traffic issues) 24 hour toll-free dispatch 1-888-301-4CHP or (707) 648-4980
 - * Code Enforcement: (925) 335-1111
 - * Child Protective Services
 - * Central County – (925) 646-1680
 - * East County – (925) 427-8811
 - * West County – (510) 374-3324
 - * Public Works (signs, sidewalks, lights) (925) 313-2000
 - * Sheriff's Office Reports/Records: (925) 335-1570
 - * Meagan's Law CD Rom Sex Offender Information: (925) 335-1593
 - * State Inquiry Sex Offender Information: (900) 463-0400
 - * District I-Supervisor John Goia: (510) 374-3231
 - * District II-Supervisor Gayle Iilkema: (510) 374-7101
 - * District III - Open: (925) 646-6065
 - * District IV - Supervisor Mark De Saulnier: (925) 646-5763
 - * Conflict Resolution Panels of Contra Costa County: (925) 798-6132
 - * County Permit Office: Call Public Works at (925) 646-1607
- * **To report ongoing drug activity:**
(925) 313-2676



What is Neighborhood Watch?

The Neighborhood Watch, Community Action and Problem-Solving Program is one of the most effective means available for resolving issues within your community. It utilizes the best crime prevention device around: **a good neighbor**. Through organized problem-solving activities, you can help remove crime from your residential area and address any community issue that concerns residents.

Neighborhood Watch is **not** guard duty. It **is** getting to know your neighbors, focusing on community issues, forming action groups and finding resolutions to neighborhood problems. It's a partnership between the Office of the Sheriff and the communities we serve.



It involves:

- citizens being trained to recognize and report suspicious activities in their neighborhoods and;
- implementation of crime prevention techniques such as home security and Operation Identification (engraving driver's license or ID number on valuable items).

Benefits of the Sheriff's Neighborhood Watch Program

- Upon completion of the Neighborhood Watch program. The Sheriff's Office will provide up to **(2) Neighborhood Watch signs** for your community.
- You will become a part of the **Neighborhood Watch Crime Alert System**. When there is a spike in crime in a Neighborhood Watch community the block captain will receive a **Crime Alert** advising the community as to the criminal activity and preventative steps.
- The Block Captain will receive our quarterly newsletter with crime prevention, tips, crime statistics, upcoming events and feature articles. The newsletter will also be available for download on the Sheriff's website at www.cocosheriff.org.
- An educated community that is prepared to prevent crime and equipped to address quality of life issues.

Domestic Terrorism—A Community Response Through Neighborhood Watch

Your federal, state and local law enforcement agencies are working hard every day to prevent terrorism in America. But, there are some things that you can do as well. By participating in the Sheriff's Neighborhood Watch program, you have taken the first and most important step to assisting law enforcement with domestic terrorism prevention.



Domestic Terrorism is not a new problem. However, due to recent events, this issue is being looked upon in a new light. Notice that the word Domestic is highlighted! It is extremely important to stress that when we speak about Domestic Terrorism, we are not talking necessarily about events such as September 11th. For example, street gangs and other radical political factions pose a far greater risk to our freedoms. But, are they terrorist? The answer is yes! Most are very organized, well-funded and propagate their views through intimidation & violence. These are the true **Domestic** terrorists.

As you are aware, law enforcement can not be everywhere. Because of this, we rely heavily on citizen participation, especially with regard to our Neighborhood Watch participants. Alert citizens are the eyes & ears of law enforcement. That being said, many aspects of domestic terrorism prevention mirror the guidelines set forth in the Neighborhood Watch program. Some basic steps that you can immediately take are:

- **Know the routines.** Be alert as you go about your daily business. This will help you to learn the normal routines of your neighborhood, community, and workplace. Understanding these routines will help you spot anything out of place.
- **Be aware.** Get to know your neighbors at home and while traveling. Be on the lookout for suspicious activity such as unusual conduct in your neighborhood, in your workplace, or while traveling. Be aware of suspicious packages, suitcases or luggage that appear to be out of place. Report any such occurrences immediately.
- **Take what you hear seriously.** If you hear or know of someone who has bragged or talked about plans to harm citizens in violent attacks, or who claims membership in a terrorist organization, take it seriously and report it to law enforcement immediately!
- If you live or pass by a possible target, such as a refinery, railroad track, or place of worship, be aware of anything appearing out of the ordinary. Is there someone milling around where they have no business being? Are there suspect vehicles parked in unusual locations? As with Neighborhood Watch. **Go with your gut!** If it feels wrong to you, it probably is. **Report it!**



PREVENTION IS THE KEY

11. **False Civil and Criminal Judgments:** Sometimes victims of identity theft are wrongfully accused of crimes committed by the imposter. If a civil judgment has been entered in your name for actions taken by your impostor, contact the court where the judgment was entered and report that you are a victim of Identity Theft. If you are wrongfully prosecuted for criminal charges, contact the state Department of Justice and the FBI. Ask how to clear your name.
12. **Legal Help:** You may want to consult an attorney to determine legal action to take against creditors and/or credit bureaus if they are not cooperative in removing fraudulent entries from your credit report or if negligence is a factor. Call the local Bar Association to find an attorney who specializes in consumer law and the Fair Credit Reporting Act.
13. **Victim Statements:** If the imposter is apprehended by law enforcement and stands trial, write a victim impact letter to the judge handling the case. Contact the victim-witness assistance program in your area for further information on how to make your voice heard in the legal proceedings. (Read Fact Sheet 111 on victim impact statements at www.idtheftcenter.org under "Victim Resources").
14. **Don't Give In!** Do not pay any bill or portion of a bill that is a result of fraud. Do not cover any checks that were written or cashed fraudulently. Do not file for bankruptcy. Your credit rating should not be permanently affected. No legal action should be taken against you. If any merchant, financial company or collection agency suggests otherwise, restate your willingness to cooperate, but don't allow yourself to be coerced into paying fraudulent bills. Report such attempts to government regulators immediately.

New Legislation that benefits victims of Identity Theft

- ✓ Under California law, (Calif. Civil Code 1785.15.3, effective July 1 2003), victims are able to receive one free report each month for the first 12 months upon request. In other states, you may be charged after the first report. It is important to check your credit report every 3 months during the active phase of the crime.
- ✓ California law now enables individuals to place a "security freeze" on their credit reports. This essentially prevents anyone from accessing your credit file for any reason, until you instruct the credit bureaus to unfreeze your report. It provides more protection than a fraud alert. If your identity thief is particularly aggressive and gives not indication of ceasing to use your identity to obtain credit, and you live in California, you should consider using the security freeze to curtail access to your credit file. The security freeze is free to victims of identity theft. Non-victims who wish to use the security freeze for prevention purposes must pay a fee to activate or lift the freeze. The web site of the California Office of Privacy Protection provides information on how to establish a security freeze, www.privacy.ca.gov/financial/cfreeze.htm



Neighborhood Watch Block Captain Duties

- Serve as a liaison between residents and Sheriff's Office.
- Recruit new Watch members, striving for 100% participation in the block or community.
- Plan meetings and activities.
- Maintain list of participating members.
- Responsible for making block or community maps.
- Distribute block or community maps to all members.
- Notify members of meetings.
- Distribute crime alerts and newsletter information to community members.

Neighborhood Watch Participant Duties

- Meet and know neighbors.
- Maintain community and block maps
- Attend Neighborhood Watch meetings
- Watch neighbor's homes and report ALL suspicious activity to the Sheriff's Office and neighbors.
- Utilize Operation I.D.

E-Watch and E-Alert

The Office of the Sheriff is proud to introduce a new program to better aid communication between our citizens and law enforcement. The new program is **E-Watch and E-Alert**.

By forming an E-Watch group, you can become part of a county-wide network designed to pass information quickly and effectively regarding criminal activity. **For example:** If there is a spike in auto burglaries in El Sobrante, the Sheriff's Office will initiate an E-Alert that will go out to all E-Watch members in the El Sobrante area.

The E-Alert will explain the type of activity occurring, where it is occurring and prevention tips to reduce your risk of becoming a victim. An E-Alert flyer will be attached to the email for printing and distribution to the entire neighborhood.

We have already conducted test runs of the system with wonderful response from the community. This program allows us to provide information to our Neighborhood/E-Watch groups in real time. The quicker that prevention steps are taken the quicker we can see a reduction in crime.

Frequently Asked Questions:

When do I use 911?

911 is an emergency line. As such, these lines are always answered first. 911 should be reserved for emergencies to keep the lines available. Sheriff dispatchers will send a deputy, fire and/or ambulance personnel depending on the nature of the call. The address, unit number and phone number from where you are calling show up immediately on the dispatchers screen.

When to call:	What to say:
A person's safety is in immediate peril	Location
A crime in progress	Name
Fight occurring with a gun, knife or weapon involved	Nature of emergency
Serious injury needing immediate response	If weapons are involved
Armed Robbery	Accurate description of suspect or vehicle
Traffic accident with injuries	Direction of travel
Any threat where immediate response is required. When you can't be placed on hold!	.Never hang up until the dispatcher tells you to. Never hang up until the dispatcher tells you to.

When do I call the non-emergency number?


Non-Emergency: (925) 646-2441 (or to talk to a deputy)

This number should be used to report incidents that have already occurred but a deputy is needed for documentation, etc. These incidents are where no immediate danger is present and suspects are long gone.

- Suspicious activity where suspects have vacated.
- Crime that has already occurred, police report required.
- Vandalism or graffiti that has already occurred, police report required.
- Traffic accident, no injuries or traffic hazard.
- To contact a specific deputy.

How do I contact a Deputy?

You can contact a deputy that is on duty by calling the non-emergency number to our dispatch center (925) 646-2441 and requesting a deputy by name or beat, or if you feel it necessary, a supervisor to give you a call.

4. **Stolen Checks:** If you have had checks stolen or bank accounts set up fraudulently, report it to the check verification companies. Put stop payments on any outstanding checks that you are unsure of. Cancel your checking and savings accounts and obtain new account numbers. Give the bank a secret password for your account (not mother's maiden name).
 - CheckRite: (800) 766-2748
 - Chexsystems: (800) 428-9623
 - Equifax: (800) 437-5120
 - National Processing Co.: (800) 526-5380
 - SCAN: (800) 262 7771
 - TeleCheck: (800) 710-9898
- 
5. **ATM Cards:** If your ATM card has been stolen or compromised, get a new card, account number and PIN (Personal Identification Number). Do not use your old PIN. When creating a PIN, don't use common numbers like the last four digits of your Social Security number or your birth date.
 6. **Fraudulent change of address:** Notify the local Postal Inspector if you suspect an identity thief has filed a change of your address with the post office or has used the mail to commit credit or bank fraud. (Call the local Postmaster to obtain the phone number.) Find out where fraudulent credit cards were sent. Notify the local Postmaster for that address to forward all mail in your name to your own address. You may also need to talk with the mail carrier.
 7. **Social Security number misuse:** Call the Social Security Administration to report fraudulent use of your Social Security number. As a last resort, you might want to change your number. The SSA will only change it if you fit their fraud victim criteria. Also order a copy of your Earnings and Benefits Statement and check it for accuracy.
 8. **Passports:** If you have a passport, notify the passport office in writing to be on the lookout for anyone ordering a new passport fraudulently.
 9. **Drivers License number misuse:** You may need to change your driver's license number if someone is using yours as identification on bad checks. Call the state office of the Department of Motor Vehicles (DMV) to see if another license was issued in your name. Put a fraud alert on you license. Go to your local DMV to request a new number. Also, fill out the DMV's complaint form to begin the fraud investigation process. Send supporting documents with the complaint to the nearest DMV investigation office.
 10. **Law Enforcement:** Report the crime to the law enforcement agency with jurisdiction in your case. Give them as much documented evidence as possible. Get a copy of your police report. Keep the phone number of your fraud investigator handy and give it to creditors and others who require verifications of your case. Credit card companies and banks may require you to show the report in order to verify the crime.

If you are a victim, or are “at risk”, of becoming a victim:

Unfortunately, at this time victims themselves are burdened with resolving the problem. You must act quickly and assertively to minimize the damage.

In dealing with the authorities and financial institutions, keep a log of all conversations, including dates, names and phone numbers. Note time spent and expenses incurred in case you are able to seek restitution in a later judgment or conviction against the thief. Confirm conversations in writing. Send correspondence by certified mail, return receipt requested. Keep copies of all letters and documents.

Once you discover you are a victim of identity Theft, you should notify the following:

1. **Credit Bureaus:** Immediately call the fraud units of the three credit reporting companies to report the theft of your credit cards or numbers. Ask that your account be flagged. Also, add a victim’s statement to your report, up to 100 words. (“My ID has been stolen/used to apply for credit fraudulently. Contact me at [phone number] to verify all applications”). Be sure to ask how long the fraud alert is posted on your account, and how you can extend it if necessary. Be aware that these measures may not entirely stop new fraudulent accounts from being opened by the imposter. Ask the credit bureaus in writing to provide you with free copies every few months so you can monitor your credit report. Ask the credit bureaus for names and phone numbers of credit grantors with whom fraudulent accounts have been opened. Ask the credit bureaus to remove inquiries that have been generated due to the fraudulent access. You may also ask the credit bureaus to notify those who have received your credit report in the last six months in order to alert them to the disputed and erroneous information (two years for employers).
 - **Experian: Report Fraud—(888) 397-3742**
 - **Equifax: Report Fraud—(800) 525-6285**
 - **Trans Union: Report Fraud—(800) 680-7289**
2. **Creditors:** Contact all creditors immediately with who your name has been used fraudulently — by phone and in writing. Get replacement cards with new account numbers for your own accounts that have been used fraudulently. Ask that old accounts be processed as “account closed at consumer’s request.” (This is better than “card lost or stolen,” because when this statement is reported to credit bureaus, it can be interpreted as blaming you for the loss.) Carefully monitor your mail and credit card bills for evidence of new fraudulent activity. Report it immediately to credit grantors.
3. **Creditors requirements to verify fraud:** You may be asked by banks and credit grantors to fill out and notarize fraud affidavits, which could become costly. The law does not require that a notarized affidavit be provided to creditors. A written statement and supporting documentation should be enough (unless the creditor offers to pay for the notary).

Why does it take so long for a deputy to respond?

Dispatch **does not** operate on a first-come first-serve basis, priority calls will **always** be handled first. Deputies are dispatched to calls based on a priority system. Calls requiring immediate attention, such as crimes in progress or threat to life, will be handled before responding to less critical calls, such as calls where the suspect is no longer on-scene. However, we **will** respond to every call received.

How do I report anonymously?

When reporting a crime or suspicious activity you must tell the dispatcher that you wish to remain anonymous. Ask that the deputy not come to your door, but to call you if they require further information.

How do we abate drug or problem homes/activity in our neighborhood?

The first and most important thing that your neighborhood **MUST** do is report any and all suspicious activity to the Sheriff’s Office dispatch. Either by 911 if there is a crime in progress, or the non-emergency number for other activity. This begins the documentation process and allows law enforcement the opportunity to deal with the subjects. Secondly, keep good logs of activity. Activities that are often associated with drug homes are as follows:

- Business being conducted from vehicles.
- Heavy traffic (foot and vehicles) to and from the location.
- Visitors stay for a brief period of time (sometimes leaving with a package).
- Chemical smells coming from the residence.

Homeowners can be held **civilly** liable for up to \$5000 per resident that are affected by the activity. For more information contact your Crime Prevention Specialist.

What can I do about solicitors in my neighborhood?

Unless exempted (charitable purposes) all peddlers **must** obtain a permit from the Sheriff’s Department. You have the right to request to see that permit. If they do not have it, close the door immediately and call the non-emergency dispatch number to report a suspicious person in your neighborhood.

What is considered suspicious behavior?

- Multiple subjects approaching a house, look-out stays at the street level
- Subjects checking for ways to enter a home (trying doors windows and gates)
- Subjects looking into parked cars and windows.
- Vehicles moving slowly without light or apparent destination.
- Unfamiliar persons who seem to have no purpose wandering about.
- Solicitors that appear suspicious

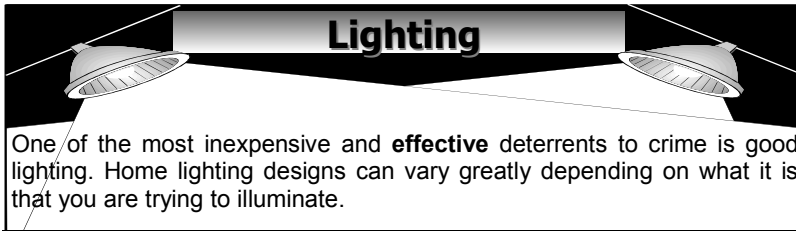
Increasing your Home Security

Decreases your Risk of Becoming a Victim!

Many of the measures described in this section are inexpensive and can be accomplished at home by you. Other steps may require assistance from a private enterprise in your local area.

Addressing

Good addressing can mean the difference between life and death. If emergency crews can't find you they can't help you. All exterior addresses should meet the following standards: minimum 4 inch numbers, contrasting color to the background, located in a prominent location easily visible from passing vehicles, numbers should be illuminated for low light conditions.



Area	Type of Lighting
Front Door (porch)	Photocell
Side Yard (with vulnerable access points)	Motion Lighting
Car Ports	Motion Lighting
Exterior door into garage	Motion Lighting
Driveway	Motion Lighting
Rear Doors or Sliders	Motion Lighting
Addressing	Photocell or backlit

Motion Lighting: is activated by motion through a sensor mounted on the light fixture. The sensors can be wide or narrow angled depending on your needs. They can be set to activate at dusk and stay on for a predetermined amount of time (typically 3-5 minutes). Make sure the sensor is set high enough to scan the upper body area of an average height adult or your lights will go off for every stray cat in the neighborhood.

Photocell: comes on automatically at dusk and shuts off at dawn. This is great for areas where you want constant illumination without having to worry about timers.

- Purchase** a locked mailbox. Make sure the mail slot is large enough and safe enough for the letter carrier to insert your mail. (Note: The mail carrier cannot pick up mail from this type of box).
- Arrange** to have your mail delivered to a Post Office Box for a small fee.
- Promptly** report non-receipt of expected credit cards, checks and other valuable mail to the senders.
- Immediately** notify the post office and mailers if you change your address.
- READ IT, then SHRED IT!** Destroy anything with your name, address or other identifying information on it before discarding, especially credit card and home loan applications. Junk mail to you is a gold mine to a thief. They often use those discarded applications to open fraudulent credit accounts in names of unsuspecting victims.

Other Tips for Preventing Identity Theft

- DON'T** carry your Social Security card in your purse or wallet. It's an open invitation for a thief to get access to your personal information.
- Instruct the Post Office to not process address change requests unless you personally deliver the request.
- Don't give out personal information over the phone or through the mail unless you initiated the contact.
- Question how your personal information will be used when requested by a business.
- Check your credit card statements carefully each month for unauthorized charges and report any discrepancies immediately.

How to "OPT-OUT" of Junk Mail	
To "OPT-OUT" of pre-approved credit card offers call 888-5-OPTOUT	
Call the three Credit Bureaus " OPT-OUT " Numbers: <ul style="list-style-type: none"> Equifax: 800-556-4711 Experian: 800-353-0809 Trans Union: 800-680-7293 	To limit the sharing of your personal financial information, write to your bank, credit card issuers, and insurance and securities companies. Tell them that you "opt-out" of sharing your personal information with outside companies, as you are permitted to do under the federal Financial Modernization Act.
Remove your name from many marketing and telephone lists by contacting:	
Direct Marketing Assoc. Mail Preference Service PO Box 9008 Farmingdale	Telephone Preference Service PO Box 9014 Farmingdale

Identity Theft—How to protect yourself

What is Identity Theft?

California Penal Code section 530.5 says: Every person who willfully obtains personal identifying information, of another person without the authorization of that person, and uses that information for any unlawful purpose, including to obtain, or attempt to obtain, credit, goods, services, or medical information in the name of the other person without the consent of that person, is guilty of a public offense. This is a very broad, yet specific definition. It includes actions that constitute Identity Theft. However, more commonly seen are the actions that put an individual at risk for Identity Theft such as mail theft, residential or auto burglary where personal information is stolen. Just stealing a persons personal information does not make an individual guilty of Identity Theft, it's the use of that information that does.

Jurisdiction: No one agency has overall primary jurisdiction for the investigation of Identity Theft. One of the difficulties to investigating Identity Theft is that in many cases it becomes a multi-jurisdictional case. Involved agencies can include: the jurisdiction where the victim resides and the jurisdiction(s) where the crime or crimes actually occurred.

Protect your personal Information

What is considered personal information?

Name	Address
Telephone numbers	Place of employment
Driver's License Number	Employee Identification number
Mother's Maiden name	Account numbers
SOCIAL SECURITY NUMBER	

Who is At-Risk?

- Victims of mail theft
- Victims of Residential or Auto Burglary
- Anyone who has lost or had stolen their purse, wallet, day-planner, or any Other item that contains personal information.

Mail Theft

1. **DO NOT** leave outgoing mail in your unlocked mailbox
2. **DO** deposit mail in a blue collection box or inside at your local post office.
3. **Promptly** pick up your "incoming" mail once it is delivered to your mailbox.
4. **Get together** with neighbors and the Postal Service and arrange for the installation of locked group mailboxes for neighborhood delivery. These group mailboxes are known as **Neighborhood Delivery & Collection Box Units (NDCBU)**. With an NDCBU mailbox, each address has an individual locked unit for delivery and collection. (Note: a minimum of seven neighbors are needed to sign a petition requesting a NDCBU).



Landscaping

Improperly planned landscaping can actually create an environment that's conducive to crime. Landscaping design and safety requirements can differ greatly from site to site. Even though, there are several basics that speak to crime prevention and personal/property security. Creating natural visibility in an environment is paramount to creating a safe space. Line of sight visibility to and from parking lots, homes, walkways, businesses and common areas removes the security of concealment from the criminal. Here are some basic rules to follow:

Trees and shrubs should not:

- Be planted next to buildings where they can provide second story access
- Be planted next to lighting sources where, after time, they can obscure the light output
- Be planted next to entrances or alcoves where they can reduce visibility

Trees and shrubs should :

- be maintained at certain height levels to provide for proper line of sight visibility.
- Trees – canopy should be trimmed at 7'
- Shrubs – no higher than 36"



Concealment Areas:

Landscaping can create a multitude of concealment or entrapment sites. These are areas where individuals can hide or entrap a victim. Planting around hidden alcoves and corners is discouraged for this reason. If plants are present in these areas, particular attention should be paid to the height requirements outlined above.

Defense Plants:

Landscaping can be used as a tool for crime prevention as well. Use defense plants (thorny plants or plants with needles) as barriers to vulnerable access points, such as below bedroom windows, or along fence lines to prevent access.

WARNING: Don't let trees and shrubs become overgrown where they impede walkways, lighting sources and creates concealment or entrapment zones. Keep landscaping well groomed and you'll be creating a safer environment.

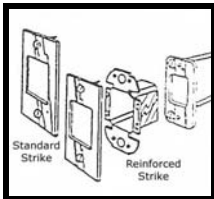
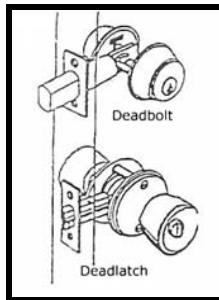
For a list of defense plants, their care and growing conditions contact the Sheriff's Office Crime Prevention Unit.

Exterior Doors: Many residential doors feature hollow-core construction and poor locks, and other items, which will allow easy access to a residence. This is done by easily forcing or kicking the door open. To attain maximum security, all exterior doors which lead into the residence (**especially from the garage**) should be metal-clad or of solid-core construction. A screen or storm door offers additional protection if it is kept locked.

Door Viewers (peepholes): Rather than opening your door to a stranger – even with a chain lock attached – utilize a door viewer with a 180 degree lens. This device will allow you to see someone standing outside your door without opening it. If you have children old enough to be opening the door by themselves, the viewer should be placed at a level visible to the child.

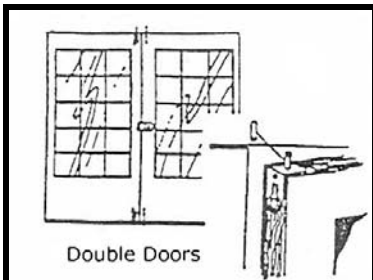
Deadbolt Locks: A deadbolt lock can provide good home security when mounted onto exterior doors. When you turn the key or thumb turn with the knob, the lock mechanism slides a strong metal bolt from the door into the doorframe. When you buy a deadbolt lock, make sure:

- The bolt extends at least 1" from the edge of the door.
- The connecting screws that hold the lock together are on the inside of the door.
- The strike plate is attached to the doorframe with screws that measure **at least 3"** in length. The screws should penetrate through the doorframe to a structural member.
- The cylinder has a steel guard around the key section. The cylinder guard should be tapered or rotate around the key section to prevent wrenching if it is twisted.



Single-Cylinder Deadbolt: A solid bolt, activated by a key from the outside and a thumb knob on the inside, slides into the doorframe. The lock cannot be slipped or easily pried. Deadbolt locks are only as good as the door and frame they are installed in. We **do not** recommend double cylinder deadbolts.

Locks for Double Doors: Double doors require additional locking devices. Many homes with double doors use half-barrel slide bolts on the inactive door. These are weak and inadequate. Flush bolts installed at the top and bottom of the inactive door offer additional security since the intruder cannot get at these devices to tamper with them if the doors are locked. It is important that the bolts have at least one inch of throw and that they protrude well into the top frame and threshold. The strike plates should be well secured with at least 3" brass wood screws.



500 Court Street Martinez
Viewing hours are:
Monday through Friday
9am-4:30pm.
For information on
Megan's Law call:
(925) 335-1593

Megan's Law Sexual Offender Information

In response to the murder of 7-year-old Megan Kanka by a convicted sex offender living in her neighborhood, in 1996, California enacted Megan's Law. This law provides for the ability for police to notify neighborhoods and residents of the existence of serious offenders, and further provides for public access to sex offender information under controlled circumstances. Megan's Law provides three distinct means for the public to become informed of the identity of registered sexual offenders:

Community Notification: Under circumstances determined by the law enforcement agency, public or neighborhood notifications may be made about the existence of certain registered sex offenders living in their neighborhoods.

Sex Offender Identification Line: If you are over 18, you may call 1-900-463-0400 and check the names of up to 2 individuals per call. There is a charge of \$10 for the call. In order to check if someone is a registered sex offender, you will need their exact name, and either (1) their exact address, OR (2) their exact date of birth, OR (3) their California Driver's License number, their California ID number, or their Social Security Number.

Megan's Law Database: Yet another means to check the identity of registered sexual offenders is a regularly updated database that has offender names, aliases, photographs, scars, marks, tattoos, and county of residence. In order to view the database you must (1) be 18 years of age or older, (2) provide a California Driver's License for identification, (3) sign a statement that you, yourself are not a registered sex offender, and that you understand that access to this information is for the public protection and not to harass, intimidate, or commit any crimes against any registrants and if required, (4) state a distinct purpose for looking at the database.

Megan's Law Pin Maps: for Unincorporated Contra Costa County and the Contract City of Orinda. Contra Costa County is dedicated to keeping the citizens of our county safe. In keeping with this spirit we have created Sexual Offender Pin Maps to show the approximate locations of sexual offenders within our communities. These maps will cover unincorporated areas of the county where the Sheriff's Office provides police services. These maps are intended to aid families in making decisions regarding personal and family safety. The information being provided is not to be used in any way to intimidate, harass or take any unlawful action against any registered sex offender. Go to www.cocosherriff.org to view the pin maps.

Access: The Megan's Law Database is located in the Services Division of the Sheriff's Office, (Sheriff's Records), located at 500 Court Street (2nd floor) Martinez-94553. No appointment is necessary and this service is offered free of charge.

Use: Citizens can search for sex offenders either by name, or by area using a zip code or city name. The Megan's Law Database will provide the user with the following information about a sex offender:

Name, physical description, DOB, the zip code that the sex offender resides in, offense(s) requiring PC 290 registration, marks/scars/tattoos, Aka's, color photo of registrant.

Citizens are reminded that the purpose of the Megan's Law Database is public safety, and the information contained therein is to allow members of the public to protect children and themselves from sex offenders.

Home Security Checklist

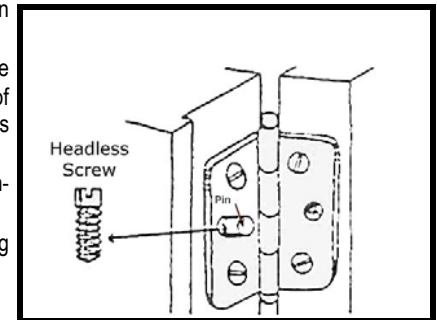
YES	NO	WINDOWS
		Are all windows equipped with auxiliary locks or pinned?
		Have you replaced or secured louvered windows?
		Are your window locks properly and securely mounted?
		Do you keep your windows locked when they are shut?
		Do you have good, secure locks on garage windows?
		Do you have garage windows covered with curtains or blinds?
		Are you as careful of basement and second floor windows as you are those on the first floor?
		Do you have defense plants (large, thorny plants) planted below easily accessed windows?
		Have you removed items below windows that could be used to reach the window?
		Do you keep your drapes drawn at night so people can't see in your home?
		Can windows left open for ventilation be secured?

YES	NO	VACATIONS
		Did you stop all deliveries and arrange for a trusted neighbor or family member to pick up your mail, newspaper and packages?
		Did you ask a trusted neighbor to watch your residence while you are away?
		Did you leave your vacation address and telephone number with a trusted neighbor so you can be reached in case of emergency?
		Did you test your smoke and burglar alarms?
		Did you arrange for someone to mow your lawn, rake leaves and maintain the yard to give the home a lived in look?
		Did you plug in timers to turn lights, radio or television on and off at appropriate times?
		Did you turn the bell or ringer on your telephone down low?
		If you have call forwarding, did you have your calls forwarded to a trusted friend or relative?
		Did you leave shades and blinds in a normal position?
		Did you close and lock garage doors and windows?
		Did you ask a neighbor to park in your driveway so it appears someone is home?
		Did you arrange for your garbage to be put out on trash day?
		Did you ask the Sheriff for a vacation house check while you are away?

Locks for Dutch Doors: Dutch doors can be secured by adding a deadbolt lock to both the lower and upper door. Minimal security may be achieved by adding a flush bolt to the upper door, securing it to the lower door. The flush bolt throw should be at least one-inch and should protrude well into the lower section of the door.

Door Hinges: Many homes have doors, which open to the outside, exposing hinge pins. Despite your good strong locks, the burglar can simply remove the hinge pins and lift the entire door from the frame. This situation can be corrected in one of three ways:

- Have the door removed and the hinges remounted on the inside of the frame so that the door swings inward.
- Install a set of hinges with non-removable hinge pins.
- Install a locking pin in the existing hinge plate by doing the following:



1. Remove the center screws from the two plates of each hinge; both top and bottom.
2. Insert a "headless" screw, bolt, or nail into the doorjamb through the hole in the hinge plate. Leave one-half inch of the screw, bolt, or nail protruding.
3. Drill a hole 3/4 inch deep through the opening in the opposite hinge plate on the door.

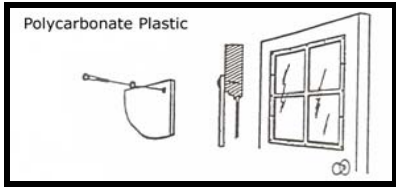
Once this is done, as the door closes the pin in the jamb will penetrate the hole in the door and the door will be held in position even if the hinge pins are removed.

Padlocks: When selecting padlocks to secure your garage door, storage shed, fence gate or toolbox, do not economize. Low priced locks are made from low quality materials and are easily pried open or cut with bolt cutters. Look for these features when purchasing a padlock:

- Double locking shackle at the toe and heel
- Hardened steel shackle, the larger the diameter the better
- Five-pin tumbler
- Key retaining feature (prevents removal of the key when unlocked)
- A strong steel hasp should be used with the padlock



Doors with Windows: The best protection is to avoid placing windows near any exterior door since access to locking mechanisms on the door are available to anyone who simply breaks the glass on the window. To alleviate this problem, The Office of the Sheriff recommends that polycarbonate plastic or security glazing be applied.



Polycarbonate Plastic: Cut a 1/8" polycarbonate sheet 3" larger in length and width than the window area and sand the edge. Drill 1/4" diameter holes 3/4" in from the edge of the plastic. Secure to the door or window using oval lead #10 finishing washers. Bolts with rounded heads should be used for outside installation. Tighten screws or bolts only until snug.

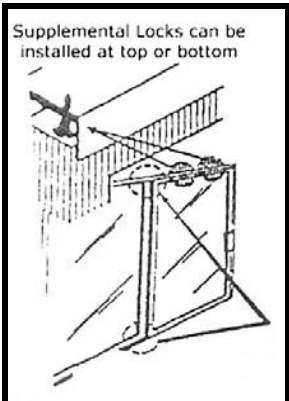
Security Glazing: Security glazing is the most cost-effective method for reducing the risk of window entry. Security glazing is done by applying a special coating of clear "security film" to one or both sides of your existing windows and/or doors with windows. The film is constructed of a strong scratch-resistant polyester, no thicker than a fingernail (4 mils or thicker). It can be laminated to your glass without removing the glass from its frame, thereby making the process less expensive.

How does it work? Security film incorporates strong pressure sensitive adhesives that actually form a molecular bond with the glass. Because of this process, the coating will hold the glass together even after it has been broken.



Film coated glass has its limitations. It will give in to a determined burglar who strikes it repeatedly without regard to time or noise. However, actual incidents have shown that most burglars cease to attack when they come up against the treated glass, recognizing that the additional time required gives law enforcement too much additional time to respond to the scene. **Security film needs to be installed by a professional.**

Sliding Glass Doors: Most factory installed locking devices on patio doors are inadequate. They can be easily pried or the window can easily be lifted off its track and removed. To secure sliding glass doors, drill at least a 1/4 inch diameter hole that angles downward through the top channel and continues into the top portion of the sliding door frame when closed. By placing a solid metal pin or bolt into the hole the door will be held securely in place.



If children cannot reach the pin or if a hole cannot be drilled through the frame into the door, another method can be used. In the center of the door at floor level where the metal framework overlaps, drill a hole through the interior frame at a downward angle and into (but not through) the exterior framework. After the holes are drilled insert a metal pin or nail.

Screwing two or three number 8 or 10 sheet metal screws into the track above the sliding door provides added security.

CAUTION: When drilling holes exercise care so that drill pressure on the drill itself does not cause glass breakage.

YES	NO	SAFE PRACTICES AND OPERATION I.D.
		Do you belong to a Neighborhood Watch Program?
		Do you keep a list of all valuable property?
		Do you have a list of the serial numbers of your electronic equipment (TV, VCR/DVD, etc.)?
		Do you have a description of other valuable property that does not have a number?
		Have you taken photographs or videotaped your jewelry, antiques or collectibles?
		Do you avoid unnecessary display or publicity of your valuables?
		Do you keep excess cash and other valuables in a bank?
		Do you plan so that you do not need a "hide-a-key" on your property?
		Have you told your family what to do if they discover a burglar breaking in or already in the house?
		Have you told your family to leave the house undisturbed and call the Sheriff if they discover a burglary has been committed?
		Do you have emergency phone numbers listed by your telephone?
		Do you know the non-emergency dispatch number to the Sheriff (925) 646-2441
		Is your house number illuminated and easily visible from the street during all hours?
		Have you locked up your ladder and avoided trellises or drainpipes that could be used by a burglar to climb to the second floor or roof?

YES	NO	LIGHTING AND LANDSCAPING
		Are lights installed around the perimeter of your house?
		Is the front door well lit?
		Is the back door well lit?
		Are exterior lights controlled by photocell?
		Is public or residence lighting sufficient to illuminate all sides of the dwelling?
		Are your trees and shrubs trimmed to eliminate hiding places?
		Are shrubs and bushes trimmed to a maximum height of no more that 36 inches?
		Are large trees trimmed so the lower branches are more that 7 feet off the ground?
		Are ground plants under windows maintained at a height that is below the windowsill?

Home Security Checklist

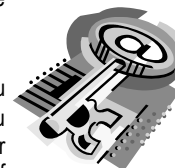
No house is absolutely burglarproof when professional burglars target your home. But they would be the first to admit that you can discourage burglars if you beef up your home security. You can begin this process by identifying your weak areas and fixing them. The checklist below will assist you in systematically surveying your home. Every “no” check mark shows a weak point that may let a burglar into your home. Remember, this checklist only points out your weak areas. You have not improved your home security until these are corrected. Complying with these suggestions will not, of course, make your property burglar proof, but it will certainly reduce your risk of becoming a victim.

YES	NO	DOORS AND ENTRY AREAS
		Are your exterior doors of solid core construction?
		Do entry doors have a wide-angle optical viewer?
		Do exterior doors have cylinder-type deadbolt locks with at least a one-inch throw and beveled cylinder guard?
		Do the doors without cylinder locks have a heavy bolt or some similar secure device that can be operated only from inside?
		Can all of your doors (basement, porch, French, balcony) be securely locked?
		Are your locks all in good repair?
		Are the door strike plates (the jam fastening that receives the bolt in the locking position) installed with three-inch screws?
		Do you know everyone who has a key to your house? Or are keys still in possession of previous owners and friends?
		Do all out-swing doors have a hinge with a locking pin or non-removable pins?
		Are entry areas unobstructed by shrubbery and other décor to permit maximum visibility?
		Does the porch light have a minimum 60-watt bulb?
		Do sliding doors have an auxiliary lock that locks both the door panels together or active side to the frame?
		Is the garage door secured with slide bolts, hasp, or other good auxiliary lock? Do you use them?
		Is the interior door from your garage to your home treated as an exterior door in terms of security? (solid core, deadbolt...)
		Do you lock your garage door whenever you are not in the garage?
		Do you lock you car and take the keys out even when it is parked in your garage?
		Is your garage door opener stored out of sight in your vehicle?
		Do you remove all valuables from plain sight in your vehicle?

Home Security

These screws should protrude from the track far enough so that when the door is closed it barely misses the screws. Auxiliary patio door locks may be purchased and easily installed to prevent the door from being forced open or lifted out of its track. Many of these locks are designed for sliding track windows as well.

Garage Doors: The garage door should always be closed and locked. Make sure that you treat the entrance door from the garage to your house the same as any other exterior door. A burglar in your garage can work on your house door undetected – often using your own tools to do so! Standard locks on garage doors are easily pried. Make certain that each side of the garage door is secured with sliding bolts to prevent prying open a crawl space. If you have an older garage door opener be aware that they are vulnerable to electronic access via scanning.

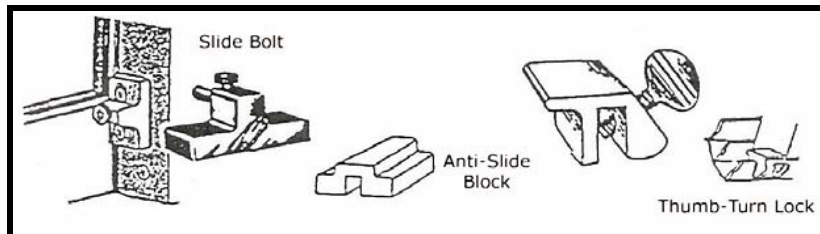


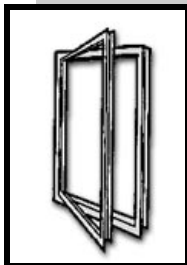
Key Control: True security begins with key control. When you move into a home or apartment always have the locks re-keyed. You do not have to replace the lock itself, as re-keying of locks will render the previous keys useless. This procedure should also be followed if you lose your keys. Any licensed locksmith can easily change the tumblers in your outside door locks.

Other important aspects of Key Control

- Do not leave an “emergency” key under the door mat, on top of the door frame, or in any other “hiding spot” so well known to burglars.
- Never have a name or license tag attached to your house keys. If keys are lost or stolen you will have an unwelcome visitor very quickly!
- Keep car keys and house keys separate. This way your house keys are never left in the possession of a stranger when you have your car parked at a restaurant or parking lot.
- Be careful who you give your house keys to, keep track of all keys!
- Do not label your keys. This makes it easy for burglars to identify what door/car keys belong to.

Sliding Windows: Sliding windows – either metal, wood frame or vinyl – should be protected in the same way as sliding glass doors. Use the same supplementary locks or screws in the frame of the door. Screws installed in the track above the sliding window frame will prevent the window from being lifted out of the track.

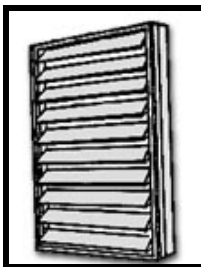




Casement Windows: Casement windows generally open and close by means of a gear-operated handle and have a locking device to secure them to the center post. Some protection is afforded by removing the crank handle from the operating mechanism. Do not leave casement windows partially opened, as they can then be easily forced open further. The latch should close properly with the window tight. With the latch in a closed position, drill a small hole through the latch frame and handle. Insert a metal pin through the hole to lock the window.

Louvered Windows: have several strips of glass that are tilted open to allow ventilation. The glass is maneuvered with a rollout type handle or lever. Louvered windows are very easy to penetrate by breaking or removing one piece, then removing the remainder of the glass one piece at a time.

Recommendation: Louvered windows are a **high security risk** and the best recommendation is to have them replaced. If you have louvered windows, use a waterproof adhesive to secure **each** individual slat into its track. Be careful when applying the adhesive, do not accidentally glue the window shut.



Operation I.D.

Operation Identification is a nation-wide effort of law enforcement agencies and the citizens and businesses they serve. The goal is to reduce property theft, as well as, aid in recovery of stolen property through an identification system.

Marking your possessions with an identifying number is an effective method of deterring theft. Thieves find it more difficult to dispose of stolen articles that can be traced through an owner's personal ID number. If caught with marked item, the thief can be convicted. The marked items can also be returned to the rightful owner.

Where can I get an Engraver:

The Contra Costa County Office of the Sheriff in collaboration with the Contra Costa County Library system now offer electric property engravers for loan at all Contra Costa County Library branches.

Engravers come with:

- An instruction sheet for the engraving tool
- Inventory form
- Information flyer about Operation I.D.
- (2) Operation I.D. window decals

The Contra Costa County Library also has an INFORMATION LINE available Monday through Thursday 9-9, Friday and Saturday 9-6
1-(800)-984-INFO or 1-(800)-984-4636
 It is a toll-free call from within Contra Costa County. From outside the county, call **1-925-646-6434**

If you are using a loaned engraver:

- Be considerate, complete your marking and return the engraver within the loan agreement time (1 week).
- Remember, there are many citizens waiting for you to return the engraver so they may use it.
- **Do Not** let children operate the engraver.

Selecting a Proper Identification Number

Your driver license number with state abbreviation provides an instantly recognizable number to law enforcement agencies nation-wide. If you are a non-driver, contact your state DMV to see if an ID number can be issued to you. **NEVER USE YOUR SOCIAL SECURITY NUMBER AS AN IDENTIFYING NUMBER FOR ANY REASON.**

Example: Number and state abbreviation
"A12345678 CA"

If you sell an item do not **"scratch out"** your ID number, simply draw one line through it. This way the item can still be identified down the road and it does not appear to law enforcement that the number has been "altered."

Mark Your Property

- Mark all of your valuable possessions with an electric engraver, an inscriber pen, an infrared indelible security marker, or other marking pen.
- Practice using the engraver on scrap material before marking your property.
- The electric engraver can be used on metal, wood, or hard plastic. Your personal ID number should be marked on all removable parts in at least two places: one visible and one hidden.
- Some items cannot be engraved and have no model and/or serial number, such as antiques, furs, jewelry, musical instruments, fine art, and silver. It is suggested that such items be marked with infrared indelible markers and photographed/video taped for size and identification purposes. When photographing or video taping property make sure that you place an item in the picture, such as a ruler or dollar bill, to establish scale.

Inventory Forms

Property forms are included in the packet you will receive from the library. It is important that you keep records of all items you engrave in case of loss. You can photocopy the form and use as many as you need or you can click here to download the form. Visit the Crime Prevention section of the Sheriff's website www.cocosherriff.org to download inventory forms

Which Items Should You Engrave?

You should mark and record anything of value that a burglar (or two) could conceivably carry away. Use the following checklist as a guideline:

- | | |
|---------------|---------------------|
| ✓ Bicycles | ✓ Appliances |
| ✓ Binoculars | ✓ Stereo Systems |
| ✓ Cameras | ✓ Televisions |
| ✓ Computers | ✓ Hand Tools |
| ✓ VCR's/DVD's | ✓ Recreation Equip. |
| ✓ Video Games | ✓ Camcorders |
| ✓ Electronics | ✓ Business Machines |