

MADERA POLICE DEPARTMENT

Reporting Tips/Helpful Facts

*****911 Emergencies (911)*****

Crimes that are in progress or about to happen, as well as ones that have resulted in serious personal injury, property damage, or property loss. They also include situations in which the suspect may still be at the scene and some suspicious activities.

- When reporting an emergency be prepared to give an accurate description of what your emergency is and your location, especially if you are calling from a cellular phone. Helpful information will also include descriptions of subjects or vehicles, any weapons involved, and any direction of travel. **Try to remain as calm as possible.** Answer the dispatcher's questions about the emergency and don't hang up until you are advised.
- If you are calling from a gated community or a controlled-access building, be sure to give the dispatcher the gate or door access code.
- **911** calls on cellular phones have increased dramatically over time and are currently overloading the dispatchers who receive these calls. It is estimated that nearly 60 percent of these calls are either accidental or for non-emergencies. Accidental calls can be reduced by disabling the phone's auto-dial **911** feature.

Some examples of crime emergencies that should be reported by calling **911** are:

- Fights, sexual assaults, domestic violence, child abuse, elder abuse
- Homicides
- Burglaries and robberies / Suspicious lights into buildings or homes
- Sounds of gunshots, screaming, breaking glass, explosions, alarms, etc.
- Hit and run accidents with possible injuries / Stolen vehicle in progress

*****Non-Emergency calls (675-4200)*****

Non-emergency calls will depend on the relative seriousness or priority of the situation, the likelihood of making an arrest at the scene, and the availability of an officer. Response times are the longest for so-called "cold crimes" like home burglaries where the perpetrator has fled the scene, no suspects exist, and the victim is in no further danger.

- Auto theft and vandalism
- Hit and run accidents with no injuries
- Minors violating curfew / Loud parties / Underage drinking
- Road hazards that don't require immediate attention
- Runaway juvenile / Missing adult who does not need special care
- Car or building alarms

Dispatch Hours: 24 hours/7 days

Records Hours: 8:00am-5:00pm Monday - Friday

Property & Evidence Hours: 8:00am-4:00pm Monday - Friday

Crime Tip Hotline (559) 675-4242 / 24hrs

Special Investigation Unit (559) 675-4253 / 24hrs

City Animal Control (559) 675-4275 County Animal Shelter (559) 675-7891

Neighborhood Watch Program:

One of the most powerful and successful tools we have. This is a program where neighbors look out for each other and report any suspicious activity. It is a program designed to create awareness in your neighborhood and it enables the police and community to work together to fight crime. Neighborhood Watch Meeting topics can be on anything, from earthquake preparedness to child safety. Remember YOU are the eyes and ears of the police department! Should you wish to set up the initial appointment for a Neighborhood Watch meeting, contact Christina Herrera at 661-2853.



Frequently Asked Questions

Q: What do I do if I need to get a copy of a police report?

A: You will need to come in to the Police Department at 330 South C Street to request a copy of a report.

Q: What do I do if I receive a check which has been returned for non-sufficient funds or the account is closed? .

A: Contact the Madera District Attorney's Office at (559) 675-7726.

Q: How do I contest a parking citation?

A: Contact the Madera City Finance Department at (559) 661-5454 to contest a Parking Citation.

Q: How do I get property returned to me that may be held by the Madera Police Department?

A: You will need to call (559) 675-4260. The Property Room is open Monday through Friday from 8am to 4pm.

Q: Who do I call to report a stray animal?

A: Dispatching for Animal Control within the city is handled by the Police Department at (559) 675-4200. All animals picked up by City Animal Control are taken to the Madera County Animal Shelter to be impounded.

FALSE ALARM REDUCTION PROGRAM

Soledad Fernandez - (559) 675-4203

In December 2003, the City Council passed an Ordinance dealing with reducing false alarms in our City. This Ordinance went into effect January 2004. False alarms increase year after year diverting police from serious verified calls and crime prevention activities. A requirement of this ordinance is that all burglary, robbery, disturbance and panic alarms be registered with the Madera City Police Department. The registration fee is \$50.00 for a period of three years. Residence/Businesses are allowed three (3) false alarm activations within a 365 day period. After that fees for false alarms shall be as follows: 4th through 8th false alarm: \$50.00 for burglary alarms, \$75.00 for Robbery/Panic/Disturbance alarms; 9 or more false alarms: \$100.00 for burglary, \$125.00 for Robbery/Panic/Burglary.