

Frequently Asked Questions

How do I report an Emergency?

Dial 9-1-1, a trained dispatcher will answer your call and ask what type of emergency you are reporting. They do this so other dispatchers who are monitoring your call can begin a response from the appropriate public safety agency. Answer each of the questions as best you can. The dispatcher will need to know the location and nature of the emergency, a description of any people involved, what type of vehicles might be involved, and what direction of travel the persons or vehicles might have taken. Be patient with the dispatcher and allow them to control the conversation. Questions you might think are irrelevant to your call might well be important to responding police or fire personnel.

How do I get a Copy of a Report?

Reports cannot be released if prosecution is pending by District Attorney. Person requesting report must be eligible to receive report: victim (or parent if juvenile), victim's attorney, victim's insurance company. Non-confidential reports only, see PC 293.[6254f GC.] [CVC 20012] Fee: \$10.00. Please make checks payable to the Town of Ross.

How do I obtain a Release of Towed Vehicle?

If the Ross Police Department has towed and impounded your vehicle, a release form is required. You must call the Police Department at (415) 453-1453, Option 2 to arrange a time to meet with an officer and have a release form signed. You should be prepared to ask if there are any specific conditions that will need to be met before your car can be released. The administrative fee associated with this service is \$20.00, which will be collected prior to any release being issued. Please make checks payable to the Town of Ross.

How do I get a Good Conduct Letter?

Persons interested in obtaining a "Good Conduct Letter", sometimes required for certain job applications or for traveling outside the United States, may do so by visiting the Police Department. You must be a current or past resident of Ross, provide your government issued identification and pay a processing fee of \$20.00. Persons having no record of criminal activity with the Ross Police Department may pick up the letter within two weeks.

How do I get a Residential Parking Permit?

Some residents live on streets with a weekend parking restriction. Residents of those streets may obtain residential parking permits by visiting the Police Department during business hours.

Is Fingerprinting available?

Fingerprinting services are no longer offered locally, however those requesting fingerprinting may call the Marin County Sheriff at 499-7284 for an appointment.

How do I find out the status of a criminal investigation?

Please wait 10 business days after you have filed a crime report before calling to ask the status of an associated investigation. If you have not been contacted by an officer after 10 days and

wish to know what action has or will be taken, you may call the Police Department at (415) 453-1453, Option 2 to speak to an on-duty officer. If you know the officer's name, use the voice mailbox system to leave a direct message.

What do I do about a Barking Dog Complaint?

The Police Department handles barking complaints because they are a violation of the noise nuisance ordinance. If the officer determines that the dog is barking because of a situation of abuse, neglect, or cruelty, they will call the Marin Humane Society for assistance. If the problem persists, there is a formal procedure that must be followed for a complaint to be acted upon. This process requires multiple occurrences and calls. Many cases of continual barking can be resolved through informal mediation.

How do I obtain a required Alarm Permit?

Ross [Municipal Code Section 9.32.030](#) makes it unlawful for any person to operate or maintain a burglar or fire alarm system without first obtaining a permit from the Police Department. Permits are commonly made available by alarm companies licensed to do business in Ross, but may also be obtained from the Police Department directly, or by downloading the form [here](#). The cost of filing this permit is \$50.00. Please make checks payable to the Town of Ross.

How to help prevent Identity Theft

Identity theft is a serious crime. It occurs when your personal information is stolen and used without your knowledge to commit fraud or other crimes. Identity theft can cost you time and money. It can destroy your credit and ruin your good name. Deter identity thieves by safeguarding your information.

- Shred financial documents and paperwork with personal information before you discard them.
- Protect your Social Security number. Don't carry your Social Security card in your wallet or write your Social Security number on a check. Give it out only if absolutely necessary or ask to use another identifier.
- Don't give out personal information on the phone, through the mail, or over the Internet unless you know who you are dealing with.
- Never click on links sent in unsolicited emails; instead, type in a web address you know. Use firewalls, anti-spyware, and anti-virus software to protect your home computer; keep them up-to-date. Visit OnGuardOnline.gov for more information.
- Don't use an obvious password like your birth date, your mother's maiden name, or the last four digits of your Social Security number.
- Keep your personal information in a secure place at home, especially if you have roommates, employ outside help, or are having work done in your house.

For more information, visit the Federal Trade Commission's website at:

<http://www.ftc.gov/bcp/edu/microsites/idtheft/>

Reporting Mountain Lion Sightings

MMWD Watershed Management staff and Ross Police Department do occasionally receive reports of sightings of a mountain lion on Mt. Tamalpais Watershed lands bordering the Town of Ross (in the general vicinity of Phoenix Lake). Please report any mountain lion sightings to the Ross Police Department. These sightings are not cause for alarm but the district and Town officials recommend that visitors to public lands follow the mountain lion precautions provided by the California Department of Fish and Game (DPG).

Residents who live bordering the MMWD lands should also take precautions as recommended by DPG.

Please follow these links for current information:

<http://www.dfg.ca.gov/keepmewild/lion.html>

http://www.dfg.ca.gov/news/issues/lion/lion_faq.html