



DAVID M. BROWN  
CHIEF OF POLICE

CITY OF HEMET  
**POLICE**

EXCELLENCE IN SERVICE SINCE 1910

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AUGUST 2014

## Quarterly Community Newsletter

### ROBO CALLS - UPDATE

You may think you are answering a local call on your telephone when the phone number appears to have a local area code on you telephone screen. But, the call may actually be a robocall from a telemarketer (or scammer) from overseas, who disguised their number. The caller could have any story to tell you.

The Better Business Bureau (BBB) has said it has received a volume of calls complaining about receiving such robocalls – calls from people all across our country.

The BBB said, ***"The calls are likely not local and probably come from overseas perpetrators (or scammers) who purchase lists of cell and home phone numbers, or use robocall capabilities to randomly dial."***

***"Using a technique called 'spoofing' criminals attempt to trick consumers into thinking a call is coming from a legitimate home or business."***

Con-artists use software and devices to dial over the internet and make any business name and phone number appear on the Caller ID. This scheme enables the callers who try to gain your trust and ultimately your important information.



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**ROBOCALLS ARE WRONG.** Telemarketers, who don't have permission from the consumer in writing to make such calls, can face penalties of up to \$16,000 (per call) if they are caught.

### WHAT YOU CAN DO

- **NEVER** give out financial information over the phone unless **you** initiated the call.
- **Do not rely on the Caller ID service.** Scammers can spoof the number to make it look like the call is coming from anywhere; even a legitimate business.
- **Do Not Answer or Hang up.** Do not press any buttons to "speak to an operator" or to "unsubscribe." Responding will only show the scammer that they have a live working number and someone who will answer the phone. This will lead to even more calls from the telemarketers.
- **Block the phone number** in your cell phone settings, or ask your provider to block the number. (Make sure to ask the provider whether the company charges for this service.)
- Report robocalls to the Federal Trade Commission (FTC) at: [www.ftc.gov](http://www.ftc.gov) or 1-877-832-4357, TTY: 1-866-653-4261
- Sign up for the **National Do Not Call Registry** but do not rely on it. The National Do Not Call registry will limit your in-coming calls because legitimate (legal) businesses will not call you, but scammers will not pay attention to the registry and are often based overseas.





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## **NATIONAL DO NOT CALL REGISTRY**

The federal government's Do Not Call Registry allows you to restrict telemarketing calls permanently by registering your phone number at: [www.donotcall.gov](http://www.donotcall.gov) or by calling **1-888-382-1222**.

If you receive telemarketing calls after your number has been in the National Registry for 31 days, you can file a complaint using the same web page or toll-free number above.

Placing your number on the National Registry will stop some telemarketing calls, but not all of them. Calls that are still permitted include those from political organizations, charities, telephone surveyors, and some organizations you have a relationship with.

In addition, the standard has always been that telemarketers are not allowed to call cell phones. Cell phone numbers can also be added to the Do Not Call Registry but, generally it is not necessary, since telemarketers are already forbidden to call them.

## **SCAM ALERTS**

Scams are all about money. People all over the world want our money. Some people will try whatever works. The following report was recently made on the radio, television, and in newspapers like the *Riverside Press-Enterprise*.

**1.** Recently, the Fontana Police Department sent out a warning notice that scammers were making phone calls pretending to be police officers. The scammers phone call stated you were named in an arrest warrant so you needed to pay big bucks to clear it up, pronto. Your phone caller ID service confirmed the call was coming from the Fontana Police headquarters. **BUT THAT WAS ALL A HOAX!**



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***"The scammers used a computer application to disguise their number as the (Fontana) Police Dispatch number, 350-7700,"*** said Martha Guzman-Hurtado, the Police spokeswoman. ***"The caller... pretends to be an officer and tells the victim that he or she has a warrant for arrest (and demands a) fee, usually between \$1,000 and \$5,000."***

Then, the scammer directs the victim to send the payment via wire or prepaid credit card – to an overseas location. If the victim challenges the demand, the caller becomes irate.

### WHAT YOU CAN DO

You have to remember, the Police Department will not notify you by phone of an arrest warrant. Also, the Police would never ask you to make a warrant payment or wire money.

If you receive such a call, we suggest you **hang up** on the scammer. Then call the Hemet Police Department at (951) 765-2400 to report the scam.

**2.** The Riverside County Superior Court officials warned citizens of a phone call fraud scheme in which the scammer claimed that they are members of the Court, or the Riverside County Sheriff's Department.

The scammer claims they are clearing up outstanding warrants for failure to perform jury duty. They threaten the person with a contempt of court charge. Finally (you guessed it), they demand fines be paid through Green Dot, prepaid credit cards, or some other way of sending money.



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## WHAT YOU CAN DO

You should know, no court or sheriff's employee will contact you and ask for fines or payments. We suggest you **hang up** on the scammer. Then pick up your phone and report the call as a crime. Call the Court – the one that was named, or call HPD at (951) 765-2400 or the Riverside Sheriff's Department at (951) 776-1099 if you live in the county area.

**3.** The Federal Government – Internal Revenue Service (IRS) issued a warning before tax season. The scam is still going on even though the tax season is over. The potential victim receives a telephone call from a scammer who says they are from the IRS – demanding money; supposedly owed to the IRS. The caller tells you to pay the money immediately with a prepaid debit card or a wire transfer to prevent being arrested.

## WHAT YOU CAN DO

You should know the IRS does not telephone you. The IRS will always send taxpayers a written notification of any taxes due, via U.S Mail. You should also know the IRS never asks for credit cards, debit cards, or other prepaid card information over the telephone.

We suggest if you receive this kind of call – **hang up**. Then immediately contact the IRS at: 1-800-829-1040 TTY: 1-800-829-4059

Or [www.irs.gov](http://www.irs.gov) and type "scam" in the search box.

**4.** The Riverside Public Utilities are warning people in homes, business owners, and those whose first language is not English, about scammers who will telephone or email customers demanding immediate payment for utility bills to prevent service from being shut off immediately. People are being duped into believing that they must pay hundreds of



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dollars for changes to their systems or their services will be shut off. Such scams are now targeting people throughout the U.S.A. Some customers have reported receiving bogus emails that look like billing statements. Customers are being told to use Green Dot money cards in the demand for payment over the telephone.

### WHAT YOU CAN DO

The utility companies never ask for customers to buy prepaid cards to pay bills for service.

If you receive an email like this, we recommend:

1. Do not click on any link in the email.
2. Do not reply to the email.
3. Delete the email immediately.
4. Phone the utility company and inquire about your billing status.
5. Navigate to the utility's web-site yourself and find the information you need; do not follow any links provided in the email(s).

If you receive a telephone call we recommend you **hang up** immediately and report the call to the utility company.

**5.** The Orange County Toll Road officials warned people recently that they could receive a fake email claiming you have not paid tolls for toll roads you have traveled on. The email says it comes from "E-Z Pass".

***"Drivers nationwide have been receiving a phishing email allegedly from E-Z Pass, claiming they owe money for unpaid toll,"*** said Lori Olin, a spokeswoman for the Transportation Corridor Agencies, the agency in charge of managing four Orange County toll roads. ***"The email is a scam and drivers should not open it, respond to it, or attempt to download attachments. Orange County toll roads do not even use E-Z Pass to access tolls. The County's payment systems are FasTrak and Express Account."*** said Olin.



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## WHAT YOU CAN DO

Drivers who **DO NOT** have an automatic payment account with the Toll Roads, who **DID** drive on a Toll Road, and who **DID NOT** pay in advance, can go to [www.thetollroads.com](http://www.thetollroads.com) and make a payment within 48 hours of using the Toll Roads in Orange County.

If you received a violation notice in the **US Mail** (not e-mail), you can find information at: [www.thetollroads.com/violation](http://www.thetollroads.com/violation)

## PURPLE RIBBON MONTH

August is Purple Ribbon Month. It was named in the year 2000 when 6-month old, Kaitlyn Marie Russell, of Corona died when her babysitter left her in a vehicle. To commemorate Kaitlyn, volunteers hung purple ribbons from poles and trees. Law enforcement officials hung the purple ribbons on their vehicles. The purple ribbons help to raise awareness of the issue of leaving children in unattended vehicles.

After Kaitlyn died, several vehicle codes and laws were passed to protect children. Now, anyone who leaves a child, eight (8) years or younger, unattended in a vehicle is in violation of these laws and codes. You can go on line to the website for the Department of Motor Vehicles at [www.dmv.ca.gov](http://www.dmv.ca.gov) to learn more. Or pick up the California Drivers Handbook, available at the local DMV office for more information.

Since 1998, hundreds of children, all across the county, younger than 14 years old, have died of heat stroke inside vehicles. The sun's radiation heats the car by passing through the windows and hitting the interior, such as the dashboard and upholstery causing it (the car) to heat up. A study has shown partially opened windows has little effect on lowering temperatures. The interior of the vehicle, which often reaches 180-200



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degrees, heats the air in the vehicle the same way a kitchen stove heats your oven. Heat stroke occurs when a person's body temperature rises above 104 degrees. This happens 3-5 times faster in children. For more information go to: [www.KidsAndCars.org](http://www.KidsAndCars.org) and [www.SaferCar.gov](http://www.SaferCar.gov)

### MORE VITAL CHILD SAFETY

The following information comes from ***Consumer Reports – The Car Book, 2014:***

Surveys show up to 85 percent of parents do not install their child seats properly. Incorrect installation of a child safety seat can deny the child lifesaving protection and may even contribute to further injuring the child. Read the installation instructions carefully. If you have any questions about the correct installation in your particular car, contact the National Highway Traffic Safety Administration's website at [www.nhtsa.gov](http://www.nhtsa.gov) They can direct you to the nearest child seat inspection station that will check to see if you have installed your child seat correctly and instruct you in the proper way to install the seat if you have any questions. There is no charge for this service.

Following are some common mistakes parents make when installing a child safety seat.

- ◆ Infant is in safety seat facing forward, rather than to the rear.
- ◆ Child safety seat in front with an airbag.
- ◆ Child is not secured by safety seat harness and is sitting loose in safety seat.
- ◆ Booster seat used without a shield or a shoulder belt.
- ◆ Safety belt is fastened to, or around, the wrong part of safety seat.



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- ◆ Tether strap is not used, missing, or a wrong angle of attachment, when required.
- ◆ Use of incompatible safety belts.
- ◆ Safety belt is not used to secure safety seat in vehicle. The safety seat is loose in a vehicle seat.
- ◆ Harness strap adjustment slides are not securely locked, permitting straps to release in a crash.

*Warning: After a collision, rescue experts suggest that the entire seat be removed from the car, rather than unbuckling the child first.*

### **NEVER:**

- Use the same belt on two children.
- Move a shoulder belt behind a child's back or under an arm.
- Buckle in a pet or any large toys with the child.
- Recline a seat with a belted child.
- Use a twisted seat belt. The belt must be straight and flat.
- Use pillows or cushions to boost your child.
- Place a belt around you with a child in your lap. In an accident or sudden stop, your child could absorb most of the crash force.

### **CHILD SAFETY SEAT RECALLS**

Manufacturers are required to put address cards in child seat packages. Mail the registration card as soon as you open the box! This is the only way you will receive notification of a seat recall. Keep a copy of the manufacturer's address and contact the manufacturer if you move. To view child safety seat recall information, go to:

[www-odi.nhtsa.dot.gov/owners/SearchSafetyIssues](http://www-odi.nhtsa.dot.gov/owners/SearchSafetyIssues). You can also contact the Auto Safety Hotline at 1-800-424-9393.



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## **CITIZEN ON-LINE POLICE REPORTING SYSTEM**

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

HPD's citizen-use KIOSK is available at the Hemet Valley Mall Sub-Station.

DO NOT use this system if you are reporting:

Emergencies, Felony Crimes, Violent Crimes, Serious Misdemeanors, Incidents that Occurred Outside the City Limits or on a Freeway, or Crimes wherein Prosecution is Possible.

This system CAN be used primarily to document a loss for insurance purposes or for similar reasons. Making a report using this system is easier, can save you a trip to the Police Department, and save you the time you'd need to wait until an officer was available to take your report.

Use this system to report incidents such as:

Harassing Phone Calls, Vehicle Burglary, Theft by Unknown Person(s), Vandalism, Vehicle Tampering, Lost Property, Graffiti Damage, etc.

Know that **all** reports will be reviewed. If further investigation is needed, you will be contacted by an officer. Also know that filing a false report is a crime.

Upon completion of your on-line report, you will receive the message, "**Your on-line report has been submitted.**" You will also be given a police report case number (which you can use to file an insurance claim) and you can print a copy of the report to keep for your records.



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**STAY CONNECTED** with the  
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Watch Newsletter!!**

**To START your e-mail Subscription:**

Send an E-Mail to [nmiller@cityofhemet.org](mailto:nmiller@cityofhemet.org) with "Subscribe to Newsletter" in the Subject Line.

**To CANCEL your Subscription:**

Send an E-Mail to [nmiller@cityofhemet.org](mailto:nmiller@cityofhemet.org) with "Cancel Newsletter" in the Subject Line.

**To EDIT your Subscription:**

Send an E-Mail to [nmiller@cityofhemet.org](mailto:nmiller@cityofhemet.org) with "Edit E-Mail" in the Subject Line. Please include your new e-mail address in the e-mail.

**To DOWNLOAD and/or view Newsletter from our Web-Site:**

Go to [www.hemetpolice.org](http://www.hemetpolice.org) then click **Community Services** then **Quarterly Newsletter**.

**To RECEIVE TEXT and/or E-MAIL ALERTS from the Hemet Police Web-Site:**

Go to <http://www.cityofhemet.org/list.aspx> then follow the 'NOTIFY ME' instructions. Select 'POLICE' under the NEWS FLASH HEADING.

**To follow HEMET POLICE on FACEBOOK:**

Go to <http://www.facebook.com/pages/Hemet-Police-Department/509975339028943?ref=ts> and **LIKE US!**

**\*\*As always, we will NEVER sell, loan, rent or otherwise share your personal information\*\***



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## HEMET POLICE WANTS TO HEAR FROM YOU

### YOU HAVE A QUESTION? WE HAVE ANSWERS

Send your comments, suggestions, question, or just interesting thoughts to the Hemet Police Department. We might even publish them in a future edition of the Quarterly Newsletter. Reach us at:

**Hemet Police Department  
Neighborhood Watch  
1985 E. Florida Avenue  
Hemet, CA 92543**

**Phone**  
**(951) 765-2415**

**E-Mail**  
**HPDEastStation@gmail.com**

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