



West Valley Patrol Division

Los Altos Hills

Captain Rich Urena
Lieutenant Marc Lehmann



Agenda

- **Preparing Your Home**
- **Strangers at Your Door**
- **Senior Scams/Identity Theft**



Preparing Your Home

- Help 9-1-1 Find You Fast!
 - Can We Read Your House Numbers?



Preparing Your Home

- Good House Numbering
 - Readable Size, Illuminated or Reflective
 - Multiple Locations
 - Curbline, front lawn and home



Preparing Your Home

- Readable? Good Size? Multiple Signs?



Preparing Your Home

- Property Gate or Fence
 - Ensure your Alarm Company has your gate code
 - Or give the code/key to a neighbor



Strangers at Your Door



Strangers At Your Door

- **RESPOND** to the “knock” by talking through the door. By not responding, the person may assume no one is home & they may try your doors or go around back ...
- Never open your door for a stranger
- If a delivery or repair person arrives without notice, do not let them into your home. Verify with their company.
- If they refuse to show ID or company states they don't have appointment scheduled, **Call 911**



Senior Scams and Identity Theft

Identity Theft
Forgery
Fraud

4700 4702

Year	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	TOTAL
2014	0	2	3	2	0	4	3	1	0	3	0	0	18
2015	6	3	7	6	3	2	3	4	2	5	4	1	46
2016	3	3	9	4	2	3	1	3	5	5	4	3	45



Senior Scams

- Phone scams are no joke. Scammers target millions of Americans every year via robo dialers and many people fall victim as they are threatened with arrest warrants or guaranteed free vacations. One of the most infamous phone scams, the IRS scam, has stolen over **\$14 Million Collectively since October 2013** and it's on the rise. Here is a list of the 8 most common phone scams to she Sheriff's Office has investigated:

- ❑ 1. Free Vacations and Prizes
- ❑ 2. Phishing Scams
- ❑ 3. Loan Scams
- ❑ 4. Phony Debt Collectors
- ❑ 5. Fake Charities
- ❑ 6. Medical Alert/Scams Targeting Seniors
- ❑ 7. Warrant Threats
- ❑ 8. IRS Calls



Identity Theft

- Income Tax-Related Identity Theft occurs when a criminal uses your personal identification information to file a fraudulent Income Tax Return with the IRS
- Criminals use your name, address and Social Security Number, usually obtained through illegal means
- Phishing emails and phone calls:
Make sure you know who is getting your personal or financial information. Don't give out personal information over the phone, through the mail or over the internet unless you've initiated the contact or know who you are dealing with.



In Conclusion

- Criminals are generally lazy! Be aware of and prevent against **Crimes of Opportunity!**
- Lock your doors and windows (house/vehicle)
- Turn on alarms and keep info up to date
- Secure all valuables in a secure location out of sight if in a vehicle
- Be aware of your surroundings and who is around you



In Conclusion (Cont.)

- We want to know about suspicious activities in your neighborhood. You are the best person to recognize problems
- Call 9-1-1, as soon as possible. Don't hesitate by over-thinking it. We need the information as you see it.
- Never place your personal safety or the safety of those around you in jeopardy. Make a mental picture of the suspect(s) and/or vehicle.
- Never confront the suspect(s). Do not follow suspect(s)
- **Be a good witness**, not a potential victim.





Sheriff's Office
West Valley
Substation

(408) 868-6600
8am to 5pm

Emergencies
CALL 9-1-1

Non-emergency
(408) 299-2311

LOS ALTOS HILLS



CALIFORNIA