

# FAQ's

## **What do I do if I want to report a crime?**

- For all **EMERGENCIES**, pick up the phone and dial **911**.
- For non-emergencies, please call the Iowa Police at **(337) 582-3636** and a dispatcher will direct your call or dispatch a Police Officer as needed. You may also come to the Police Station and report in person during regular business hours or use the police buzzer located next to the entrance door. This is a direct line to the dispatcher.

## **Why do they ask so many questions when I call the police?**

Receiving dispatchers are trained to try to get as much information as possible to best determine the nature of the problem and its seriousness. On emergency calls, the dispatcher has already sent the information to the officer while asking additional questions.

## **What court do the Iowa Police go to?**

Iowa Police cases are heard at the Iowa Municipal Court **(337) 582-3535** or 14th Judicial Court in Lake Charles, LA.

## **I live in Iowa on the Calcasieu Parish side but not in the city limits. Where do I report a crime?**

You can call for non emergencies **491-3700** or you can go in person to the CPSO Iowa Law Enforcement Center ( Iowa LEC) located at 203 Hwy 90 West Iowa, LA. **Lt. Rusty Sittig**, Director.

## **I live in Iowa on the Jeff Davis Parish side but not in the city limits. Where do I report a crime?**

Call JDSO at **855-6781**

## **Who can I talk to about speeding cars in my neighborhood?**

You can call and speak to any officer of the Iowa Police Department. The Chief may, at his discretion, assign a patrol unit on selective enforcement in your neighborhood for a period of time. If your complaint is for an immediate problem, please call the police non-emergency number and talk to the officer on duty.

## **Can police radar work both ways coming and going away?**

The Iowa Police Department uses Doppler radar, both stationary and moving. Our stationary radar can pick up vehicles traveling towards the radar unit or going away. So don't speed up after you pass an officer using radar or he/she may surprise you. We also have moving radar that monitors vehicles as they approach the patrol vehicle while moving on the roadways. Just remember to drive carefully and watch your speed.

## **I am interested in forming a Neighborhood Watch Program, who do I need to talk to?**

Contact Lt. Rusty Sittig at the CPSO Iowa LEC or Chief Vincent at Iowa Police Department.

## **What do I do if I have a Complaint against an Officer?**

Contact the Internal Affairs Office at:

***Internal Affairs Office, P.O. Box 1708 Iowa, LA. 70647 Telephone: 337-582-3636***

Contact may also be made by filling out a Quality Assurance Form, which is available from any uniformed officer, supervisor, or Administrative Personal at the Iowa Police Department.

### **What is the purpose of the Internal Affairs Division?**

1. **Protecting the Public:** The public has the right to receive fair, efficient, and impartial Law Enforcement. Any misconduct by Police Department personnel must first be detected, then thoroughly investigated and finally, properly adjudicated to assure the maintenance of these qualities.
2. **Protecting of the Police Department:** The Police Department is often evaluated and judged by the conduct of its individual employees. It is imperative that the whole organization not be criticized because of the misconduct of a few. An informed public must have confidence that its Police Department honestly and fairly investigates and adjudicates all allegations of misconduct against its employees.
3. **Protecting the Employee:** Employees must be protected against false or misinformed allegations of misconduct. This can only be accomplished through a consistently thorough investigative process. Sworn statements submitted to the Internal Affairs Section treated in the same manner as testimony in a court of law. Therefore, Perjury statutes apply. However, the Internal Affairs Section will investigate any complaint regardless of how it is received.

### **How Do I Commend An Officer?**

Everyone likes a pat on the back when they do a good job. Iowa Police Department employees are no different. Each year, the Police Department receives numerous employee commendations from the public, but for each one we receive, there are twice as many commendable acts that go unnoticed. When you receive service from the Iowa Police Department that you feel is worthy of commendation, we would like to hear about it. Call the employee's supervisor [if you know it] or the Internal Affairs Section 337-582-3636. Or simply fill out the Quality Assurance Form and mail it in or drop it off to any Police Department employee. Please include the information you can remember such as the employee's name, the address, date, or any other circumstances about the incident. The employee will be notified of your commendation as will his/her supervisor. A copy of your commendation will also be placed in his/her employee file. Please feel free to contact the Iowa Police Department Internal Affairs Section or a Patrol Supervisor if you should have a specific question or concern.

### **I found an old box of ammunition while cleaning out the attic. What should I do?**

If the ammunition is small caliber and in a box, or assorted cartridges, rifle ammo, it can be brought to the police station and will be disposed of. If you find large caliber ammunition, grenades, or other unknown type of ammunition – DO NOT MOVE IT. Call the police to have it safely removed.

### **I return home and find my front door open. Should I go in?**

NO. Go to a neighbor's house and call the police. If you return home and notice anything suspicious, broken window, open window, alarm sounding, or anything that you do not feel comfortable with DON'T GO IN. You want to avoid any confrontation with a burglar.

### **Should I report suspicious activity in my neighborhood?**

The Iowa Police Department depends on citizens calling to report crimes or suspicious activity. The dispatcher who takes your call will ask questions about the activity to determine its nature and ask for descriptions of the people involved. You may be asked if an officer or detective may contact you but you may refuse.

### **What do I do if I want to get a Hawkers/Peddlers Permit?**

Those wishing to solicit or peddle door - to - door must first obtain a Solicitors/Peddlers license. These are available from the Town Clerks Office at the Town of Iowa Town Hall located at 115 N. Thomson St . Please take notice that all licenses issued shall be subject to the procedures, regulations and guidelines established by the Board of Aldermen and filed in the office of the Town Clerk.

### **Where do I go to pay my Motor Vehicle Citation?**

If you receive a summons for traffic offense turn your summons over and carefully read the instructions printed on the reverse side of your ticket. Follow these instructions carefully.

### **Can I make a police report at any time of day and do I need to make an appointment?**

The police department will respond 24 hours a day, seven days a week to requests for police assistance.

### **Can I make a police report over the telephone or does a police officer have to come to my house?**

Some reports can be taken over the telephone. The officer on duty can determine if your report can be handled over the telephone.

### **Can I obtain sex offender information?**

Yes, convicted sex offenders in the State of Louisiana are required by law to register with the local law enforcement agency they reside in. The register can be inspected by anyone. To view the register, please call the Criminal Division at **582-3636** to make an appointment. Or check the [Louisiana State Police Registry online](#).

### **Can I obtain sex offender information by e-mail?**

NO. All requests MUST be in person at the police station. Any person requesting such information must fill out a form Request for Information about Sex Offenders.

### **I've just been involved in a motor vehicle accident. Do I need to report it?**

If you are involved in any type of motor vehicle accident (no matter how minor) you must stop and identify yourself to the other driver(s) or property owner(s) involved. If the damage to the other vehicle(s) or property exceeds \$500.00, or if someone is injured (no matter how minor), or if one of the vehicles involved has fled the scene then you must report the accident.

**What we can I do about harassing phone calls?** Before an officer can begin an investigation, you must successfully trace a call and document the trace. Information about how to do this is printed in your telephone book or calls your telephone company for help. After the traces, you must call the telephone company as well before you can report it to the police. When you do call the police department, obtain a case number that can be furnished to the telephone company. Caller ID is not the same thing as tracing a call. If you have a caller ID box, you still must work with the telephone company to trace the call. Caller ID is not admissible in court.

### **What should you do if you get a phone call claiming you have won something?**

The best rule of thumb is that if something sounds too good to be true, it is. And if you feel at all uneasy, there's probably a good reason for that. You should never have to divulge personal information to receive a prize. And it's always best to get information in writing rather than over the telephone. If you do talk to someone on the phone, get their full name, the name of the company and the phone number. Then you can call back to verify it is a legitimate company. If they won't give you a name and number chances are it is not legitimate.

### **What should I do if I am stopped by a police officer?**

- **Stop your vehicle as far out of the lane of traffic as possible.** Make sure you turn your flashers on, and motion to the officer that you are going to comply.
- **Stay in your vehicle, and turn on the interior light.** Good lighting assists good communication. Relax and remain in your vehicle. If you leave the vehicle, you subject yourself and the officer to the dangers of traffic.
- **Keep your hands in view, preferably on the steering wheel.** Wait for the officer to request your license, registration and proof of insurance.

**Police Officers are trained to ask for identification first and provide an explanation second. First provide proper documentation .** Then give the officer a chance to explain the reason you were stopped. Providing your documentation will simplify and speed the process. Remember, most often the officer is in uniform with the nametag displayed. You have the advantage of knowing with whom you are dealing. Extend the courtesy by providing the requested identification without argument.

**If you do not agree with the citation, or the officer's demeanor, do not argue at the scene.** All citizens have the right to question their citation before a magistrate. The Iowa Police Department has an internal affairs system in place to investigate citizen complaints.

### **What is Domestic Violence?**

Domestic violence is defined by the relationship of the victim to the defendant, not by crime committed; it includes any harmful physical, or threat thereof, occurring between current or former family and household members, sexual or intimate partners (including homosexual partners). Domestic violence generally represents a pattern of behavior rather than a single isolated incident. This pattern can take on many forms, all of them involving physical violence or threats of physical violence, the pattern almost always includes emotional, sexual and economic abuse as well.

### **How do I obtain a Restraining Order?**

Louisiana law provides that protection from Domestic Violence is afforded to a broad range of persons, including family or household members and current or former sexual or intimate partners of the defendant.

***REMEMBER IN THE STATE OF LOUISIANA, IT IS A CRIME AGAINST THE STATE FOR ANY MEMBER OF THE HOUSEHOLD TO ABUSE ANOTHER, YET ONLY ABOUT ONE TENTH OF ALL BATTERING/ASSAULT INCIDENTS ARE EVER REPORTED. NO ONE DESERVES TO BE BEATEN, OR TO LIVE IN CONSTANT FEAR OF ABUSE. IF YOU HAVE BEEN BATTERED/ABUSED PLEASE CALL THE IOWA POLICE DEPARTMENT.***

FOR ADDITIONAL INFORMATION CALL THE IOWA POLICE DEPARTMENT AT **582-3636**