

# How Do I?

Here you will find answers to general questions many citizens may have, as well as other webpage links that may be of assistance.

- HOW DO I FILE A POLICE REPORT?

- If you are needing to file a police report and the offense occurred within the city limits of Whitesboro:
  - Call the Police Department 903-564-3585
  - Stop by to file report in person 113 W. Main St. Whitesboro TX 76273
- If you are needing to file a police report and the offense happened outside the city limits of Whitesboro - other local jurisdictions include:
  - Grayson Co Sheriff's Department 903-893-4388 ext 4
  - Cooke Co Sheriff's Department 940-665-3471 ext 4
  - Sherman PD 903-892-7290
  - Gainesville PD 940-668-7777
- If you are unsure of the jurisdiction in which you should file your report, you can always give us a call and we will be happy to direct you to the correct jurisdiction.

- HOW DO I GET A COPY OF SPECIFIC RECORDS?

- If you are needing a copy of a report please stop by the Police Department and fill out a Record Request form, you can also find a copy of the form here <https://www.whitesboro.org/police/page/forms>
  - You must fill this out and sign it and bring it to the PD. The Chief of Police must approve of the release before a copy can be given to you. Please call the PD between the hours of 8am-4pm Monday - Friday to check on the status of your request.
- If you are needing a copy of an accident report- these do not have to be requested in writing. Stop by the PD or call to request a copy. \*\*Officers have 10 business days from date of accident to finish filing report\*\*
  - You can also go to the dps website and request a copy through them <https://cris.dot.state.tx.us/public/Purchase//app/home>

- HOW DO I PAY FOR A CITATION?

- The city court is located inside the same building as the police department. You can stop by Monday - Friday from 8am - 5pm and pay the court directly or you can stop by after hours or on weekends and drop your payment in the drop box.



- You can also visit the Court website for more information :  
<https://www.whitesboro.org/municipal-court/page/whitesboro-municipal-co...> or call 903-564-3587 if you have anymore questions.
- I HAVE QUESTIONS ABOUT MY CITY BILL.
  - The Police Department does not directly handle such instances. If you have questions regarding a bill you received or how to go about paying said bill, please contact City Hall during normal business hours.
    - If you are wanting to pay a bill **\*\*AFTER YOUR SERVICES HAVE ALREADY BEEN SHUT OFF\*\*** (ie: your services need to be reconnected) and it is after hours, you may come pay for your past due bill at the police department before 8pm
  - City Hall - 903-564-3311
  - <https://www.whitesboro.org/publicworks>
- HOW DO I CALL IN A UTILITY PROBLEM?
  - If your city electricity has gone off due to a storm, transformer blew, etc. or you are experiencing a water leak/sewer issue please contact City Hall if these issues are during normal business hours. After hours and on holidays you can contact the Police Department to report such issues.
- HOW DO I REPORT ANIMAL ISSUES?
  - If there is an animal running loose, an animal causing a noise disturbance, or you are concerned for an animal's welfare; it is within the city limits of Whitesboro; and it is during normal business hours, please contact City Hall (phone number referenced above) and they will contact our Animal Control
  - If any instance above occurs and it is after hours or on holiday, contact the Police Department and the dispatchers will get in touch with Animal Control
  - Disclaimer - **\*\*AT THIS TIME, DUE TO COVID -19, AND IN ORDER TO HELP PROTECT STAFF AND VISITORS, WE HAVE DIRECT ORDERS THAT WE CANNOT PICK UP ANIMALS UNLESS THEY ARE ACTIVELY BEING AGGRESSIVE/VICIOUS\*\***
- HOW DO I FIND A COPY OF OUR LOCAL CODE OF ORDINANCES?
  - This is a link to the code of ordinances of the city of Whitesboro:  
<https://codelibrary.amlegal.com/codes/whitesboro/latest/overview>
  - If you need to report a violation you can visit this website and fill out the form attached: <https://www.whitesboro.org/building/webform/report-violation>
- HOW DO I FIND LOCAL SEX OFFENDER INFORMATION?
  - This is the website to the Texas Public Sex Offender Registry:  
<https://records.txdps.state.tx.us/SexOffenderRegistry> Here you can search for sex offenders in the entire state of Texas, or you can condense your search to just the local area of Whitesboro.
- HOW DO I REPORT A CONTROL BURN?
  - All control burns must be reported to the department and there is a no burning ordinance within the city limits. If you are unsure if there is a burn ban, you may call



the PD and ask the dispatcher for this information. They can also advise if weather conditions are permissible for burning at that time. Please call the Police Department to report your control burn and give the dispatcher the following information:

- Your Name
- Address of Burn
- Contact Information
- What You Will Be Burning