

**January 2024**

**A Safer Naper --- Protecting and Serving Naperville**

The Naperville Police Department's Safer Naper campaign continues in 2024 to inform you of timely crime prevention and safety strategies.

Each month, the department will focus on a different topic along with some background information about the NPD sections and staff that are involved with that month's theme. (For example, learn about the financial crimes unit while also learning how to spot and avoid scams.)

Visit this page each month for information and tactics you can use to help protect your family in 2024 and to get to know a little more about how the men and women of the Naperville Police Department keep you safe in those different areas of focus.

The campaign starts off this January with general information about the department and how to contact NPD when you need help or information from any of its staff.

**SECTION 1 – Department Organization**

The Naperville Police Department is made up of about 277 people dedicated to keeping you safe by proactively patrolling your neighborhoods, rapidly responding to calls for service, thoroughly investigating crimes and educating you on tactics you can use to help protect your family.

Sworn officers make up 185 of our staff, and the remainder are civilians. Staff is divided into three divisions – patrol, investigations and administrative services – each providing specific and critical services to the community.

- The patrol division responds to calls for service and provides routine patrol and traffic enforcement.
- The investigations division is responsible for conducting follow-up investigations of crimes, crime analysis and implementing community programs.
- The administrative services division is made up of civilian employees in the areas of emergency communications (PSAP), records, information technology and accreditation.

**SECTION 2 – How to Reach Us**

**Calling 911**

Call 911 for police, fire or medical emergencies when immediate action is required. That could include calling to have an officer respond to check out suspicious activity you noticed, when a crime is in progress, or when someone's life, health, safety or property is in immediate danger.

If you aren't sure if your situation is an emergency, you should err on the side of safety and call 911 and let our emergency dispatchers make the decision.

View more tips regarding calling 911 [[link to pdf flyer](#)]

## **Text to 911**

Naperville's Public Safety Answering Point (PSAP) also accepts emergency texts to 911 from individuals who need immediate assistance but can't talk to a 911 dispatcher. **Verizon, AT&T and T-Mobile/Sprint** customers within Naperville can text their exact location and the nature of their emergency to 911, and a dispatcher will respond.

It is still preferred that citizens make a voice call to 911 if possible, as it is faster and more reliable. However, using Text to 911 in an emergency might be helpful for individuals needing emergency assistance who are deaf, hard of hearing, or have a speech disability, or are suffering a medical emergency that has rendered them unable to speak. It can also be used in situations where it is not safe to place a voice call to 911.

[Learn more about Text to 911](#)

*[insert Text to 911 video here: <https://youtu.be/zAM0ljG0ID8>]*

## **Online Reporting**

The Naperville Police Department encourages you to use our online reporting system to file non-emergency police reports. This simple online system gives you the ability to submit reports to our department at a time that's convenient for you while also freeing up patrol officers to answer emergency calls and conduct proactive patrols.

Here are the types of incidents you CAN report online:

- Lost or stolen property (e.g., driver's license, passport, purse, wallet, keys, medication, yard signs/flags, delivered packages, license plates, jewelry, garbage bin, cell phone, laptop)
- Civil matters (e.g., verbal arguments, child custody issues, neighborhood disputes)
- Criminal damage to property (e.g., damage to vehicles not as a result of an accident – like broken windows, slashed tires and keyed vehicle, damaged mailboxes/posts, broken windows, damaged yard decorations)
- Nuisances (e.g., abandoned vehicles, overnight parking complaints, and ordinance violations like damage to street signs, burned out streetlights and overgrown yards)
- Identity theft (e.g., unauthorized use of your personal information to open accounts, unlawful use of a credit card)

In some circumstances, it would NOT be appropriate to use the online reporting system because the nature of the call merits an officer's response. In those cases, please dial 911.

[Learn more about online reporting](#)

## **Crime Stoppers**

Crime Stoppers encourages community members to assist local law enforcement agencies in the fight against crime by providing tips about a crime or incident AFTER it has occurred. Do not use Crime Stoppers to report crimes or incidents happening now.

Crime Stoppers provides a safe and comfortable environment for citizens to provide information. Simply call the hotline at (630) 420-6006 and leave your tip. You may remain anonymous and if your tip results in an arrest you may be rewarded up to \$1,000!

[Learn more about Crime Stoppers](#)

### **SECTION 3 – How NOT to Report Something**

#### **Social Media**

The use of social media is a common way many people communicate. Social media is used to disseminate important information on various platforms. Unfortunately, many are using it at the sole way to report a crime or spread misinformation. A crime, suspicious person or event cannot be investigated unless the police know about it. Call 911 rather than posting about it.

#### **Crime Stoppers**

Crime Stoppers enables citizens to provide anonymous tips about a crime or incident AFTER it has occurred. Do not use Crime Stoppers to report in-progress crimes or incidents requiring an immediate response from an officer.

#### **Online Reporting**

Naperville PD's online reporting system allows citizens to file non-emergency police reports. It should not be used to report in-progress incidents or any incident that merits an officer's response.

Here are a few instances in which you should NOT use the online reporting system:

- Emergencies or an immediate police response is needed
- Motor vehicle accidents
- Hit-and-run involving a vehicle
- Burglary to a motor vehicle (Note: This is when unlawful entry is made to a vehicle and property is stolen from inside.)
- Any in-progress incident (e.g., loud parties, barking dogs, speeding vehicles, etc.)
- Assault or battery (Note: This includes any incident where someone is struck by another person, whether injury occurred or not. This includes domestic related battery.)
- Incidents occurring outside of the City of Naperville
- Incidents that have already been documented by the Naperville Police Department. (Note: To add information to an existing report, locate the original report number and notify the officer who took the initial report or our front desk officers at (630) 420-6666.)