

January 2023

A Safer Naper --- New Year, We're Here!

It's true that a lot of things change with the start of a new year. But while change can be rejuvenating and rewarding, don't forget that there can also be comfort in a constant! That's why we're kicking off our 2023 Safer Naper campaign with a reminder that some things don't change; specifically, our commitment to the safety of this community and its residents!

Like we do each and every year, the Naperville Police Department is kicking off the new year with a resolution to help keep you safe in the new year 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 in 2023.

We'll cover many safety topics throughout this year's Safer Naper campaign, from burglary prevention, scam awareness and responsible driving to victims' rights and senior safety. Stick with us throughout the year for these themes and more and remember ... we're here when you need us!

SECTION 2 – How to Report Something to 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 the emergency dispatchers make the decision.

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

[insert Calling 911 video here: <https://youtu.be/4GI58GDZuY8>]

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 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 just posting about it.

Crime Stoppers

As stated earlier, 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

As stated earlier, 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.)