



City of Naperville

COVID-19 Community Update

3/17/2020

COVID-19 Message from Naperville Police and Fire Departments

As the community continues to respond to the spread of the COVID-19 virus, we would like to reassure our residents that the Naperville Police and Fire Departments are ready to respond to any call for service or situation that may develop. We have been meeting with local and regional partners since well before the virus became a national emergency and have plans in place to ensure that we can continue to provide critical emergency services to our community. Therefore, in the event of an emergency, do not hesitate to dial 9-1-1.

To safeguard the health of our staff and help limit the transmission of COVID-19, we ask that when calling 9-1-1, you tell the dispatcher/call taker if you or anyone with you has flu-like symptoms. Additionally, the Naperville Police Department encourages residents to use our online reporting system to file non-emergency police reports whenever possible. To file a police report or view a list of incident types you can report online, visit www.naperville.il.us/onlinereporting.

To continue our mission of providing critical services to the community during this unprecedented time, we will be taking precautions for the near future. These precautions include:

- All police and fire department trainings, presentations, classes and tours are canceled for the next 30 days to limit the gathering of groups of people. Fingerprinting services have also been suspended during this time.
- Our buildings are currently closed to the public. If you have business to conduct with staff, please call 9-1-1 for emergencies, (630) 420-6666 for police non-emergencies and (630) 305-5900 for fire department inquiries. You can also use the following online resources:
 - File a non-emergency police report at www.naperville.il.us/onlinereporting
 - File a FOIA request (Police or Fire) at www.naperville.il.us/foia
 - Pay or appeal a parking ticket online at napervillecitations.t2hosted.com/
- We will encourage telephone reports and online reports (where applicable) as much as possible for non-emergency calls.
- Our officers, firefighters and paramedics will practice social distancing whenever possible, so please do not be alarmed or offended if public safety personnel don't shake your hand, stand further away when speaking to you, or ask you to step outside.
- When necessary, some of our public safety personnel may be wearing protective gear (e.g. masks or gloves) in an effort to protect themselves and the public.
- Depending on the nature of the call for service, police officers may contact you by phone instead of responding to your location in person.

The Naperville Police and Fire Departments will continue to work closely with state and regional health officials to monitor the status of COVID-19 in our area, and we will remain committed to providing emergency services for the community as we all adapt to try and prevent further spread. Thank you for understanding the need to take these necessary steps so we can ensure the safety of our first responders, employees and the public.