



CAPS TIPS

*Brought to you by the Chicago Police Department
Your Partners for Safe Neighborhoods*

PERSONAL SAFETY TIPS

You're often told not to be a victim of crime. But you may wonder how to ensure that. While no one can guarantee your total safety, you can lessen the chance of being a victim by making it more difficult for a would-be thief or attacker.

√**At Home: Don't be Surprised**

Keep your doors locked when home alone and lock your windows too when leaving the house for any long period of time. Open doors and windows are an invitation that you don't want to send. Turn your porch lights on at night and illuminate your backyard to ensure that anyone lurking there will be easily detected.

√**On the Street: Be Alert**

Make sure you are not an easy target for crime on the street. Carry your purse in a manner that makes it hard to get -- across your chest or under your arm where more than a simple grab is needed to snatch it. Men should carry their wallets in their inside coats or side pants pocket, never in your back pants pocket where it is easy to grab. If you walk to and from work or public transit stations, particularly at night, use well-lit and populated streets. When possible, walk with friends and, if you can, vary the route you take each day or night.

√**On Public Transit: Be Prepared**

Have the exact fare ready before you leave home so that there is no need to open a purse or wallet.

During late night or early morning stay near the agent on duty in subways and when possible sit on the aisle seat where you will have more mobility should trouble occur.

√**In Your Car: Secure Your Ride.**

Lock your doors and be sure to store your purse, wallet or other valuables beneath your seat -- *not on the seat next to you where they are easy and inviting targets for theft*. Park in a well lit area for the safety of your car and yourself and *always lock your car*. If you notice that the street lights are out, call 311 or your Police District's Community Policing Office to make sure this "condition for crime" is remedied.

√**Going Home: Be Ready.**

Always carry your keys in your hands so that you are ready to open the door. If you know you will be coming home after dark, make sure to leave some lights on.

√**Finally, Wherever You Are:**

Remember -- A crime-free city requires that everyone report suspicious activity by calling 911 and report conditions that make crime possible by calling 311.

*More information about CAPS is available on the World Wide Web at <http://www.cityofchicago.org>
Join the CAPS team of police officers, residents, and City Departments working together for a safer Chicago.*

City of Chicago
Richard M. Daley, Mayor

Department of Police
Jody P. Weis, Superintendent





Office of Emergency Management and Communications



MAKE THE RIGHT CALL!

911 Emergency Services

Call **911** when a situation requires immediate police, fire, or emergency medical response.

For Police Services

- When there is a crime in progress or one has just occurred
- When there is an immediate threat to life or bodily injury
- When there is major property damage or loss due to crime

For Fire Services

- To report a fire
- To report hazardous material incidents
- To initiate the rescue of a trapped person

For Emergency Medical Services

- To report life threatening medical emergencies that require an ambulance including:
 - * Heart attacks
 - * Asthma attacks
 - * Automobile accidents with injuries

311 City Services

Call **311** to request City Services and to report situations not requiring a police response.

For City Services

- To request services, report problems, or check the status of a service request:
 - * Garbage collection
 - * Potholes
 - * Street lights
- To get information about special events and neighborhood festivals
- To find out the date and location of a CAPS beat meeting

For Police Non-Emergency

- To report a situation that does not pose an immediate threat to life, bodily injury, or major property damage or loss
- To file a police report
- To report a situation that does not require an immediate police response including:
 - * Pick-pocketing
 - * Auto theft
 - * Other offenses when the suspect is no longer at the scene

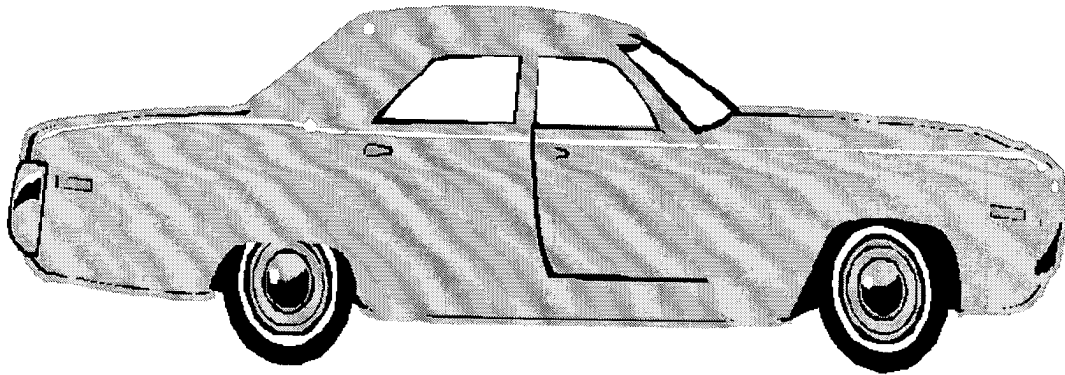
Vehicle Description

What make? _____ What year? _____

Body style? (2 door, convertible, etc.) _____

What color? _____ Identifying dents, scratches? _____

License number _____



The police can use answers to as many of these questions as possible. Please remember that wrong information is worse than no information at all. Answer only those questions that you're sure of.

1. How many suspects were there? _____

2. What did they do? _____

3. What did they say? _____



4. What did they take? _____

5. Which way did they go? _____

6. Names, phone numbers and addresses of other witnesses:

7. What other information do you feel is important?

When reporting a drug house give . . .

DRUG SELLERS (specific description)	Date _____ Time _____
	Location _____
	Street Address _____
DRUG BUYERS (general characteristics as a whole)	BUILDING OR HOUSE (general description)
TYPES OF DRUGS (IF POSSIBLE, kind of drugs that are sold at the house)	WINDOWS (something out of the ordinary)
SURROUNDING THE HOUSE (important features at or near the house)	ADDRESS (complete address)
TIMES OF ACTIVITY (heaviest times that drug buyers visit)	LIGHT (something out of the ordinary)
METHOD OF APPROACH (how the drug buyer enters the house)	DOOR OR WINDOW (where do buyers enter the house)
	DRUG SELLER/DRUG SUPPLIER'S CAR (detailed description of seller's/supplier's car ONLY)
CARS OR WALK UPS (where do drug buyers park their cars or where do walkers come from)	WEAPONS
	PICTURES/VIDEOS
	ADDITIONAL INFORMATION
	Printed Name _____
	Address _____
	Phone Number _____
	Signature _____

Describe the Suspect

Sex _____ Race _____ Age _____ Height _____ Weight _____

Hair Color _____

Hat _____

Eye Color _____

Shirt _____

Glasses _____

Coat _____

Moustache/Beard/
Sideburns

Tie _____

Pants and Shoes _____

Complexion _____

Tattoos, Amputations,
Scars, or Marks _____

Weapon _____
(pistol, revolver, rifle, knife)

Speech Impediments or Accents

Other Defining Characteristics

Distinguishable gait or limp

Police Emergency Call 911

SAFE NEIGHBORHOODS ARE EVERYBODY'S BUSINESS



SAFE & SOUND

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DON'T BE A VICTIM

Protect Yourself and Always:

- Walk, ride or jog with a partner.
- Avoid dark isolated places – don't walk or park there.
- Be alert, look around.
- Keep at least one hand free – don't carry bulky purses or packages.
- When you are alone, avoid wearing headphones or talking on your cell phone.
- Late at night, have someone meet you at the bus stop or train station. Have the taxi driver watch while you enter your home.
- On public transportation, try to use the busiest, best-lit stop possible both to get on and off the bus or train. When waiting for a train, stay close to other people in the most well-lit area of the station. When on the train or bus, sit near the driver or operator.
- After dark, tell family and friends when to expect you and how you will be traveling.
- When at a bar, never lose sight of your drink.
- Have your house and car keys out and ready to use.
- Follow your instincts – if you feel threatened go to the nearest open store or business. Call 911 immediately.

Remember:

- There is safety in numbers.
- Ignoring your instincts is not worth the risk.
- Don't be afraid or too shy to ask for someone to walk you to your car or home.
- Adopt a frame of mind that allows you to recognize and avoid potential threats on the street.

If you feel threatened, call 911 immediately.

You have the power – the community is in your strength.

For more information, call 311 to reach your Community Policing Office.



City of Chicago
Richard M. Daley
Mayor

Department of Police
Jody P. Weis
Superintendent



TIPS ON CALLING 911

- ◆ If you call 911 and do not get an immediate response, do not hang up and call again. This will only further delay your call. In the majority of cases, calls are answered on the first ring. However, during high volume periods, you may experience a slight delay. When all operators are busy, calls will be answered in the order they are received.
- ◆ Ambulances are sent out for emergency situations only. Minor illnesses or routine medical visits will be referred to private ambulance services. The City does charge for ambulance services, but individuals will not be turned down solely on the basis that their insurance will not cover the cost.
- ◆ If you request an ambulance and the nearest one is over 18 blocks away, a Fire Department vehicle will be dispatched to your location to provide basic services until the paramedics arrive.
- ◆ Calls to the Police Department are answered on a priority basis. Situations that involve threat to life, bodily injury, or major property damage or loss are the highest priorities. Calls of this nature are answered in 10 minutes or less.

Second priorities include situations that are not life threatening, do not involve injuries or major destruction to property or the crime is no longer in progress. If your call falls under this category, the Police Department will respond as soon as possible.

- ◆ It is important to provide as much information on your situation as possible. Operators ask questions regarding the persons or autos involved in an accident. If you request an ambulance, the operator will inquire about your medical history. The more information you provide, the easier and faster it is for dispatchers to get services to you.
- ◆ When calling 911, if you wish to remain anonymous, please indicate that at the beginning of your call.
- ◆ If you call 911 from a cellular phone, operators will ask your name, approximate location and the telephone number of your cellular phone. It is very important to give this information, because operators can not pick up your exact location on a cellular phone.
- ◆ You should use 311, the City's non-emergency line in situations that do not involve a crime in progress or an immediate threat to life, bodily injury, or major property damage or loss. By using 311, residents help free up phone lines for true emergency calls. However, if you have any doubt, call 911!



City of Chicago
Richard M. Daley
Mayor



OEMC
Antonio Ruiz
Executive Director



Department of Police
Jody P. Weis
Superintendent



311 City Services
Phillip R. Hampton
Director

TIPS ON CALLING 311

- ◆ The following are the principal functions of the 311 system:
 - Provide information regarding City events and programs
 - Receive requests for City Services and forward them to the appropriate departments
 - Process non-emergency Police reports
 - Serve as the Back-up Facility for the Center for Emergency Communication.
- ◆ You can call 311 to find out what Police District and beat you live in, as well as the date, time and location of your next beat meeting.
- ◆ 311 operators can tell you what political district (federal, state or municipal) you live in, as well as the address and telephone number of your Alderman, so you can forward your questions and/or concerns.
- ◆ 311 operators can provide the date, time and location of both City and neighborhood events, including parades, Grant Park festivals, Chicago Public Library programs and more.
- ◆ Residents of Chicago can call 311 to request numerous City Services. Some of these services include the need for garbage cans (to prevent the presence of rats in a neighborhood), reporting stray animals that are a threat to the community, and towing abandoned vehicles. Those who find themselves homeless can call 311 to request information about shelters from the Department of Human Services. Remember, it is important to relay as much information as possible to the operator so that the City can service you as quickly and efficiently as possible.
- ◆ The City of Chicago offers Chicago residents a variety of programs designed to improve the quality of life. These programs include “City Mortgage” which is a Department of Housing program that helps low and middle income families secure low interest mortgages with small down payments. The Tax Assistance Center offers advice on how to fill out complicated tax forms and determine if individuals are eligible for benefits such as the Earned Income Tax Credit. For more information on these programs, simply call 311.
- ◆ State law provides that residents may place a proposition on the November ballot, allowing voters to decide whether to ban or allow liquor sales at a single address or in their entire precinct. Residents can call 311 for more information about this “Local Referenda”, as well as inquiry about the dates, times and locations of scheduled community meetings regarding this issue.
- ◆ Finally, if you are unsure where to go for services and programs within the City of Chicago, or to which department you should direct your questions and/or concerns, 311 operators will be able to direct you to the appropriate parties.



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Department of Police **311/ City Services**
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What You Should Do If Stopped by a Police Officer

Law enforcement is a difficult and dangerous profession. Sometimes the safety procedures that officers use may appear unnecessary, but they are designed to ensure both your safety and the officer's safety. You should know what your rights and responsibilities are if you are stopped for a traffic or other violation.

Your Responsibilities:

- **Slow down. Pull over as soon as you can safely do so.** If the police vehicle is unmarked and you doubt that the driver is an officer, drive below the speed limit to a well-lit, populated place and pull over; go to the nearest police station; attract the attention of a uniformed officer or call 911.
- **Stay in the driver's seat with both hands clearly in sight on the steering wheel. All occupants should remain in the vehicle.** No-one should exit the vehicle unless asked to do so by the officer.
- **Comply with the officer's request to see your driver's license and proof of insurance.** If they are in the glove compartment or under the seat, let the officer know and then follow his or her directions before retrieving them.
- **Cooperate during the incident even if you believe you haven't committed an offense.**

Your Rights:

- **You will be treated with dignity and respect.** Officers are instructed to tell you the reason why you have been stopped.
- **Chicago Police Department policy expressly prohibits "racial profiling" and "other bias-based policing".**
- **Chicago Police Department Rules and Regulations forbid physical or verbal maltreatment of any person.**
- **Under no circumstances may Chicago Police officers ask you to pay a fine for a traffic violation at the time it occurs or accept a cash bond.** Asking for such a payment, as well as making one, is illegal.
- **You have a right to have any inappropriate situation addressed.** If you believe that an officer has acted inappropriately during a traffic stop or other encounter, you should report that conduct as soon as possible to the Office of Professional Standards' 24 Hour Hotline at (312) 745-3594. Try to have as much information as possible about the officer, including his or her name, star number, and any numbers on the top or sides of his or her squad car and license plate number, as well as the exact date, time and location of the occurrence. Officers are required to provide their name and star number upon request.



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