

Frequently Asked Questions

About City Services



Naperville



*Naperville Area
Homeowners
Confederation
Naperville's Neighborhood Network*

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City Finances and Bids/RFPs

What are the Finance Department hours?

Monday, Tuesday, Thursday and Friday, 7:30 a.m. - 5 p.m., and Wednesday, 10 a.m. - 2 p.m.

What are the requirements to purchase the real estate transfer tax stamp?

Buyers of residential or commercial properties in Naperville located within City limits are responsible for purchasing the tax stamp by City ordinance. The cost is \$1.50 per \$500 of purchase price, rounding the purchase price to the nearest \$500 (e.g., \$150,000 purchase price would be calculated $\$150,000 / 500 * 1.5 = \450.00).

The Real Estate Transfer Declaration form needs to be completed and submitted along with:

1. Completed Statement of Open Accounts. The request for open accounts must be received at least seven (7) business days prior to closing. -AND-
2. The sales contract, which must include the legible purchase price and the signature page with both buyer and seller signatures shown -OR-
3. The P-Tax form with both buyer and seller signatures.

More information and all necessary forms are available on the City's website at www.naperville.il.us/realestatetransfertax.aspx.

How do I get a copy of an electronic bid?

Copies of electronic bids can be obtained through the City's DemandStar service. More information is available at www.naperville.il.us/bidsrfps.aspx.

What is the City's sales tax rate?

The sales tax is 7.250 percent in most of the City. An additional 1 percent is added on for food and beverages purchased areas outside the downtown business area/Central Business District and an additional 2.5 percent is added on for food and beverages purchased within the downtown business area/Central Business District.

What are the following taxes: food and beverage, motor fuel, E911?

The Food and Beverage tax is a one percent (1percent) tax on food and beverages (alcoholic and non-alcoholic), which can be consumed on the premises where purchased outside the downtown area and 2.5 percent within the downtown area.

The Motor Fuel tax (\$.04/gallon) is a tax upon the retail purchase, within the City of Naperville, of motor fuel.

The E911 tax is \$1 per line, including Voice Over Internet Protocol (VOIP).

Fire Department

How do I find out about ambulance service and billing issues for service?

Information about ambulance services and billing are available online at www.naperville.il.us/ambulance.aspx or by calling (630) 420-6142.

Where are fire stations located in the City?

- Station No. 1 - 964 E. Chicago Ave.
- Station No. 2 - 601 E. Bailey Road
- Station No. 3 - 1803 N. Washington St.
- Station No. 4 - 1971 Brookdale Road
- Station No. 5 - 2191 Plainfield-Naperville Road
- Station No. 6 - 2808 103rd St.
- Station No. 7/Administration/EMA Office - 1380 Aurora Ave.
- Station No. 8 - 1320 Modaff Road
- Station No. 9 - 1144 W. Ogden Ave.
- Station No. 10 - 3201 95th St.

What safety programs does the Fire Department offer?

Information about safety programs offered by the Naperville Fire Department is available online at www.naperville.il.us/safetypubliced.aspx or by calling (630) 305-7055.

When should I change batteries in my smoke and carbon monoxide detectors?

Batteries in smoke and carbon monoxide (CO) detectors should be changed at least once a year.

Can I tour a fire station?

To arrange a tour of your neighborhood fire station, please contact Fire Administration at (630) 420-6141.

How do I sign up for the Citizens Fire Academy?

To sign up for the Citizens Fire Academy, contact the Fire Department at (630) 305-7055.

How do I sign up for First Aid, CPR and AED certification classes?

To sign up for the First Aid, CPR and AED certification classes, contact the Fire Department at (630) 420-6141.

Garbage, Recycling and Yard Waste Disposal

Who is our waste collection contractor?

Republic Services - Allied Waste Services

How do I get rid of large items such as construction trash, appliances, carpeting, etc.?

Furniture and appliances are included in normal weekly curbside garbage pickup at no additional charge. Collection of remodeling or construction materials and carpeting is limited to two items per week. Carpet must be placed at the curb in rolls measuring up to four feet in length and two feet in width. Items such as drywall, wood paneling and 2x4's may be placed in containers of 32 gallons or less, or be tied in bundles measuring four feet in length and two feet in width. No item may weigh more than 60 pounds. Each cabinet or toilet counts as one item. Additional carpeting and other oversized construction items and excess remodeling materials over the two item limit are collected by special arrangement and payment through Republic Services - Allied Waste Services, (630) 723-2800. For more information, visit www.naperville.il.us/garbage.aspx.

Where do I recycle items, including electronics?

Residents interested in recycling have several options.

A weekly curbside recycling pick-up is scheduled to coincide with the date of your curbside garbage pickup. For more information on dates and what items may be included in recycle bins, visit www.naperville.il.us/curbsiderecycling.aspx.

The City of Naperville also offers a Recycling Drop-Off Center. Residents may take materials to the city's drop-off recycling center at 180 Fort Hill Drive on Tuesdays, Thursdays and Saturdays from 8 a.m. to 4 p.m. The recycling center may be accessed from the east driveway on Jefferson Avenue.

Please note that, per State of Illinois law, electronics may no longer be disposed of in the trash. In response to this new law, the City of Naperville began offering an electronics recycling program. On Tuesdays and Thursdays only from 8 a.m. to 4 p.m., electronics may be taken to the recycling drop-off center at the Public Works Service Center, 180 Fort Hill Drive.

Other electronics recycling options are available throughout the area. For more information on collection locations, visit www.naperville.il.us/electronic recycle.aspx.

How do I get rid of household hazardous waste (HHW)?

The City's household hazardous waste drop-off facility is located in the rear of the property behind Fire Station No. 4, 1979 Brookdale Road. The facility is open Saturdays and Sundays from 9 a.m. to 2 p.m., excluding holidays. No material may be dropped off at any other time.

Household hazardous waste items are materials purchased for cleaning or maintaining a home. Business waste is not accepted. The HHW facility in Naperville is open and available to all residents of Illinois. For more information on accepted products, visit www.naperville.il.us/hhw.aspx.

How can I obtain a new, replacement or larger recycling bin?

Additional recycling bins may be purchased from the City's recycling contractor, Resource Management, by calling (708) 952-1896. Also note that residents may substitute a water-tight plastic or metal container no larger than 32 gallons and clearly marked as recycling for the standard recycling bin. City issued 32-gallon garbage carts are not suitable for recycling purposes.

How do I get rid of brush and branches if I missed the week of brush collection?

If you miss your scheduled brush collection date, there is still a way to dispose of brush and branches. From March 12 through December 14, 2012, landscape waste in paper yard waste bags as well as bundled small branches will be picked up in the City's weekly yard waste collection program. A yard waste sticker must be attached to each bag or bundle placed at the curb for collection. State law prohibits grass clippings, leaves, garden waste and branches from being placed in landfills.

Place grass, weeds, small branches, twigs and leaves in 32-gallon paper yard waste bags. Alternatively, branches less than three (3) inches in diameter may be tied in bundles that measure up to four (4) feet long and two (2) feet wide. Secure each bundle with biodegradable twine. Bags and bundles have a 60 pound weight limit.

A yard waste sticker is required on each bag or bundle placed at the curb for collection on garbage day. Stickers cost \$2.10 each and may be purchased at Naperville hardware and grocery stores or at the Municipal Center in the Finance Department. The sticker price will remain the same during the contract period with Allied Waste Services, which runs through April 30, 2015.

For more information, visit www.naperville.il.us/yardwaste.aspx.

What organizations will come to my home and pick up items I want to donate?

- **Sharing Connection** (furniture): (630) 971-0565, www.sharingconnections.org
- **Salvation Army**: (888) 574-2587, www.salarmychicago.org
- **St. Vincent DePaul**: (630) 231-4658
- **Amvets**: (708) 388-7800
- **Purple Heart Veterans**: (708) 396-8995
- **Vietnam Veterans of America**: (708) 371-4418
- **Fox Valley ReStore**: (630) 585-5508

Who are the licensed scavengers in Naperville?

A regularly updated list of licensed scavengers is available online at www.naperville.il.us/scavengers.aspx.

When does yearly leaf and brush collection occur?

As the dates change each year, it is best to refer to www.naperville.il.us/leafcollection.aspx and

Permits and Licenses

How do I call JULIE?

JULIE can be contacted 24 hours a day, seven days a week by dialing 8-1-1.

How do I get a permit? (building, electric, etc.)

More information about the variety of permits offered by the City of Naperville and how to obtain them is available by visiting www.naperville.il.us/permitslicenses.aspx.

How do I obtain a food vendor permit?

To apply for a food vendor permit, contact the City Clerk's Office at (630) 305-5300. More information is also available online at www.naperville.il.us/mobilevending.aspx.

Can I play music in downtown Naperville for money?

You may play your acoustic instrument downtown as long as you are not impeding the sidewalk per Americans with Disabilities Act (ADA) compliance, and you may not collect any funds in the way of tips, donations or sale of any product.

How do I get a solicitors permit?

A series of regulations regarding peddling and soliciting as well as applications are available online at www.naperville.il.us/solicitors.aspx or by calling the City Clerk's Office at (630) 305-5226.

Do I need a permit to hold a garage or yard sale?

The City of Naperville does not require a permit to hold garage, yard or estate sales on private property. Call Code Enforcement (630) 420-6693 in regards to where you can and cannot post your signs.

Utility Set Up and Billing

What is the balance on my utility account?

Please call the Finance Department at (630) 420-6059 and ask to speak to an account representative. They will be able to give you the most-up-to-date information regarding your utility account.

How much do I need to pay so my service won't be disconnected?

You would need to pay the full past due as it appears on your blue and white utility bill.

Why is my bill so high?

Please call the Finance Department at (630) 420-6059 and ask to speak to an account representative. They will be able to give you the most-up-to-date information regarding your utility account.

How do I pay my utility bill by phone or online?

Utility bills can be paid online at www.naperville.il.us/ebill.aspx. You may also pay by phone by calling (630) 420-6059 and using a Master Card, Visa or American Express, 24 hours a day, seven days a week.

How do I start utility service?

To set up electric/water/wastewater utility service in the City of Naperville, residents must call the Finance Department at (630) 420-6059 and speak with an account representative. A utility deposit is required to establish utility service within the City of Naperville. More information is available at www.naperville.il.us/utilityservice.aspx or by calling (630) 420-6059.

Employment (In and Outside the City)

How do I get a job with the City?

The City of Naperville only accepts applications and resumes for jobs that are currently available and applicants being sought. A list of current job openings can be found online at www.naperville.il.us/employment.aspx.

How do I obtain information about BASSET training?

Information about BASSET training is available online at www.naperville.il.us/basset.aspx or by calling the City Clerk's Office at (630) 305-5226.

How can I view salary range for a specific position at the City?

To view this information, you must fill out a Freedom of Information Act (FOIA) request form with the City Clerk's Office. Please contact the office at (630) 420-6046 or online at www.naperville.il.us/foia.aspx.

Legal

How do I file a claim with the City of Naperville for damages?

Homeowners should contact City Dispatch at (630) 420-6187 to report the condition or problem. The appropriate department will be notified of the problem and a claim can be opened if required.

Construction Projects

Where can I find out more information about a certain project?

The City maintains a webpage at www.naperville.il.us/alertsprojects.aspx devoted to information about various City construction projects. In addition, the page contains construction alerts, information on construction zone safety, temporary road closures and traffic alerts, a link to information on local state highway improvements and a link to an interactive map for the current construction season.

How do I find out about the sidewalk replacement program?

Each year the City of Naperville performs sidewalk maintenance to repair defects within the City sidewalk system. These repairs ensure pedestrian safety as well as reduce liability for the property owner and the City of Naperville.

Residents included in a particular year's replacement program are notified prior to construction. In addition, residents who will have restricted driveway access are notified 24 hours prior to the driveway being closed.

Residents can apply online to take part in the Sidewalk Removal and Replacement Program.

The deadline to apply for the sidewalk improvement program is October 31 of the previous calendar year. Call (630) 420-6100, Option 4, to apply. A City inspector will evaluate your sidewalk to see if it qualifies.

For more information, visit www.naperville.il.us/sidewalkreplace.aspx or call (630) 420-6100, Option 4.

What if there is work happening to a house without a permit?

Decks, driveways, fences and swimming pools all require permits. Most remodeling projects (e.g. basements or kitchen upgrades) will also require a permit, particularly if the homeowner is removing or adding walls, modifying electric or plumbing or enlarging windows or doors.

Even though a permit is an additional cost, the inspections that are included as a part of the cost of the permit both ensure that the job is done in conformance with all applicable codes and that the end product is safe for you and your family.

For more information about building permits, including what is required, visit www.naperville.il.us/buildingpermits.aspx. You can also call (630) 420-6100, Option 2, to speak to someone at the permit counter. The permit counter is open from 8 a.m. to 1 p.m. and 2 p.m. to 5 p.m. Monday through Friday.

Code Enforcement

How do I report weeds and tall grass? How tall is too tall?

Section 4-3-2.1 of the Municipal Code states that grass / weeds may not exceed five (5) inches in height in the right-of-way and eight (8) inches in height on private property. This section also states that any weeds such as jimson, burdock, ragweed, thistle, cocklebur or other weeds of a like kind are not permitted to grow or remain anywhere in the City except in designated natural landscape areas. To report a grass and/or weed violation, please call (630) 420-6693.

How do I report general exterior property house maintenance complaints such as fences in disrepair and garbage that is out too early or too late?

To report house maintenance complaints or issues, please call (630) 420-6693 or e-mail CE@naperville.il.us.

How do I report a property with a boat, trailer, or inoperable vehicle parked in it?

Section 4-5-1 of the Municipal Code defines an inoperable motor vehicle as a motor vehicle which is twenty-five (25) years of age or less, the engine, wheels, or other parts of which have been altered, damaged or otherwise so treated that the vehicle is incapable of being driven under its own motor power. The fact that a vehicle does not have current license plates or registration does not in and of itself render a vehicle to be inoperable.

With a few exceptions, the parking or storing of any inoperable motor vehicle in the open on any property within the City is declared to be a nuisance. To report this, please call (630) 420-6693 or e-mail CE@naperville.il.us.

Only one (1) trailer or recreational vehicle (which includes boats) shall be located outside of a fully enclosed building or structure. They shall only be located in the rear or interior side yard and shall not be located closer than five feet (5') from any property line. Trailers or recreational vehicles that are located outside of a fully enclosed building or structure shall also be screened from the property lines. Please call (630) 420-6693 for further details regarding screening requirement or any further information.

What if a neighbor hasn't cleaned up snow or ice on their sidewalk?

Section 9-1H-2 of the Municipal Code states that any person owning any lot or parcel of land must keep clean and open for public passage any sidewalk or sidewalks abutting on or adjacent to such lot or parcel of land. The sidewalks should be cleared of snow and ice within 24 hours following the weather event that results in two inches (2") or more. You cannot deposit on any street any material which make said street slippery and also states it shall be unlawful to remove any snow or ice from any private property and deposit the same upon any public street or alley or any part thereof. To report this, please call (630) 420-6693 or e-mail CE@naperville.il.us.

What if a house in my neighborhood has more than one family living in it?

The number of people allowed to live in a residence is based on square footage of the habitable space in the residence. Bathrooms, toilet rooms, closets, halls and storage / utility spaces are not considered habitable spaces. Individuals do not have to be related to one another in order to live in the same residence. You may contact the main code enforcement line at (630) 420-6693 for the specific square footage allowances.

What can I do about my neighbor's tree that overhangs my property?

In most cases this will be a civil issue. If you believe a code violation may be involved, please call the

main code enforcement line at (630) 420-6693 and an inspection can be scheduled to determine if there is a violation that can be addressed.

Who is responsible for keeping the sidewalk clear of overgrown bushes and trees?

Section 9-1H-2.2 of the Municipal Code states that the property owner must maintain the public way in a safe condition for pedestrians, free of all obstructions, excavations, tall grass, weeds, trash, debris or other substances or materials which may interfere with the free use of such passageways by the public; and from all trees and bushes interfering with the free use of sidewalks.

How do I report graffiti?

If you see graffiti on public property in Naperville, please call Police Dispatch at (630) 420-6147 and file a police report with the location of the graffiti. Once the report is filed, it will be routed to the appropriate department for removal.

If you see graffiti on private property, please contact Code Enforcement at (630) 420-6693 with the location of the graffiti. We will investigate the complaint and work with the property owner to have the graffiti removed promptly.

What are the allowable construction work hours?

For tear downs, large room additions and new construction where 80 percent of the lots within a 90' radius are improved dwelling units:

Monday through Friday: 7 a.m. – 7 p.m.

Saturday: 8 a.m. – 4 p.m.

Sundays & Holidays: No Work Permitted – interior & exterior

For other construction within 1,000 feet of any residence:

Monday through Friday: 7 a.m. – 7 p.m.

Saturday: 7 a.m. – 7 p.m.

Sunday & Holidays: 7 a.m. – 7 p.m.

For construction not within 1,000 feet of any residence:

Monday through Friday: 7 a.m. – 10 p.m.

Saturday: 7 a.m. – 10 p.m.

Sunday & Holidays: 7 a.m.– 10 p.m.

Holidays include New Year's Day, Memorial Day, 4th of July, Labor Day, Thanksgiving Day and Christmas Day.

If work is occurring outside allowable hours and you would like an immediate response, please call the non-emergency police number at (630) 420-6666. If you do not need immediate response, please call the main code enforcement line at (630) 420-6693 to lodge your complaint.

What if I have a code enforcement complaint outside the hours of 7 a.m. – 3:30 p.m., Monday through Friday?

If the matter is an emergency, please call 9-1-1. If the matter is of an urgent nature (e.g. working outside of the allowable construction hours) and should not wait, please call the non-emergency police number at (630) 420-6666.

If the request can wait, please call (630) 420-6693 and leave a detailed message. The information will be retrieved the next business day. In your message, please let us know if you would like a return phone call and leave a phone number where you can be reached during the day.

Parking and Public Transit

What are the overnight parking regulations and how do I request an exemption? How do I get put on the overnight parking list?

Overnight parking is still under review by City Legal and the ordinance is not being enforced at the present time. For more information, contact Deputy Chief Vince Gortner at (630) 305-4068.

How do I file a complaint about my parking ticket?

If a citizen wants to protest his or her ticket, the police will handle it in one of the following ways:

- The Police Department can fax the protest form to them.
- The Police Department can provide the form to them at the window at the Naperville Police Department, 1350 Aurora Ave.
- The citizen may send an e-mail to parkingtkt@naperville.il.us.
- The citizen may send a letter via US. mail, courtesy of Records Mgr. Kim Stoner

How do I retrieve my vehicle after being towed?

Vehicles are towed for a myriad of reasons: breakdowns, traffic accidents, abandons and arrests.

For an arrest of the driver in a motor vehicle for a misdemeanor (including traffic offenses), felony or warrant, the officer will request a tow from the department's approved tow list. A \$300 administrative tow fee (ATF) will be assessed on the vehicle. The registered owner (may not be the driver) must pay the ATF at the Naperville Police Department (NPD), 1350 Aurora Ave., before the vehicle can be released from the tow yard.

Additionally, if there is a "hold" on the vehicle for proof of insurance, the registered owner must show proof at the NPD and receive a written waiver from the PD before the vehicle can be released by the tow company. For a DUI "hold", the ATF applies and the vehicle cannot be released for a minimum of 12 hours for a 1st time DUI offense and 24 hours for a 2nd time DUI offense.

Once the ATF is paid and all "holds" are removed, the driver can respond to the tow yard (there are currently 10 tow companies on the department's approved list) and pay the tow bill, which is currently \$145, with an additional \$22 for clean-up if the vehicle is involved in a traffic crash and \$25 a day for storage after the first 24 hours. Medium duty and heavy duty tows are slightly higher.

What are the parking restrictions on public streets? In downtown Naperville?

Parking restrictions vary by location throughout the City. Signs are posted to notify motorists of any parking restrictions that apply. In the downtown, there are different types of parking restrictions that are in place Monday through Saturday. The best place to get information on the various parking restrictions in the downtown is on the City's website at www.naperville.il.us/downtownparking.aspx. On the website you can get detailed information on the parking restrictions as well as see the number of spaces available in our Van Buren Parking Facility and Central Parking Facility.

Where do I find information about Metra/Pace services?

Information on Metra Rail service can be found at www.metrarail.com. Naperville is served by the Burlington Northern Santa Fe (BNSF) rail line at the Naperville and Route 59 Metra Stations.

Information on Pace bus services can be found at www.pacebus.com.

The Regional Transportation Authority (RTA) also has a great trip planner on its website at www.rtachicago.com.

How do I obtain a truck permit?

Anyone driving a vehicle on a City street that is in excess of 80,000 pounds or that is greater than 8'6" wide or 13'6" in height will need a truck route permit when traveling within the City of Naperville. Applications for a truck permit can be submitted online at <http://www.naperville.il.us/truckroutes.aspx>. It typically takes about two hours to obtain a truck permit.

Can I park at the train station? How do I pay? How do I get on the waiting list?

Permit parking:

The City of Naperville operates commuter parking lots at the Naperville Metra train station and on the north side of the Route 59 Metra train station. At the Naperville train station, permits are required for the Burlington Lot, Parkview Lot and the Kroehler Lot. Currently there is a waitlist for permits at each of these parking lots. To be placed on a permit waitlist, please submit a completed Parking Permit Application along with the applicable deposit to the City of Naperville. The application form can be found online at www.naperville.il.us/commuterparking.aspx.

Permits are also required to park at the Route 59 Metra station. Permits are currently available for the north side of the Route 59 Metra station. (Please contact the City of Aurora for parking on the south side of the Route 59 Metra station.) To obtain a parking permit for the north side of the Route 59 Metra station, please complete the Parking Permit Application and visit the Naperville Municipal Center at 400 S. Eagle St. to submit payment of the applicable fees and obtain the permit.

Daily Fee Parking:

The daily fee parking spaces are available on a first-come, first-serve basis. At each train station, the on-street daily fee spaces and the daily fee spaces in the commuter parking lots cost \$2 per day; the marked daily fee spaces at the DuPage Children's Museum cost \$5 per day. Commuters pay the fee at automatic payment machines located near the Naperville Station and on the north platform at the Route 59 Station. The daily fee parking machines accept payments by Smart Card, cash, credit card (Visa and MasterCard) and payment by phone.

Weekend and Overnight Parking:

Parking is allowed for free in any of the City of Naperville commuter parking lots from 6 p.m. to 6 a.m. on weekdays and all weekend.

More information on commuter parking, including maps of the various parking facilities, is available on the City's website at www.naperville.il.us/commuterparking.aspx.

Do I need a City sticker for my car?

City stickers are not required in Naperville.

Freedom of Information Act (FOIA) and Police Records Requests

How do I get more information about FOIA requests?

The Freedom of Information Act (FOIA) is a state statute that provides for a straight-forward, easy-to-use method for the public to gain access government records.

Online requests can be submitted 24 hours a day, 7 days a week via the City's website and clicking on the Citizen Support link at the top right of the page. All requests for City documents will be directed to the FOIA Officer in the City Clerk's Office. A computer is also located at the counter of the City Clerk's Office in the Municipal Center for FOIA submission.

Requests for police documents are handled by the Police FOIA Officer and can be made either online or in person at the Naperville Police Department located at 1350 Aurora Ave.

How do I obtain a copy of an accident report?

Contact the Naperville Police Department Records Section at (630) 420-6157 Monday through Friday from 7 a.m. to 11 p.m. The Records Section also allows walk-up requests Monday through Friday from 7 a.m. to 6 p.m.

How do I file a police report?

The Naperville Police Department accepts the following types of reports electronically via their website at www.naperville.il.us/policeonlinereports.aspx:

- Civil matter of record
- Criminal damage to property under \$300
- Dumping/littering
- Lost property
- Nuisance complaint
- Theft of property under \$300

In order to use this system, you must be able to answer "yes" to all of these questions:

1. Is this event NOT an emergency?
2. Did this event occur in the Naperville City limits?
3. Are there no known suspects?

If you are able to answer "yes" to all the questions above, the report can be made online. Otherwise, dial 9-1-1.

Police Department and Animal Control

How do I request vacation watch?

If a Naperville resident would like to request a vacation watch of their house, they can do so by filling out the form available at www.naperville.il.us/vacationwatch.aspx and returning it to the Naperville Police Department no less than seven days prior to their departure.

What are curfew regulations?

It is unlawful for anyone younger than 17 to be present in a public place after 11 p.m. Sunday through Thursday, or after midnight Friday and Saturday, unless accompanied by a parent or other adult, 18 or older, approved by the parent. A 16-year-old's driver's license is not valid if the driver is in violation of the curfew hours. It is also unlawful for parents or other adults to knowingly permit youths in their custody to violate curfew.

What are the Police Department hours?

The Naperville Police Department lobby is open to the public Monday through Friday from 7 a.m. to 6 p.m. In case of emergencies, a phone is available outside the door to the Police Department that will immediately connect to an operator.

How do I get an animal license?

Information about obtaining animal licenses is available on the City's website at www.naperville.il.us/petlicensing.aspx or by calling Naperville Animal Control at (630) 420-6178. Payments for licenses may be made at the Naperville Police Department, 1350 Aurora Ave., Monday through Friday from 7 a.m. to 6 p.m. Payments are also accepted at the City of Naperville Finance Department in the Municipal Center, 400 S. Eagle St., on Monday, Tuesday, Thursday and Friday from 7:30 a.m. to 5 p.m. and Wednesday from 10 a.m. to 2 p.m.

How do I report a speeding vehicle?

Depending on the circumstances, the reporting process can take several courses:

1. If the vehicle is reckless and endangering others – call 9-1-1.
2. If the vehicle is known to the area and the complaint is current but not urgent – call the police non-emergency number at (630) 420-6147.
3. If the circumstances are general and informational in nature (e. g., red car in neighborhood at 3:30 p.m. on weekdays) we offer two options:
 - Online reporting via www.naperville.il.us/policeonlinereports.aspx.
 - The Citizen Support Center link near the top right of the homepage at www.naperville.il.us.
4. If a request is for a Speed Trailer or Citizen Radar Unit, call the Traffic Section at (630) 305-5285.

How do I schedule an appointment for fingerprinting?

To schedule a fingerprinting with the Police Department, please contact the Police Records Section at (630) 420-6157.

How do I report vandalism?

To report vandalism to private or public property in Naperville, please call Police Dispatch at (630) 420-6147 and file a police report with the location of the graffiti. Once the report is filed, it will be routed appropriately.

How do I report neighborhood noise complaints?

Depending on the circumstances, the reporting process can take several courses:

1. If the noise is of a great disturbance, indicative of a greater problem or the circumstances indicate potential for escalation/violence – Call 911.
2. If the source of the noise is known and the complaint is current but not urgent – call the police non-emergency number at (630) 420-6147.
3. If the circumstances are general and informational in nature (e.g. my neighbor plays his stereo loudly every night and he doesn't seem to care that he is bothering his neighbors) we offer two options:
 - Online reporting via www.naperville.il.us/policeonlinereports.aspx.
 - The Citizen Support Center link near the top right of the homepage at www.naperville.il.us.

How do I report animal complaints?

To report issues with domestic and non-domestic animals, contact Naperville Animal Control at (630) 420-6178.

Can I get a tour of the Police Department?

We conduct tours every Thursday after school. Tour times are 3 and 4:15 p.m. Please contact Mary Browning at browningm@naperville.il.us or (630) 420-6731 to schedule your group. For more information concerning Police Department tours, visit www.naperville.il.us/pdtours.aspx.

Social Services

Is rental assistance available?

DuPage County also has a rental assistance program and can be contacted at (630) 407-6500. Naperville CARES can provide rental assistance to Naperville residents who qualify and can also help with other financial needs, such as paying a utility bill, on a case-by-case basis.

Where can I find subsidized housing for low-income people?

The DuPage Housing Authority has a low-income housing list throughout DuPage County that is available at www.dupagehousing.org. Also available is DuPage County Human Services at (630) 407-6500 or www.dupageco.org, where they have a downloadable list of both fair market rental apartments in DuPage County as well as subsidized housing units and complexes. There is often a long waiting list for subsidized apartments. Another organization to contact is CHAD in Villa Park at (630) 993-9530 or online at www.chadhousing.org. They have a fair market rent program as well as a minimal rent program for low-income individuals and families. Renters may also consider a voucher when they have not used one before. The Housing Authorities for DuPage and Will counties is a good place to start looking.

What can I do about a neighbor who is a senior citizen and seems to be having trouble?

The Naperville Police Department Social Services Division can assess the situation for a senior and then proceed as necessary. If it is more concerning and urgent, please call the non-emergency number at (630) 420-6147 and request a Well Being Check on the senior. The DuPage County Senior Services program accepts referrals for assessment, evaluation and outreach, especially if there is suspected abuse or self neglect. DuPage County Senior Services can be contacted at (630) 407-6500. Will County residents should contact (815) 723-9713.