



**EMERGENCY SERVICES
AND
NEIGHBORHOOD WATCH GUIDE**

**URBANA POLICE DEPARTMENT
400 S. VINE STREET
URBANA, IL 61801
PHONE : (217) 384 – 2320
FAX : (217) 384 – 2363
EMAIL : NEIGHBORHOODWATCH@CITY.URBANA.IL.US**



URBANA EMERGENCY SERVICES GUIDE



Our City staff has developed this Emergency Services and Information Directory to assist you in locating those telephone numbers that are sometimes difficult to find in the regular telephone book. This listing, in alphabetical order by subject, is not limited to City of Urbana offices; it includes frequently called County, State and Township facilities, bus service, cable television, as well as many other helpful numbers. We hope you find this information helpful and we welcome you to Urbana.

Sincerely,
Laurel Lunt Prussing
Mayor

On behalf of all the men and women of the Urbana Police Department, as well as all emergency services representatives, I want to welcome you to our city. Since each 911 system is slightly different, I wanted to take a moment to explain Champaign County's emergency 911 system. The 911 system should be used any time personal safety is involved (including all medical calls) as well as during in-progress property crimes. 911 should always be used for actual fires, gas odors or contact with poisonous materials. The non-emergency services number is 333-8911. This number should be used for routine calls including, but not limited to loud noise situations and parking issues. We encourage all of our citizens to report any suspicious or criminal activity immediately. Welcome to the city of Urbana and please feel free to contact any of our officers if you ever have any questions. The City of Urbana Police Department non-emergency number is 384-2320.

Sincerely,
Michael Bily
Chief of Police

Listings A – P

Abandoned Vehicles	
Private Property	328-8253
Public Property	328-8253
Air Pollution (IEPA)	278-5800
Animals	
Barking Dogs, Dogs Running Loose	333-8911
Dead Animals	384-2320
Licenses, Rabies Tags	384-3798
Bicycle Registration Information	384-2345
Birth Certificates	384-3720
Board of Review (Real Estate Taxes)	384-3758
Brush Pickup	384-2342
Bus Service	
Mass Transit District	384-8188
Greyhound/Trailway	352-4150
Peoria Charter Coach	1-800-448-0572
Cable Television	384-2500
Central Ill. Consumer Services	333-6358
City Clerk, Urbana	384-2366
Circuit Clerk, Champaign County	384-3725
Civic Center	384-2375
Chamber of Commerce, County	359-1791
Chemical Spills	352-0163
Chief Administrative Officer	384-2455
Construction Inspections	384-2443
Convention & Visitors Bureau	351-4133
County Clerk's Office	384-3720
Death Certificates	384-3720
Debris & Junk	384-2416
Driver's License Information	278-3344
Economic Development.....	384-2444
Election Information	384-3720
Family Services of Champaign County	352-0099
Fire Rescue Services Department	
Emergency Calls	9-1-1
Fire Non-Emergency	384-2420
Fire Prevention Bureau	384-2445
Fire-sponsored CPR Classes	384-2420
Garbage Haulers (Listed in Phone Book)	
Gas Leaks	1-800-755-6000
Handicapped Information	
Discrimination Complaints	384-2466
Housing Authority, Champaign County	355-9771
Housing Loans & Grants (HUD Only)	384-2439
Human Relations Division	384-2466
Humane Society Animal Shelter	344-7297
Jobs, City of Urbana	384-2458
Landscape Recycling Center	344-5323
Leaf Pickup	384-2381
Legal Division (City Attorney)	384-2464
Library	367-4057
Market at the Square Director	384-2319
Marriage Licenses	384-3720
Mayor's Office	384-2456
Mental Health Center, Champaign County	398-8080
METCAD (Non-emergency No.)	333-8911
Park District	367-1536
Parking	
Tickets	384-2345
Malfunctioning Meters	384-2345

Listings P – W

Parking (continued)	
Rental Spaces	384-2345
Handicapped Stickers	384-2345
Permit (Special Parking)	384-2345
Passports	384-3725
Personnel Division	384-2458
Police Department	
Emergency Calls	9-1-1
Animal Control	333-8911
Assistant Chief	384-2331
Chief of Police	384-2321
Criminal Investigations Division	384-2330
Non-Emergency	384-2320
Patrol Division Commander	384-2322
Police Response	333-8911
Property/Evidence Officer	384-2341
Records	384-2320
Youth Officer	384-2338
All Other Calls	384-2320
Post Office, Urbana	337-6297
Power Outage (Ameren IP)	1-800-755-7000
Public Defender's Office	384-3714
Recycling Information	384-2381
Salvation Army Family Services	373-7827
Salvation Army Homeless Shelter	373-7830
School District, Urbana #116	384-3636
Sewer Problems Daytime	384-2342
Sewer Problems Night/Emergency	384-2320
Sewer Use Tax Payment Information	384-2368
Snow Removal (City property)	384-2342
State's Attorney	384-3733
Streets	
Repairs, Potholes	384-2342
Lighting, Residential Neighborhoods	384-2342
Signs Missing or Needed	384-2342
Traffic Signal Malfunctions	384-2317
Visibility Problems	384-2342
Social Security Office	398-5377
Sweetcorn Festival Information	344-3872
Telephone (SBC)	
Repair Service	1-888-611-4466
Service	1-800-244-4444
Tenant Union	352-6220
Traffic	
Traffic Court (Moving Violations)	384-3717
Traffic Signal Malfunctioning	384-2317
Traffic Light Installation	384-2385
Train Station (AMTRAK)	
Reservations	1-800-872-7245
Passenger Station	352-5905
Trees, Shrubs on City Property	384-2393
U-Cycle Information	384-2381
Utility Locations (J.U.L.I.E.)	1-800-892-0123
Urbana Business Association	344-3872
Voter Registration	384-3724
Water Hookup (Il. American Water)	352-7001
Water Main Breaks.....	352-7001
Weeds and Tall Grass	
Private Property	384-2416
City-Owned Property	384-2342
Winter Emergency Shelter	344-0297
Wood Chips	384-2342



URBANA POLICE NEIGHBORHOOD WATCH



WHAT IS NEIGHBORHOOD WATCH AND HOW DOES IT GET STARTED?

WHAT DOES A NEIGHBORHOOD WATCH DO?

A Neighborhood Watch is neighbors helping neighbors. They are extra eyes and ears for deterring and reporting crime. Members meet their neighbors, learn how to make their homes more secure, watch out for each other and the neighborhood, and report activity that raises their suspicions to the Urbana Police Department.

I LIVE IN AN APARTMENT BUILDING. CAN I START A NEIGHBORHOOD WATCH?

Yes. Watch Groups can be formed around any geographical unit: a block, apartment building, townhouse complex, park, public housing complex, business area or office building.

PHASE ONE: GETTING STARTED -- MEETING, BLOCK CAPTAINS AND MAPS

- Form a small planning committee of neighbors to discuss needs, the level of interest, possible challenges, and the Watch concept.
- Contact the Urbana Police Department to discuss Neighborhood Watch and local crime problems. Invite a law enforcement officer to attend your meeting.
- Publicize your meeting at least one week in advance with door-to-door fliers and follow up with phone calls the day before.
- Select a meeting place that is accessible to people with disabilities.
- Hold an initial meeting to gauge neighbors' interest; establish purpose of program; and begin to identify issues that need to be addressed. Stress that a Watch group is an association of neighbors who look out for each other's families and property, alert the police to any suspicious activities or crime in progress, and work together to make their community a safer and better place to live.

PHASE TWO: ADOPTION OF NEIGHBORHOOD WATCH IDEA

- Ask for block captain volunteers who are responsible for relaying information to members on their block, keeping up-to-date information on residents, and making special efforts to involve the elderly, working parents, and young people. Block captains also can serve as liaisons between the neighborhood and the police and communicate information about meetings and crime incidents to all residents.
- Establish a regular means of communicating with Watch members—e.g., newsletter, telephone tree, e-mail, fax, etc.

- Prepare a neighborhood map showing names, addresses, and phone numbers of participating households and distribute to members. Block captains keep this map up to date, contacting newcomers to the neighborhood and rechecking occasionally with ongoing participants.
- With guidance from the Urbana Police Department, the Watch trains its members in home security techniques, observation skills, and crime reporting. Residents also learn about the types of crime that affect the area.
- If you are ready to post Neighborhood Watch signs, contact your Urbana Police Department representative to make arrangements.
- Organizers and block captains must emphasize that Watch groups are not vigilantes and do not assume the role of the police. They only ask neighbors to be alert, observant, and caring—and to report suspicious activity or crimes immediately to the police.

TIPS FOR SUCCESS

- Hold regular meetings to help residents get to know each other and to collectively decide upon program strategies and activities.
- Canvas door-to-door to recruit members.
- Involve everyone -- young and old, single and married, renter and homeowner.
- Get information out quickly. Share all kinds of news -- quash rumors.
- Hold regular meetings, so residents can get to know each other and can collectively decide the program strategies and activities.
- Gather the facts about crime in your neighborhood, have a Neighborhood Watch Officer share local crime stats with you at a meeting.
- Sponsor area clean-ups, encourage residents to beautify the area, turn on outdoor lights at night, cut down high hedges which block their windows, and always lock their vehicle doors and front doors.

URBANA POLICE DEPARTMENT NEIGHBORHOOD WATCH OFFICERS

Officer Dan Bailey –	baileyds@city.urbana.il.us	384-2351 ext. 770
Officer Andy Hewkin –	hewkinan@city.urbana.il.us	384-2351 ext. 753
Officer Al Johnston –	johnstonac@city.urbana.il.us	384-2351 ext. 711
Officer Shannon Wolfe –	wolfesl@city.urbana.il.us	384-2351 ext. 709



URBANA POLICE NEIGHBORHOOD WATCH



CRIME PREVENTION, HOME SAFETY AND CRIME REPORTING

Time and accuracy are critical in reporting crime or suspicious events. Use the Urbana Police Department's emergency number (911) to report life-threatening incidents or a crime in progress, and use the non-emergency number (333-8911) for crimes that have already occurred. Your call could save a life, prevent an injury, or stop a crime. The information you provide will be kept confidential. You do not need to give your name, although this is often helpful

RECOGNIZING SUSPICIOUS ACTIVITY

BE ALERT. Anything that seems slightly "out of place" or is occurring at an unusual time of day could be criminal activity. DO NOT ATTEMPT TO APPREHEND A PERSON COMMITTING A CRIME OR TO INVESTIGATE A SUSPICIOUS ACTIVITY. Call the Urbana Police Department immediately, and do not worry about being embarrassed if your suspicions prove to be unfounded. Urbana Police officers would rather investigate than be called when it is too late.

The following incidents MAY indicate possible criminal activity and should be reported:

- Open or broken doors and windows at a closed business or unoccupied residence (burglary or vandalism);
- Unusual noises, such as gunshots, screaming, or dogs barking continuously (burglary, assault, or rape);
- Sound of breaking glass (burglary or vandalism);
- A person exhibiting unusual mental or physical symptoms (person may be injured, under the influence of drugs, or otherwise needing medical attention).

SUSPICIOUS PERSONS

Obviously, not every stranger who comes into a neighborhood is a criminal. Legitimate door-to-door sales and repair people appear in residential areas frequently. Occasionally, however, criminals disguise themselves as these workers; therefore, it is important to be alert to the activities of all nonresidents. The Urbana Police Department *should* be called to investigate persons in the following circumstances, who may be suspects in the crimes indicated:

- Going door to door in a residential area, especially if one or more goes to rear of residence or loiters in front of an unoccupied house or closed business (burglary);
- Forcing entrance or entering an unoccupied house (burglary, theft, or trespassing);
- Running, especially if carrying something of value or carrying unwrapped property at an unusual hour (fleeing the scene of a crime);
- Heavy traffic to and from a residence, particularly if it occurs on a daily basis (drug dealing);
- Screaming (rape or assault);

- Loitering around or peering into cars, especially in parking lots or on streets (car theft or burglary from motor vehicle);
- Loitering around schools, parks or secluded areas (sex offender);
- Offering items for sale at a very low price (trying to sell stolen property);
- Loitering or driving through a neighborhood several times or appearing as delivery person with a wrong address (burglary).

SUSPICIOUS VEHICLES

Vehicles in the following situations MAY be involved in crimes and should be reported to the Urbana Police Department:

- Slow moving, without lights, following aimless course in any location, including residential streets, schools, and playgrounds (burglar, drug dealer, or sex offender);
- Parked or occupied, containing one or more persons, especially at an unusual hour (lookouts for a burglary or robbery);
- Parked by a business or unoccupied residence, being loaded with valuables (burglary or theft);
- Abandoned in your neighborhood (stolen car);
- Containing weapons (criminal activity);
- Someone, especially a female or juvenile, being forced into a vehicle (kidnapping, assault, or attempted rape);
- Business transactions taking place in it, especially around schools or parks (sale of stolen items or drugs);
- Someone attempting to forcibly enter it, especially in a parking lot (theft of car or burglary from motor vehicle);
- Persons detaching mechanical parts or accessories from it (theft or vandalism);
- Objects being thrown from it (disposing of contraband).

DESCRIBING AND REPORTING OF EVENTS, VEHICLES AND PERSONS

Practicing to develop skill in providing quick, accurate descriptions is an excellent NEIGHBORHOOD WATCH meeting activity. In attempting to describe events, vehicles, or persons, write down the details of what you have observed while they are still fresh in your mind, so your descriptions to law enforcement officials will be as accurate as possible.

DESCRIBING EVENTS

When describing events, write down:

- *What* happened;
- *When* it happened;
- *Where* it occurred (note the nearest cross street, home address, or landmark in relationship to the event);
- *Whether injuries* are involved (Be prepared to report visible or suspected personal injury. Be as specific as possible—this could save a life!);
- *Whether weapons* are involved (this information, whether observed or suspected, is vital to responding officers).

DESCRIBING VEHICLES

When describing vehicles, write down:

- Vehicle license number and state, make and type of vehicle, color, and approximate age;
- Special designs or unusual features, such as vinyl top, wheels, body damage, pinstripes, etc.;
- Direction of travel.

DESCRIBING PERSONS

In preparing descriptions of persons, it is important to write down the following:

- Sex;
- Race;
- Age;
- Height (estimated from eye contact level measured against your height);
- Weight;
- Hair (color and length);
- Hat;
- Facial Hair (beard/mustache);
- Shirt/tie;
- Coat/jacket;
- Pants;
- Shoes;
- Any peculiar or distinguishable mannerisms, physical disabilities, disfigurements, scars or tattoos;
- Voice characteristics;
- Direction of movement.

HOME SECURITY MEASURES

You must be aware of the potential risk of crime in your home in order to prevent it.

First...Remember that the key factor in most crimes is OPPORTUNITY. IF THEY CAN'T GET AT IT, THEY CAN'T TAKE IT! Then...follow a regular plan of home security to deter the potential burglar or other intruder.

Despite precautions, if intruders are determined to enter and burglarize your home, they can probably do so. However, burglars usually seek the easiest target—and you can take steps to make your house less vulnerable.

- Never leave doors or windows unlocked when leaving home, or even when you are home (especially doors);
- Use a timer or photo electric cell that automatically turns a living room light on at dusk, particularly if you are going to be away at that time;
- Leave a radio on with the volume turned low when leaving home, even for short periods;
- Always close and lock garage doors;
- Secure automatic garage door transmitter in glove compartment of your car;
- Secure all obvious (and not so obvious) points of entry to your home. Pretend you are the burglar...stand outside your home and plan how you would get in; then install secure locks on all doors and windows;
- Lock up all ladders, ropes, or tools that could help a burglar gain entry;

- Keep all shrubbery trimmed near your doors and windows—don't provide concealment or climbing platforms for the burglar;
- Brightly illuminate all entrances;
- Keep your grass cut, your leaves raked, etc., to indicate a well cared for and occupied home;
- Empty your mailbox or arrange to have it emptied as soon as mail is delivered;
- Install new locks when moving into an apartment or previously owned home;
- Keep extra keys out of sight and in a safe place; never hide a key outside—most hiding places are obvious to burglars;
- Avoid displaying valuable items near windows with open drapes or shades;
- Never leave a note on the door explaining why you are not at home;
- Display only your last name on your nameplate or mailbox;
- Start a “buddy system” with your neighbors in order to watch each other’s homes; watch for “movers” or “repair people” at a house where no one is home.

WHEN LEAVING HOME FOR SEVERAL DAYS

- Don't cancel your paper or mail deliveries; ask that your neighbor pick them up every day;
- Leave a key with a friend or neighbor; ask that the house be checked periodically;
- Have the drapes periodically opened and closed; and have different lights turned on and off so the house appears occupied;
- Store all your valuables;
- Tell police when you are leaving and when you plan to return; they will check on your house periodically;
- Consider asking friends or relatives to live in your home while you are away;
- Leave a car in the driveway, or ask neighbors to park their car in your driveway.

CONTACT ANY URBANA POLICE DEPARTMENT NEIGHBORHOOD WATCH OFFICER WITH QUESTIONS OR SUGGESTIONS

Officer Dan Bailey –	baileyds@city.urbana.il.us	384-2351 ext. 770
Officer Andy Hewkin –	hewkinan@city.urbana.il.us	384-2351 ext. 753
Officer Al Johnston –	johnstonac@city.urbana.il.us	384-2351 ext. 711
Officer Shannon Wolfe –	wolfesl@city.urbana.il.us	384-2351 ext. 709