

2025

ANNUAL REPORT

NORRIDGE POLICE DEPARTMENT



Value - Communication - Accountability



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To the Norridge Community



On behalf of the men and women of the Norridge Police Department, I am proud to present the **2025 Annual Report**. This report reflects our ongoing efforts, accomplishments, and dedication to serving the Norridge community, while offering a look into the daily work performed by our officers and staff.

It is an honor to serve as Chief of Police alongside a team of sworn officers and civilian employees who are deeply committed to the safety and well-being of our residents and businesses. Their dedication and professionalism play a vital role in maintaining Norridge as a safe, welcoming, and vibrant community.

The Norridge Police Department values its strong partnership with the community and understands the importance of adapting to changing needs. Through collaboration, transparency, and trust, we provide a full range of police services, including patrol operations, criminal and juvenile investigations, crime prevention initiatives, traffic enforcement, and parking enforcement.

While law enforcement continues to face significant challenges, our Department remains focused on service, accountability, and community engagement.

With the continued support of Village President Tannhauser, the Board of Trustees, and the residents of Norridge, I am confident that the men and women of the Norridge Police Department will continue working diligently to meet these challenges and serve our community with pride.

Respectfully,

Brian Goss
Chief Brian Goss #501

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Village President And Board Of Trustees

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Vice Chairman Jennifer Paolletti

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Village Administrator

Joseph La Margo

Police Command Staff

Brian Goss, Chief of Police

Nicholas Rice, Deputy Chief of Police

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2025 Activity	Count
911 HANG-UP OR OPEN LINE (RESPONSE)	129
911 MISDIAL/HANG-UP (NO RESPONSE)	30
911 TEST CALL	18
911 TRANSFER	30
ABANDONED CHILD	1
ABANDONED VEHICLE	25
ABUSE OF CHILD OR ELDERLY	2
ACCIDENT HIT & RUN PROPERTY DAMAGE	129
ACCIDENT HIT & RUN PROPERTY DAMAGE (IN PROG/JUST O	4
ACCIDENT HIT & RUN WITH INJURIES	2
ACCIDENT OFFICER INVOLVED	1
ACCIDENT PROPERTY DAMAGE	728
ACCIDENT VILLAGE PROPERTY	9
ACCIDENT WITH INJURIES	62
ANIMAL BITE	11
ANIMAL CALL	179
ASSAULT	16
ASSIST CITIZEN/PUBLIC SERVICE	379
ASSIST EMS	1856
ASSIST FIRE DEPT	294
ASSIST OTHER AGENCY	190
ASSIST PUBLIC WORKS	12
ATTEMPT TO LOCATE SUBJECT	2
BACKGROUND INVESTIGATION	35
BATTERY	38
BATTERY (IN PROG/JUST OCC)	5
BE ON THE LOOKOUT	3
BOOT APPLIED OR REMOVED	39
BOOT TOWED	2
BURGLAR ALARM COMMERCIAL	271
BURGLAR ALARM RESIDENTIAL	85
BURGLARY	27
BURGLARY (IN PROG/JUST OCC)	1
BURGLARY FROM MOTOR VEHICLE	61
BURGLARY FROM MOTOR VEHICLE (IN PROG/JUST OCC)	2
CHECK FOR WELL BEING	339
CHILD ENDANGERMENT	10
CHILD LURING	2
CITIZEN COMPLAINT	2
CIVIL MATTER	23
CRIMINAL DAMAGE TO PROPERTY	36
CRIMINAL DAMAGE TO PROPERTY (IN PROG/JUST OCC)	5
CRIMINAL DAMAGE TO VEHICLE	28
CRIMINAL DAMAGE TO VEHICLE (IN PROG/JUST OCC)	1
CRIMINAL DEFACEMENT/VANDALISM/GRAFFITI	12
CRIMINAL DEFACEMENT/VANDALISM/GRAFFITI (IN PROG/JU	1
CUSTODY DISPUTE	23
CUSTODY DISPUTE (IN PROG/JUST OCC)	2
CUSTOMER MANAGEMENT DISPUTE	30
CUSTOMER MANAGEMENT DISPUTE (IN PROG)	18

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NORRIDGE POLICE ANNUAL REPORT 2025

2025 Activity	Count
DAMAGE TO PROPERTY (NON-CRIMINAL)	40
DANGEROUS CONDITIONS	14
DEATH INVESTIGATION	13
DECEPTIVE PRACTICE	6
DISORDERLY CONDUCT	10
DISORDERLY CONDUCT (IN PROG)	1
DISTURBANCE	182
DOMESTIC BATTERY	24
DOMESTIC BATTERY (IN PROG/JUST OCC)	8
DOMESTIC DISTURBANCE	168
DOMESTIC DISTURBANCE (IN PROG/JUST OCC)	20
DRAG RACING	6
DRUG ACTIVITY P/U/S	13
EMOTIONAL/MENTAL SUBJECT	68
EQUIPMENT MALFUNCTION	1
ESCORT	17
FIGHT	55
FINGERPRINT PROCESSING	66
FIREWORKS	38
FLEEING/ELUDING	16
FLOODING	1
FORGERY	3
FOUND PROPERTY	46
FRAUD/CREDIT CARDS/CHECKS	67
FRAUD/CREDIT CARDS/CHECKS (IN PROG/JUST OCC)	1
GARBAGE/TRASH/DUMPSTER/DUMPING COMPLAINT	2
GENERAL TRAFFIC COMPLAINT	12
GUN/KNIFE/WEAPON COMPLAINT	14
GUN/KNIFE/WEAPON COMPLAINT (IN PROG/JUST OCC)	4
HARASSMENT/THREATS/OBSCENE	77
HARASSMENT/THREATS/OBSCENE (IN PROG/JUST OCC)	5
HOLD-UP/PANIC ALARM	46
HOME INVASION	1
HOME INVASION (IN PROG/JUST OCC)	1
IDENTITY THEFT	26
ILEAS CALLOUT	5
INFORMATION	76
INJURY ON-DUTY (EMPLOYEE)	8
INTOXICATED SUBJECT	54
INVESTIGATION	6
JUVENILE COMPLAINT/OFFENSE	87
JUVENILE COMPLAINT/OFFENSE (IN PROG/JUST OCC)	13
LIQUOR ENFORCEMENT/COMPLIANCE CHECK	1
LOCKOUT	3
LOITERING	18
LOST PROPERTY	53
LOUD NOISE/MUSIC/PARTY	150
MCAT CALLOUT	6
MISCELLANEOUS	17
MISCHIEVOUS CONDUCT	3

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2025 Activity	Count
MISSING CHILD	13
MISSING PERSON	22
MOTOR VEHICLE THEFT/STOLEN AUTO	20
MOTOR VEHICLE THEFT/STOLEN AUTO (IN PROG/JUST OCC)	2
MOTORIST ASSIST	77
NEIGHBOR COMPLAINT	49
NEIGHBOR COMPLAINT (IN PROG/JUST OCC)	7
NIPAS CALLOUT	2
NOTIFICATION	58
NOTIFY PUBLIC WORKS	33
NOTIFY UTILITY	1
OPEN DOOR/WINDOW	82
OTHER ALARM	52
PARKING COMPLAINT/VIOLATION	411
PARKING PERMISSION	2
PERSON IN DISTRESS/REQUEST FOR POLICE	63
PREMISE CHECK/HOUSE CHECK	31
PRISONER TRANSPORT	39
PROSTITUTION	1
PUBLIC INDECENCY	7
PUBLIC INDECENCY (IN PROG/JUST OCC)	4
RECKLESS DRIVING	193
RECOVERED STOLEN VEHICLE	6
RELOCATION OF VEHICLE	56
REPOSSESSION OF VEHICLE	63
RETAIL THEFT	214
RETAIL THEFT (IN PROG/JUST OCC)	97
ROADWAY HAZARD/OBSTRUCTION/BRANCH	23
ROBBERY/ALL OFFENSES	4
ROBBERY/ALL OFFENSES (IN PROG/JUST OCC)	3
RUNAWAY	1
SEX OFFENDER REGISTRATION	88
SEX OFFENSE/ALL OFFENSES	14
SHOTS FIRED	11
SOLICITOR COMPLAINT	49
SPECIAL DUTY/ASSIGNMENT	3
STALKING	2
STREET LIGHTS OUT	13
SUICIDAL OR ATTEMPTING	4
SUSPICIOUS INCIDENT	221
SUSPICIOUS MOTOR VEHICLE	165
SUSPICIOUS PERSON	264
THEFT FROM MOTOR VEHICLE	29
THEFT FROM MOTOR VEHICLE (IN PROG/JUST OCC)	2
THEFT OF SERVICES	5
THEFT OF SERVICES (IN PROG/JUST OCC)	3
THEFT/ALL OFFENSES	120
THEFT/ALL OFFENSES (IN PROG/JUST OCC)	7
TOBACCO ENFORCEMENT/COMPLIANCE CHECK	1
TRAFFIC CONTROL	2

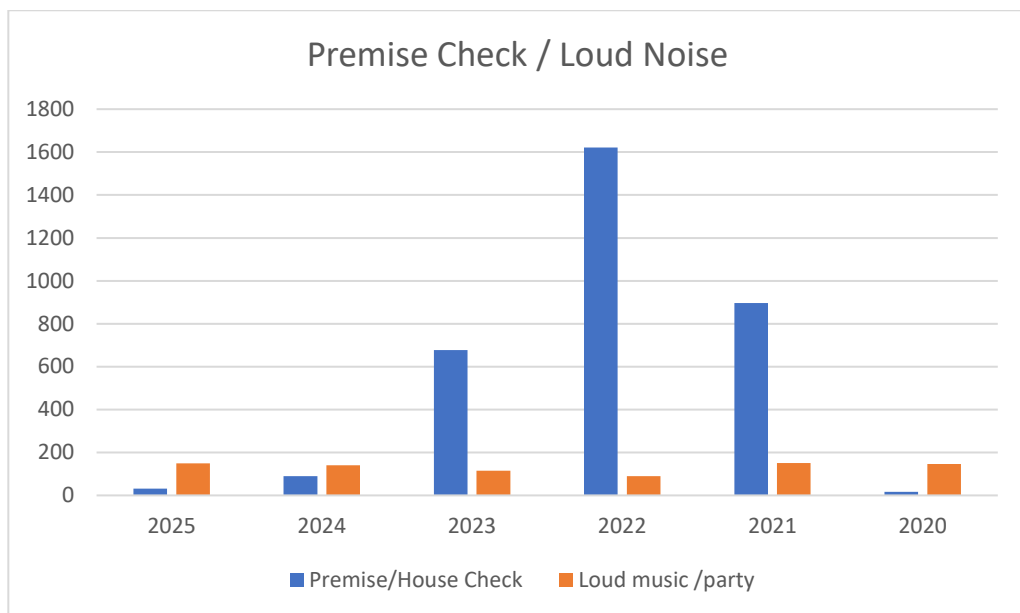
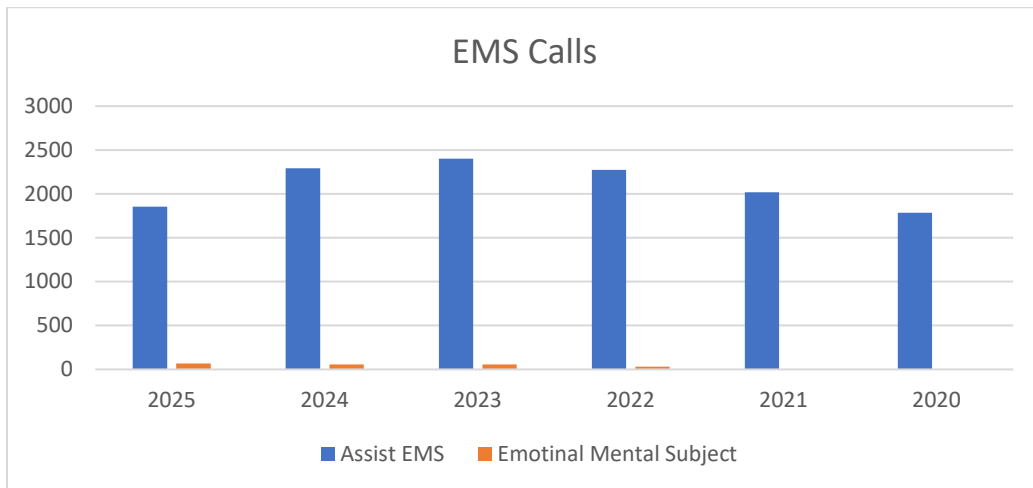
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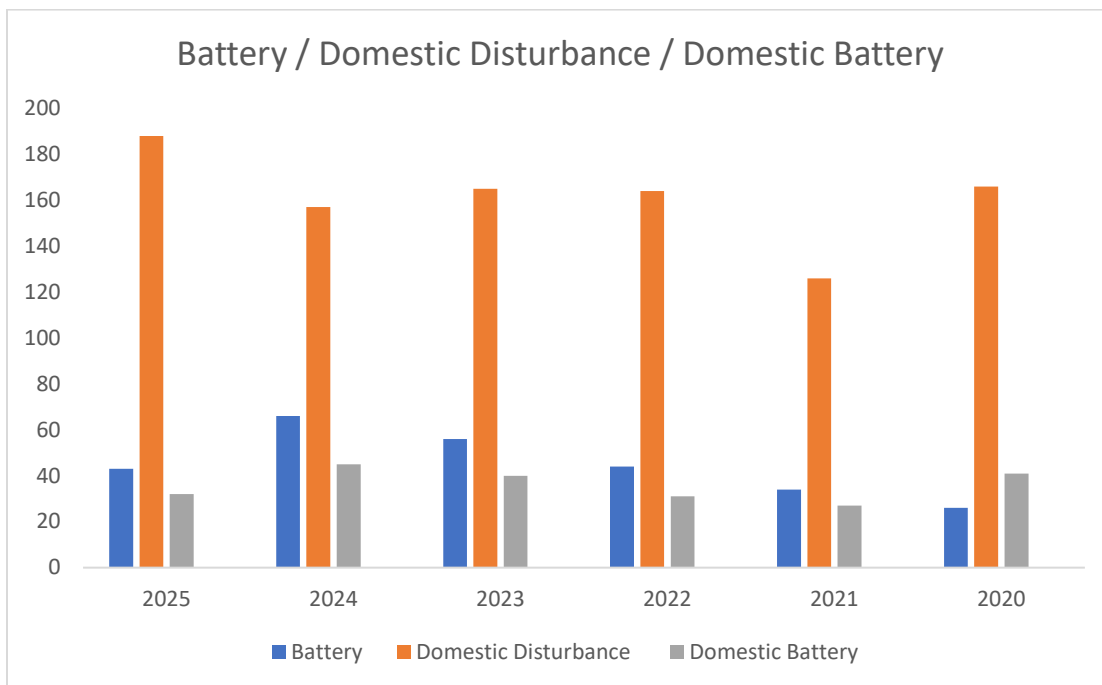
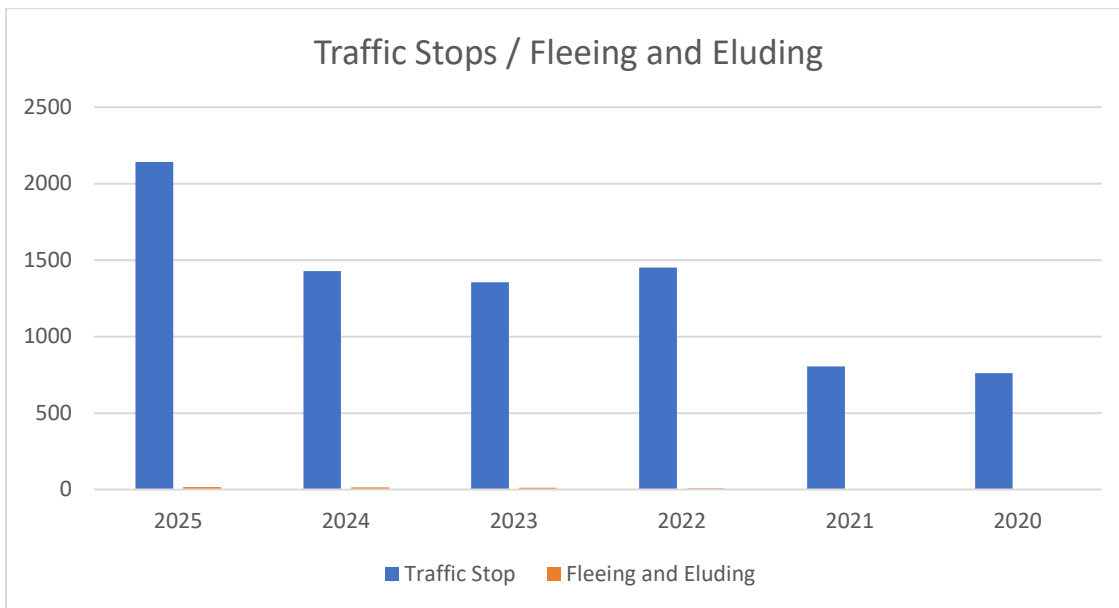
2025 Activity	Count
TRAFFIC LIGHT/SIGNAL MALFUNCTION	12
TRAFFIC STOP	2142
TRESPASSING PROPERTY	15
TRESPASSING PROPERTY (IN PROG/JUST OCC)	8
TRESPASSING VEHICLE	5
TRUANCY COMPLAINT	2
UNWANTED SUBJECT	177
VEHICLE ALARM	5
VIOLATION OF ORDER OF PROTECTION	17
VIOLATION OF ORDER OF PROTECTION (IN PROG/JUST OCC)	1
VIOLATION OF VILLAGE ORDINANCE	17
VIOLENT OFFENDER REGISTRATION	4
VISITATION VIOLATION/INTERFERENCE	5
VOID - CALL CREATED IN ERROR FOR POLICE DEPT	3
WARRANT SERVICE/ARREST/WANTED PERSON	5
WATER MAIN BREAK	43
** TOTAL **	11882

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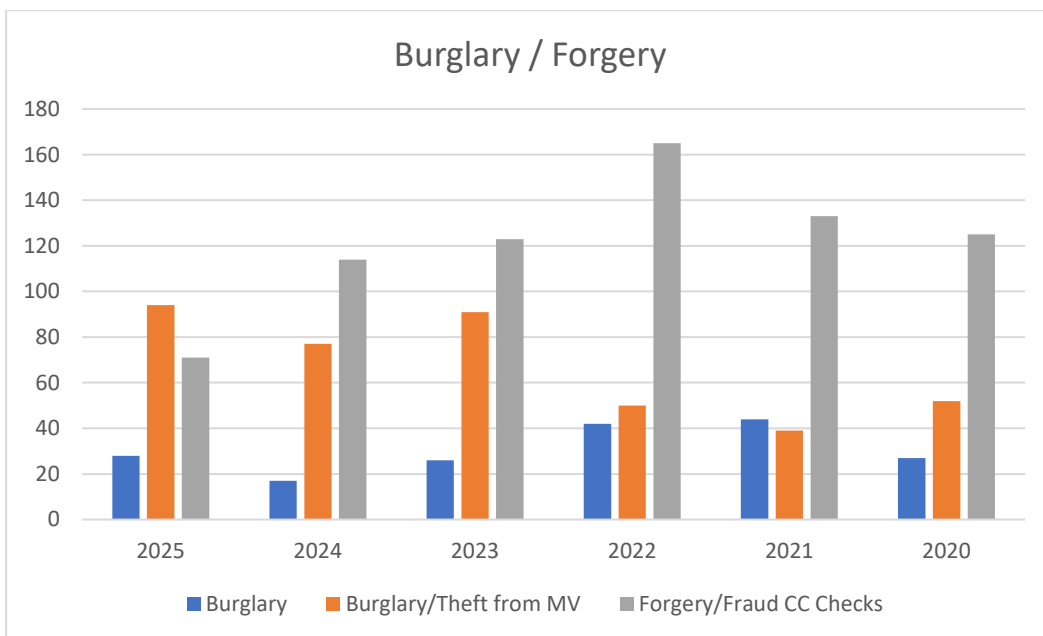
Norridge Police Calls for Service 2020-2025 Comparison



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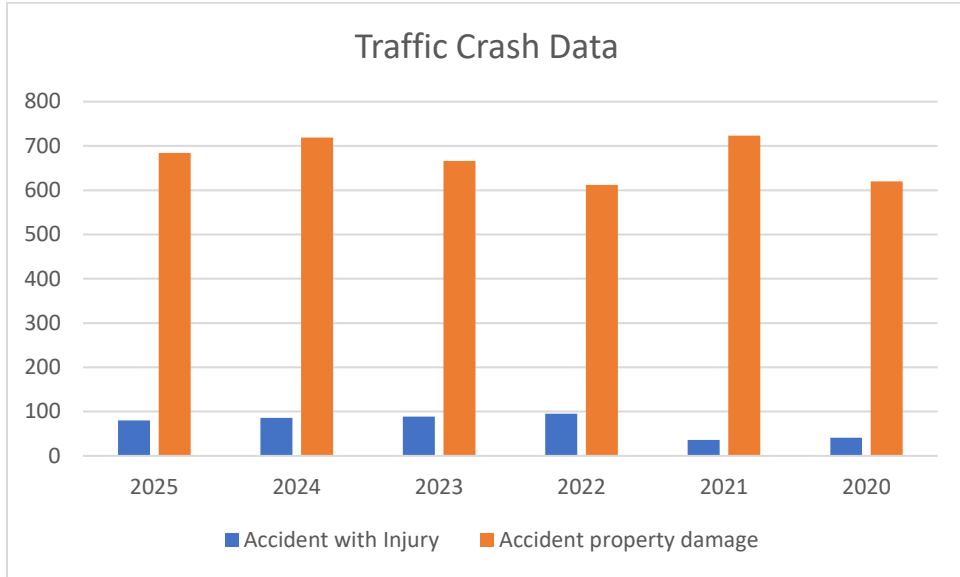
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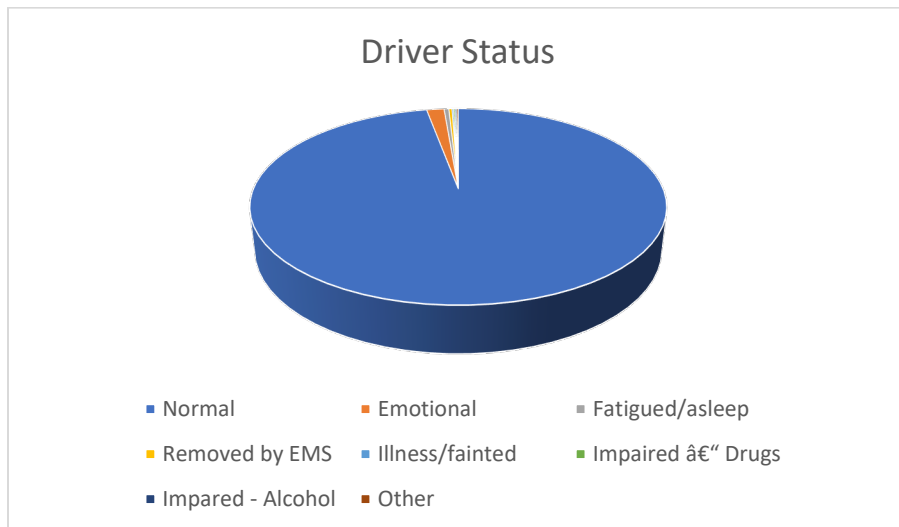
TRAFFIC CRASH AND SPECIAL ENFORCEMENT ANALYSIS

During 2025 there were a total of 765 traffic crashes. Traffic crashes in 2024 were 805 showing a 5% decrease.

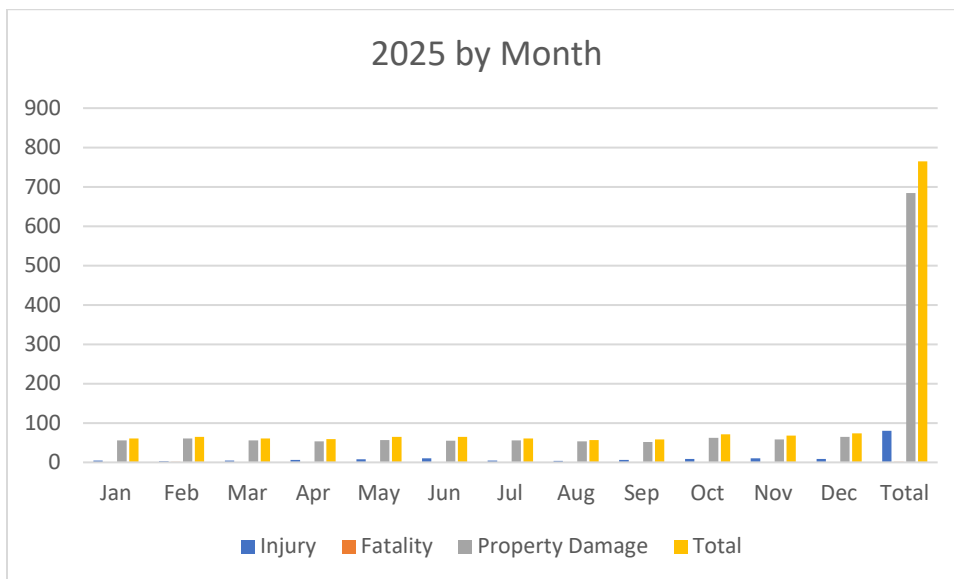
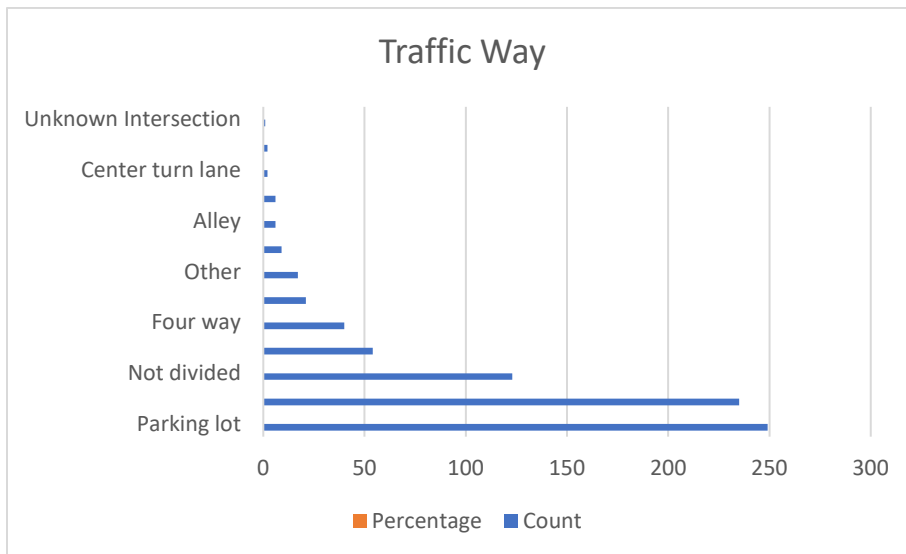


In 2025, 81 crashes involved some sort of injury to a driver or passenger, 1 of these were fatal. Compared to 2024 where 86 crashes had some sort of injury and had 0 fatalities. This is an almost 6% decrease in injury crashes and but with fatalities rising to 1. We believe this can be attributed to our aggressive traffic campaigns where we partner with the Illinois Department of Transportation for targeted enforcement of violations such as seatbelt violations.

In 2024, we had 1 crash related to alcohol as compared to 2025, we had 0 crashes where alcohol was involved.

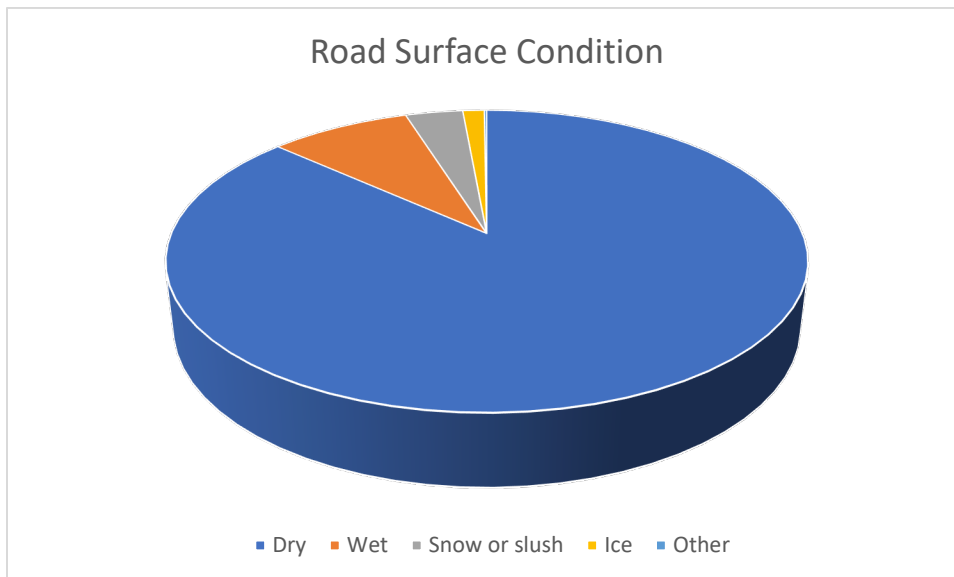


TRAFFIC CRASH AND SPECIAL ENFORCEMENT ANALYSIS Cont.



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TRAFFIC CRASH AND SPECIAL ENFORCEMENT ANALYSIS Cont.



In 2025, traffic details were assigned for locations where citizens reported issues of speeding, stop sign violations or other types of traffic violations. Our portable speed sign continues to be rotated throughout the Village to enhance our traffic complaint tracking capabilities. When complaints of heavy traffic or speeding autos are received, this sign can be deployed to count vehicles and their speeds 24 hours a day, seven days a week. The sign has been a huge asset in determining the validity of a complaint and when would be the best time to assign marked squads for enforcement action after flashing warning signs have failed to gain voluntary compliance. Various grant-funded special enforcement details outlined in this NPD annual report have had a positive effect on the accident rate in Norridge and continued as normal in 2025. Grant funding accounted for numerous traffic arrests and citations, and hopefully a change in driver behavior that will reduce the accident and/or injury rate. The additional police presence of officers in marked squads paid for by outside grants from the Illinois Department of Transportation (IDOT), Division of Traffic Safety, is a great benefit to the Village of Norridge that does not cost its citizens financially.

Traffic Grants

STEP Grant

The Norridge Police Department was awarded the STEP Grant, which is administered through IDOT Division of Traffic Safety. The STEP Grant was for \$29,258.00 and was from October 1, 2024 – September 30, 2025. This Grant is utilized to hire back off-duty police officers to enforce Occupant Restraint laws through Seat Belt Enforcement Zones (SBEZ) and target distracted drivers by issuing texting while driving and cell phone use tickets. We participated in a total of 6 Occupant Protection Campaigns, 1 Distracted Driving Campaign and 1 Speed Awareness Campaign.

2024	2025	
79	56	Seat Belt Violations
76	68	Speeding
26	28	No Insurance
42	22	Registration Violation
4	0	Failure to Signal
22	21	Electronic Communication Device Violation
13	7	No Valid DL / Suspended / Revoked
4	4	Improper Turn
1	2	Street Racing
95	40	Stop Sign Violation
	2	Child Safety Seat Violation

COMMUNITY ORIENTED POLICING

2025 Initiatives

One of the most important aspects of community-oriented policing is community involvement. The employees of the Norridge Police Department consistently search for new ways and opportunities to reach our community members through various programs and meetings. Our goal is to evaluate and execute current programs and make ourselves available to those residents and visitors when needed. We hosted and assisted with a wide range of events throughout the year.

Schools

- Met with all District School officials to update their school safety plan, threat assessment teams
- Held our 26th annual “Shop with a Cop” program for over 100 children in need
- Conducted “School Zone” traffic enforcement on a daily basis
- Provided Ridgewood High School and District 80 with a Liaison Officer’s
- DARE instruction for Districts 79 and 80
- Literacy nights
- Back to school fairs
- Career fairs
- Internet safety presentations
- Ridgewood 5K race
- Safety Town
- STEM Night
- Kindness Tunnel

Seniors

- Assisted with visits, calls, and referrals for numerous seniors needing assistance
- Met monthly with Seniors to address senior needs and concerns
- Assist the Norridge Senior Assistance Center with meal deliveries

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COMMUNITY ORIENTED POLICING Cont.

Community-Wide

- Maintained social media pages on Facebook and Instagram to provide more transparency and enhance networking capabilities with the public
- Held Coffee with a Cop sessions at different locations
- Conducted numerous crime prevention checks for area businesses and residences.
- Coordinated fund raising for Illinois Law Enforcement Special Olympics
- Hosted our third National Night Out
- Award recipients from Alliance Against Intoxicated Motorists (AAIM)
- Conducted traffic studies in neighborhoods
- Problem-solving sessions with citizens and businesses with issues related to crime and quality of life
- Held monthly meetings with supervisors to address community concerns
- Participated in Norridge Touch-A-Truck Event
- Attended Job Fairs at numerous community colleges and other locations
- Participated in Trunk-or-Treat at Pennoyer School and the Norridge Park District.
- Attended numerous Block parties held throughout the summer
- Members of the Norridge Harwood Heights Rotary Club
- Assist with Island in the City at Norridge Park
- Santa Send Off Parade and Tree Lighting
- Work Based Learning Program
- Citizen Police Academy

The Norridge Police Department will strive to improve and develop many of these programs during 2026 and look for new ways or strategies to better reach our residents.

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SHOP WITH A COP

BOOK BAG FULL OF SCHOOL SUPPLIES

The Norridge Shop with a Cop program has been running for 25 years. This program helps children in need from local school's purchase gifts for the holidays. Each child is paired with a volunteer from the Police Department as they shop. The children get breakfast and even get to meet with Santa personally.

This program was spun off into purchasing book bags and school supplies for children in need as well. The school supplies are purchased, and the bags are stuffed by volunteers at the police department. They are then delivered to the schools to be distributed to the children prior to school starting for the year.

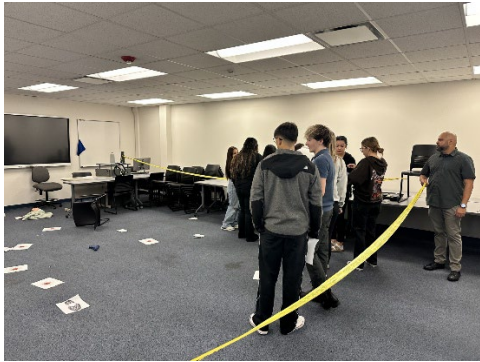
Both programs are fully funded by generous donations of residents and businesses of Norridge. If you are interested in donating to this wonderful cause, please reach out to the Norridge Police Department.



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NORRIDGE POLICE ANNUAL REPORT 2025

Besides Shop with a Cop and Book Bag Full of School Supplies department personnel help and serve the community in many other events as noted in the many pictures we have included.



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NORRIDGE POLICE DEPARTMENT HONOR GUARD



The Norridge Police Department Honor Guard was started as a prominent demonstration of the morals we hold true: Honor, Duty, and Integrity. All members of the unit are volunteers who donate their time and training for special events. Members also spend several hours every year maintaining their special uniforms and equipment.

The Honor Guard has been requested for funerals of fallen Officers and elected officials to present the colors. Along with these events, the Honor Guard presented the colors at:

Norridge Memorial Day Ceremony

9/11 Ceremony at Ridgewood High School

Norridge Veterans Day Ceremony

Ridgewood High School Homecoming game



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USE OF FORCE

In accordance with the State and federal laws and the policies of the Norridge Police Department, we carefully monitor and review each incident where a Norridge Police officer uses force in the line of duty. Each of the incidents is reviewed by the immediate supervisor, a safety review board, a Deputy Chief, and the Chief of Police. Use of Force reporting is required when a Police Officer uses force beyond that of routine arrest or detention. Varying levels of force include verbal, hands/physical control tactics, low impact weapons, pepper spray, Taser and firearms use, and firearm displays only.

During 2025, the Norridge Police Department handled 11,882 calls for service. Most of which included contact with members of the public on various levels. During 2025, thirty (30) Norridge Police Officers reported using force on (11) eleven occasions (some reports had multiple officers using force on a single call). Each of the cases was carefully reviewed on several levels to ensure that the force applied was appropriate and in line with the law and the training that each officer receives.

No complaints were filed against a Norridge Police officer for any force that was applied during an arrest or detention.

Of the 11 cases where force was used, one person reported minor injury but did not require medical treatment related to the use of force. One police officer sustained injuries from an arrest, and they required medical treatment.

Use of Force 2025	
Firearm Discharge	0
Firearm Display	1
Taser Discharge	0
Taser Display	0
OC Spray Discharge	0
OC Spray Display	0
Physical / Control Tactics	10

*In some events, more than one method may have been applied to gain proper control or compliance over the individual.

CITIZEN COMPLAINT SUMMARY

In 2025 the Norridge Police Department received one citizen complaint. This complaint was investigated and the officer was counseled by the supervisor on how to handle similar situations in a more effective manner.

Although there were no other formal complaints registered, there were several citizen inquiries regarding cases, calls or citations that were handled on the first-line supervisor level.

In addition to the citizen inquiries that were handled at the first-line supervisor level, there were some internal disciplinary matters that were investigated and handled by command staff.

These disciplinary matters include sworn and support staff and resulted in 2 verbal warnings, 1 written warning and 2 written reprimands. We had 3 officers suspended during 2025 relating to vehicle crashes. Supervisors also conducted several counseling sessions regarding performance. These disciplinary matters were for various infractions including time management, violations of procedure, and motor vehicle use.

INVESTIGATIONS SUMMARY

The Investigations Division is primarily charged with the responsibility of investigating all criminal incidents reported to the Police Department. The Unit is staffed with one Detective Sergeant and three full-time detectives.

On a daily basis, the Detective Sergeant reviews all criminal incidents reported to the Police Department. The reports are screened for solvability factors in order to determine if they merit assignment to an investigator for follow-up. Not all cases reported to the Police Department are actually assigned to an investigator. Examples might include minor thefts or acts of vandalism for which there are no witnesses or suspects. Additionally, if the victim does not wish to prosecute, the case may not be investigated. Following assignment to an investigator, cases are actually worked based upon the seriousness of the offense. Typically, crimes committed against persons receive the highest priority.

The Investigations Division also makes a significant contribution to the prevention of crime. This is done by analyzing crime data, gathering intelligence information and discerning patterns of criminal activity. When data and patterns of criminal activity yield enough information, the Investigations Division may conduct surveillances, execute search warrants, conduct sting operations or initiate a task force to address ongoing criminal activity.

In addition to the daily task of investigating criminal activity, the Investigations Division performs a variety of other tasks to assist the Police Department and help the Village of Norridge maintain a high quality of services to residents, business owners and visitors. The Investigations Division conducted well over 40 background investigations of police officer applicants and others seeking employment with the Village. The Division also handles the registration and tracking of convicted sex offenders, violent offenders, and alcohol compliance checks.

In 2025, Norridge Detectives were assigned over 300 cases to follow up on and self-initiated 47 cases for investigation.

The members of Investigations also take part in MCAT – **Major Case Assistance Team**. The **Major Case Assistance Team** (MCAT) is a multi-jurisdictional organization formed to provide investigative and forensic assistance to member police agencies during the investigation of homicides, serial crimes and major criminal events. The **Major Case Assistance Team** is comprised of police agencies from throughout the northwest suburbs.

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RIDGEWOOD HIGH SCHOOL and DISTRICT 80 RESOURCE OFFICERS



Norridge School District 80

In 2025, the Norridge Police Department expanded its School Resource Officer (SRO) program by providing School District 80 with a full-time School Resource Officer, while continuing SRO services at Ridgewood High School. This initiative reinforces the Department’s ongoing commitment to school safety, student support, and proactive intervention.

School Resource Officers assigned to the schools are responsible for a wide range of duties throughout the academic year. A significant portion of an SRO’s time is dedicated to addressing student-related concerns, including family-related matters, mental health issues, vaping and tobacco violations, truancy, and occasional batteries or fights. SROs work closely with school administrators, including Deans, Teachers, Counselors, and Social Workers, to determine responses that are in the best interest of the student. Not all incidents warrant criminal enforcement; decisions are based on multiple factors, including the seriousness of the incident and the student’s prior police contacts.

In addition to daily school operations, SROs are actively involved in student assistance and school safety initiatives. These responsibilities include participation on the school’s Threat Assessment Team and providing instruction on Run, Hide, Fight procedures in the event of an active threat.

SROs also provide security and supervision at school-sponsored events, including home football and basketball games, school dances, and prom. The assignment of full-time SROs has strengthened collaboration between the Norridge Police Department and local schools, enhanced overall campus safety, and improved the Department’s ability to effectively address student needs.

SRO Cortez



SRO Tomasso



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ORGANIZED RETAIL CRIME GRANT



In May of 2025 the Norridge Police Department applied for and was awarded a \$25,000 grant from the IL Attorney General's Office to help combat Organized Retail Crime. The money was designated to pay for existing License Plate Readers, Surveillance Cameras and Over Time for Officers. The purpose of the grant is to:

1. Enhance collaboration
 - a. Norridge PD has participated in numerous collaborative law enforcement efforts in the area of gangs, drug distribution, and crime prevention.
 - b. Norridge PD continues to find opportunities to participate in area focused saturation efforts to target in-progress crime in the region.
2. Enhance ongoing investigations in organized retail crime.
 - a. Norridge PD will be excellently positioned to significantly enhance collaborative efforts with law enforcement agencies.
3. Provide training to law enforcement and prosecution teams
 - a. Norridge PD can and will assist or lead in the investigation and prosecution of organized retail crimes.
4. Support overtime for law enforcement
 - a. Norridge PD has a significant need for this program and the funding support to the mission in investigations of organized retail crime in both the home agency of officers and in collaboration with the Attorney General's Organized Retail Crime Task Force.
5. Funding priorities
 - a. Norridge PD has reviewed the funding priorities and believes that our department capabilities align well with the funding priorities of the Organized Retail Crime Task Force.

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WORK BASED LEARNING PROGRAM and CITIZEN POLICE ACADEMY

HIGHLIGHTS

In 2025, the Norridge Police Department proudly participated in the Des Plaines Valley Region Work-Based Learning Program. This innovative initiative introduced high school students from the area to careers in law enforcement, providing them with hands-on experience and college credit. Through this program, students worked alongside our officers, gaining a unique perspective on policing and the broader Criminal Justice field. We are honored to support this collaboration and look forward to inspiring the next generation of law enforcement professionals as the program continues to grow.

Additionally, the Norridge Police Department hosted its second Citizen Police Academy, a comprehensive ten-week program designed to provide community members with an inside look at police operations. Participants explored topics such as dispatching, evidence handling, and crime scene investigation, gaining a deeper understanding of the department's role in public safety. This inaugural academy was a resounding success, fostering stronger connections between the Norridge Police Department and the community we serve.



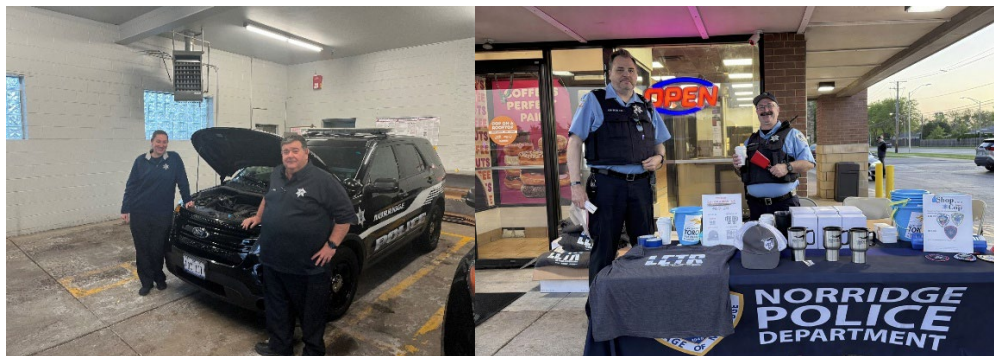
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COMMUNITY SERVICE OFFICERS

Norridge's Community Service Officers (CSO's) handle non-criminal police matters and other Village department assignments. There are currently four CSO positions assigned to the Patrol Division. Their services are available between 7:00am–5:00pm on varying days. Their attention to non-criminal police related matters free up sworn police officers to handle criminal complaints and tactical operations.

CSO's assist with traffic control situations brought on by weather, crash related incidents or Village special events. CSO's act as our Fleet Maintenance Department making sure that the vehicles are maintained and serviced as needed. The CSO's patrol the neighborhoods and Mall areas searching for parking violations, abandoned vehicles or other violations that they can take action on.

The CSO's are also responsible for monitoring both domestic and wildlife issues within the Village. Their responsibilities cover the proper care of domestically kept animals and other interests relating to wild animals. Dealing with wildlife carrying diseases such as distemper in raccoons or opossums ensures the safety and health of the general public and other animals. The CSO's are provided with equipment that allows them to deal with these issues in a safe and humane manner.



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RECORDS DIVISION

The Police Records Division consists of two full-time Records Clerks. This division maintains and manages the computerized database of all law enforcement records for the Police Department. Their duties include the entry and retrieval of all police reports and citations and handling dissemination of any requests for copies of reports.

During 2025, the Records Division processed 11,882 police reports/calls for service. In addition, they processed 1056 traffic citations, 1086 traffic warnings, 5,441 parking citations, and 305 non traffic citations. Additionally, they process all the department's local and state arrest reports. The Police Department also processed over 200 Freedom of Information Act requests through the Village Clerk's Office.

Additional duties include processing court summons, processing arrest documents, preparing the monthly Uniform Crime Reports for state and federal agencies, and other miscellaneous records functions.

In addition to regular duties, Records handles all state mandated reporting to Illinois, as well as the new requirements the Federal Government has implemented. These new reporting requirements fall under the National Incident-Based Reporting System (NIBRS) and require each law enforcement agency to report specific information on all crimes reported.

Additionally, with new state mandated reporting requirements, records personnel have several other mandated reports to file on arrests or mental health cases.



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NORRIDGE POLICE DEPARTMENT CROSSING GUARDS

The Norridge Police Department provides crossing guard staffing at eight different locations throughout the village.

These locations serve Pennoyer, Giles and Leigh Schools. Crossing guards assist with the safe crossing of school children, other pedestrians and control traffic at the designated crossings. In addition, our crossing guards assist with the annual Safety Town held at Harlem and Irving Plaza.

Crossing guards are governed by Illinois Law and failure to obey a crossing guard is a violation of the law which could result in a ticket and fine.



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MUNICIPAL CONSOLIDATED DISPATCH

The Illinois General Assembly in Summer 2015 adopted Public Act 99-0006, which became effective on Jan 1, 2016. In order to be in compliance with the new law, the Norridge Police Department consolidated its dispatch center with the Harwood Heights and Schiller Park Police Departments in September of 2017. Through an inter-governmental agreement, these 3 agencies formed Municipal Consolidated Dispatch (MCD).

MCD serves a population of approximately 35,000 residents. MCD is responsible for receiving and dispatching emergency and non-emergency calls for service for the Norridge, Harwood Heights, and Schiller Park Police Departments, Schiller Park Fire Department and Norwood Park Fire Protection District. The Norwood Park Fire Protection District provides fire/ambulance services for Norridge, Harwood Heights and Norwood Park Township. In addition, MCD makes after-hours public works notifications for all three municipalities.

Day to day operations for MCD are run by the Executive Director. MCD has an authorized staff of 17 full-time, 2 part-time Telecommunicators, 1 Full-Time Records Clerk, and 1 part-time Administrative Assistant. For the 2025 calendar year, MCD dispatched over 33,560 police calls for service for the 3 police departments and approximately 6,353 fire/EMS calls for the 2 fire departments.

When a Norridge resident calls for assistance, either via 911 or our non-emergency number, the call is routed to MCD. When the telecommunicator answers the phone, you may be asked many questions. Questions that may seem irrelevant to you may be very important for the officers and/or firefighters responding to the scene. Please provide answers to all of the questions as best as you can. You may also be asked to stay on the phone depending on the issue you are reporting about. Conversely, if there is an incident in which there are many callers, after you have answered as many questions as you can, and if you no longer can provide any updated information, the telecommunicator will have to disconnect the call with you. Do not take offense to this. They have to answer the other calls so they can get possible updated or additional information from those callers regarding the situation.

Emergency:	911
MCD Non-emergency:	708-320-7880
Police Department:	708-453-4770 (auto attendant)



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THE END

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