

## 911 should be used:

- \* When an emergency is occurring (i.e. someone is currently in danger of harm).
- \* When you need an officer to respond for any reason
- \* When you need to file a police report (no matter how minor you believe your report is, you need to call 911 to file a police report).

## SEND TIPS ANONYMOUSLY

### Tips via Texting:

User types "spdtp" plus their tip on their cell phone and texts it to "847411" (TIP411). The text message is encrypted and an alias is generated, masking the identity of the sender from the police. The police have no way of determining the user's identity. Users with a smart phone can download the SPD Tip app to conveniently provide anonymous information to the department.

### Tips via Internet:

Users go to [www.ci.superior.wi.us/spdtips](http://www.ci.superior.wi.us/spdtips) and follow the link for "Anonymous Web Tips." The user then fills in a form and submits the tip via the Internet. The tip goes through a secure server. The identity of the sender is masked from the police. It is not for events that an officer needs to check on right away.

**TIP411 (TEXTINGTIPS/INTERNET TIPS)  
IS NOT A REPLACEMENT FOR  
CALLING 911.**

The Superior Police Department uses Community Crime map, <http://communitycrime-map.com/> as a public information source for crime mapping and setting up e-mail notifications for residents, landlords and business owners. From the website's home page, users can use the Jump To City menu to select WI – Superior. There are menus to choose a time period to search for incidents and the types of incidents.

The Superior Police Department employs 57 sworn officers, seven civilian staff and up to 20 volunteer auxiliary officers. SPD is divided into two primary divisions, Investigations and Patrol. Each division commanded by a Captain, with sergeants in each division being first-line supervisors

Superior, Wisconsin is located on one of the most popular tourist routes in the Midwest, and embraces the westernmost tip of the Great Lake, Superior. Lake Superior is the largest freshwater lake in the world by surface area and the third largest by volume.

Superior is not only on the border of the vast inland sea, Lake Superior, but it is bounded by three bays and two rivers: St. Louis Bay, Superior Bay, Allouez Bay, and the St. Louis and Nemadji Rivers.

The approximate population of Superior is 27,224 and the area of the city consists of 45 square miles.

## Informational Brochure

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**Superior Police Department  
1316 North 14th Street, Suite 150  
Superior, WI 54880**

Phone: (715) 395-7234

Fax: (715) 395-7664

Administrative Fax (715) 395-7574

## MESSAGE FROM THE CHIEF

Providing quality police services, in the most professional manner, are core values for the men and women of the Superior Police Department. We strive to enhance the quality of life of our citizens through our efforts to reduce and prevent crime. Citizen's comments and opinions are extremely important in assuring we carry out our mission. I encourage your feedback on how we are serving you. This will help us to improve the many services we provide.

Sincerely,            Nicholas Alexander  
                                 Chief of Police

## MISSION STATEMENT

The Superior Police Department is sworn to protect, committed to justice, and dedicated to professional service.

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To file a report online, go to our website:

[www.ci.superior.wi.us/spd](http://www.ci.superior.wi.us/spd)  
click on 'Report an Incident'

If you have a comment about the services we have provided, please feel free to contact the Department or a supervisor of the department. Letters of appreciation are placed in officers' personnel files and are considered in their annual performance evaluations. In some cases, officers may receive letters of commendation.

In addition and in accordance with Wisconsin State Statutes and our own General Orders and Standards of Conduct, it is the policy of the Superior Police Department to thoroughly investigate complaints made against employees; made either by a citizen or through internal sources. The objective is to resolve disagreements and problems in a fair and honest manner, while maintaining the trust of the community, and the integrity and professionalism of the Department.

To compliment or thank an officer, you may:

\*Contact any on-duty Supervisor at  
1316 N. 14<sup>th</sup> St., Superior, WI  
Or call (715) 395-7234

\*Write a letter to the Superior Police Department, in care of the Chief of Police, or call (715) 395-7450.

To make a complaint, you may:

- ◆ Contact any on-duty supervisor at 1316 North 14<sup>th</sup> Street, or call: (715) 395-7234
- ◆ Write a letter to the Superior Police Department, in care of the Chief of Police, or call: (715) 395-7450
- ◆ Contact the Superior Police & Fire Commission, c/o Human Resources Department 1316 N. 14<sup>th</sup> St. , Suite 301, Superior, WI 54880

**Warning:** The filing of a false or frivolous complaint against a law enforcement officer can result in charges under Wisconsin State Statute §946.

**SUPERIOR POLICE  
DEPARTMENT**  
Phone: (715) 395-7234

**VISIT OUR WEBSITE**  
[www.ci.superior.wi.us/spd](http://www.ci.superior.wi.us/spd)

or e-mail us at:  
[policedept@ci.superior.wi.us](mailto:policedept@ci.superior.wi.us)

Visit us on Facebook:  
[www.facebook.com/SuperiorPD](http://www.facebook.com/SuperiorPD)