



Most public safety agencies use Nextdoor for [community policing/engagement](#), [crime prevention](#), and [emergency preparedness](#). With Nextdoor, you can request help from or provide information to actual residents who live within your service area, and want to connect with public safety agencies to make their communities safer and stronger.

Nextdoor facilitates *targeted* communication to real members of your community. Updates can be posted to your agency's entire service area, specific service areas (such as police precincts), or to individual neighborhoods.

Below are several examples of how law enforcement, emergency management, and fire/EMS agencies across the country have used Nextdoor to communicate with their residents.

### Community Policing/Engagement

- A San Diego, CA Police Department sergeant received hundreds of Thanks and Replies from Nextdoor members when he offered to attend neighborhood meetings.
- The Durham County, NC Sheriff's Office sends a customized post to every new Nextdoor neighborhood in the county to welcome them to Nextdoor and provide information on how they can communicate with the Sheriff's Office.
- The Mobile, AL and Charlotte, NC Police Departments tasked police officers with specific goals to increase their residents' adoption of Nextdoor.

### Crime Prevention

- The Fort Worth, TX Police recruited dozens of volunteers through Nextdoor for a Citizen's Patrol Program in their elementary schools.
- The Denver, CO Police requested information from residents on Nextdoor, and in turn received valuable and specific information on crime patterns in local neighborhoods.
- Charlotte, NC Police shared important Halloween safety tips for parents and children, and the San Jose, CA Police discussed 4th of July safety.

### Emergency Preparedness

- The Houston, TX Office of Emergency Management shared a Winter Storm Warning advising at-risk residents to expect freezing rain and icy roads.
- The San Francisco, CA Department of Emergency Management used Nextdoor to coordinate tsunami preparedness efforts.
- The Palo Alto, CA Police informed residents about upcoming Community Emergency Response Team (CERT) training sessions hosted by the city.
- The Phoenix, AZ Fire Department alerted residents of an Excessive Heat Watch which included heat stroke prevention tips. The Fire Department asked residents to call 911 if they encountered anyone suffering from heat distress, and to check on neighbors who needed special assistance (elderly, those living alone or those with medical considerations, etc.).
- During fire season, San Diego Fire issued urgent alerts to notify affected residents about wildfire activity and evacuation instructions. They were able to communicate with residents in real-time on Nextdoor.

## PUBLIC SAFETY USE CASES AND SUCCESS STORIES

Below are several ways that public safety agencies have partnered with residents on Nextdoor to keep their communities safe.

### Oakland neighbors use Nextdoor to help police apprehend burglars

Neighbors in Oakland, CA used Nextdoor to report suspicious activity in their neighborhood. One neighbor saw an alert about two young men going door-to-door as “salesmen.” She called the police, who requested she remove the description of the men and take a photo when they came to her door. Thanks to her quick thinking and the information from her neighbors on Nextdoor, police arrested the two men with stolen goods in their possession.

### Nextdoor adoption and reduced crime in Sacramento

With participation in neighborhood watch programs declining, the Sacramento Police Department embraced Nextdoor as a tool to engage concerned citizens. In just one year, they grew their Nextdoor membership from 10,000 to over 20,000 residents, which was accompanied by a 7.7% reduction in crime and a 30% decrease in shootings.

### Phoenix neighborhood teams up with police on Nextdoor to solve break-ins

The Grandview neighborhood in Phoenix, AZ was plagued by more than 25 break-ins in less than four months. Several concerned citizens shared crime updates and safety tips on Nextdoor and also hosted a community meeting with Phoenix police officers. The community meeting was widely attended after being promoted on Nextdoor. Thanks to posts on Nextdoor and information shared at the meeting, vigilant neighbors reported suspicious activity and vehicles, resulting in six arrests being made almost immediately.

### Nashville neighborhoods help police arrest home burglary suspects using Nextdoor

In November, a Nashville, TN neighbor's new lawn mower and yard furniture were stolen from his front yard. He contacted his neighborhood's Nextdoor Founding Member for help, and together they sent out an urgent alert on Nextdoor to notify others of the crime. Almost immediately, a neighbor who had witnessed the theft responded to the alert by sharing a photo of two suspects loading the stolen items into a getaway car. The identifying image was quickly forwarded to the police who successfully tracked down and arrested the suspects. Coincidentally, the individuals had also been responsible for multiple other thefts across the city, but swift action taken by these Nextdoor neighbors helped end this local crime spree.