

CITY OF BURBANK



POLICE  
DEPARTMENT

2021

COMMUNITY STUDY



200 N. Third St.  
Burbank, CA 91502

**Michael Albanese**  
*Chief of Police*



[www.BurbankPD.org](http://www.BurbankPD.org)



# BURBANK POLICE DEPARTMENT

Michael Albanese, Chief of Police

200 North Third Street, Burbank, California 91502-1201

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February 17, 2022

The Burbank Police Department would like to thank everyone who participated in our 2021 Community Study. The information contained in this report will be used to improve upon existing practices, re-establish our priorities, and progress as a contemporary law enforcement agency.

Over the two years since our last study was conducted, we have seen many changes to the policing profession. Several national events have diminished public trust of law enforcement, and together with a global pandemic, agencies have been required to reexamine and change established policies and procedures.

The Burbank Police Department remains focused on gathering feedback from the members of our community as a method of self-reflection, and as an examination of how our organization is performing. Change and improvement is a collective effort that involves not only the Police Department, but also the people who make up the community in which we serve.

The 2021 survey instrument was offered in English, Spanish and Armenian to better serve the diversity of Burbank. There were over one thousand individual responses that provided input on safety, crime, quality of life, technology, and service quality. The results represent a good sampling of the community and provide notable feedback. In response to the input and suggestions received, the Burbank Police Department will be focused on reducing and deterring crime, increasing safety on our roadways, and improving quality of life in Burbank.

Since our last study in 2019, the Burbank Police Department has hired over 50 new police officers who represent the diverse demographic population of Burbank. BPD is committed to a continuous and aggressive recruitment effort for both sworn and non-sworn employees. The increased staffing will expectantly lend itself to decreases in crime, an increase in police presence, and a continued commitment to maintaining low response times in Burbank for both emergency and non-emergency calls.

Over the past year, the City of Burbank experienced an increase in traffic collision fatalities. These incidents affected everyone in our community and emphasized the need for continued and increased traffic enforcement, education, and engineering with respect to our roadways.

In response, the Burbank Police Department Traffic Bureau has modified its schedule and increased its workforce to better address traffic issues like speeding, reckless driving, bicycle and pedestrian safety, impaired driving, and street racing. A new driver education program has been planned for high school students and young drivers to teach safe driving habits and address certain driving behaviors. Engineering progress has been made with changes to physical design and other measures to help reduce vehicle speeds and improve safety on our roadways.

This report will reflect the community's concern over the unhoused population. The Burbank Police Mental Health Evaluation Team (BMHET) continues to set the standard for how law enforcement agencies address the unhoused population and those suffering from mental illness. BMHET responds to calls for service, addresses quality of life issues, helps facilitate housing for

RESPECT

INTEGRITY

EXCELLENCE



the homeless, conducts case management and follow-up, and helps to alleviate the strain on patrol resources by those requiring repeated service. The end goal of BMHET is to provide sustained care and resources to those in need.


As you will see in the results, the Burbank Police Department received high marks in the 2021 study. The data reflects the trust and support the Burbank Police Department has from a very special community – the City of Burbank. Community policing philosophies and partnerships are at the forefront of our operation and help fortify our mission to continue serving the citizens of Burbank with Respect, Integrity and Excellence.



Mike Albanese  
Chief of Police



Denis J. Cremins  
Captain, Administrative Division



Adam Cornils  
Captain, Patrol Division



Travis Irving  
Captain, Investigations



JJ Puglisi  
Captain, Support Services



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# INTRODUCTION

The Burbank Police Department fosters strong and positive relationships with community members and is committed to providing quality police services through continuous evaluation and improvement. As part of this commitment, the Burbank Police Department seeks input from community members on a regular basis as a method for evaluating our performance.

This community study was launched in October of 2021 to assess and improve the services we provide to the public. The study was developed, distributed, and analyzed by the Burbank Police Department. The objective was to gather feedback from the citizens of Burbank and those who have had contact with members of the Burbank Police Department to evaluate our performance, police services, and our management of issues related to crime, safety, and quality of life in the City of Burbank.

# MISSION STATEMENT

The mission of the Burbank Police Department is to protect life and property, provide professional police services, and work in partnership with the community. This is accomplished through adherence to our core values:

## **RESPECT**

*Protect the rights and dignity of all people as determined by the Constitution of the United States and the laws of the State of California.*

## **INTEGRITY**

*Commitment to ethical behavior and acceptance of individual responsibility and accountability for all of our actions and decisions.*

## **EXCELLENCE**

*Quality through continuous improvement.*

# EXECUTIVE SUMMARY

Between **October 18, 2021, and November 22, 2021**, residents, businesses, and visitors of the City of Burbank were asked to participate in an anonymous survey to help critique and evaluate the performance and services of the Burbank Police Department. The survey included questions pertaining to demographics, quality of service, crime and safety issues, quality of life, and community outreach. A total of 876 completed responses were received during the research period, with 216 partial responses and a total of 2,412 survey visits.

Questions in the survey were organized under the following dimensions:

- Respondent information; including gender, age, relationship to Burbank and zip code
- Quality of service; based on recent contact(s) with the Burbank Police Department
- Perceptions of crime, safety, and quality of life issues in Burbank
- Assessments of public confidence and satisfaction with the Burbank Police Department
- Familiarity with various Burbank Police Department programs and community outreach efforts

Based on the analysis of survey data, the Burbank Police Department received high ratings in this study.

# METHODOLOGY

The survey instrument was developed by the Burbank Police Department Community Outreach and Personnel Services Bureau (COPS) with oversight by the Burbank Police Department Administration. It was offered in English, Spanish, and Armenian languages.

The survey period was five weeks in length and respondents were able to access the questionnaire online using a computer, phone, or other mobile/web-enabled device. The survey was created with IP restriction to reduce the likelihood of multiple responses from the same device and to strengthen the credibility of the results.

The study was advertised on the City of Burbank's website ([www.burbankca.gov](http://www.burbankca.gov)), Burbank Police Department website ([www.burbankpd.org](http://www.burbankpd.org)), and Burbank Police social media pages (Facebook, Instagram, Twitter, Nextdoor.com).

An online service, Zoho Survey, was used to create and host the survey instrument. Data was compiled, tabulated, and analyzed electronically. Results were then populated and organized in preparation for this final report.

**Note:** The results reported in this study can only be considered the opinions of survey participants. Not all respondents answered all questions, and the results cannot be generalized to represent the entire city population. The points of view and opinions expressed herein are representative of the survey participants and are not necessarily representative of the official position or policies of the Burbank Police Department.

# DEMOGRAPHICS

The first dimension of this study focused on personal and demographic information of the respondent, including:

- The gender of the respondent
- The age range of the respondent
- The respondent's relationship to the City of Burbank
- The respondent's zip code in the City of Burbank

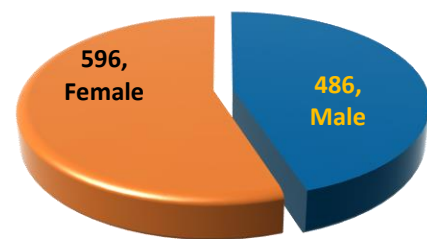
## SUMMARY OF THE RESULTS

### Q.1 Gender of the Respondent

- ▶ 45% Male
- ▶ 55% Female

Answered: 1,082 | Skipped: 10

*Most respondents identified themselves as female.*

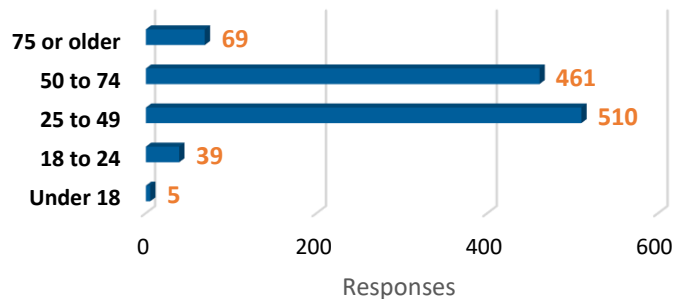


### Q.2 Age of the Respondent

- ▶ 6% 75 or older
- ▶ 43% 50 to 74
- ▶ 47% 25 to 49
- ▶ 4% 18 to 24
- ▶ <1% Under 18

Answered: 1,084 | Skipped: 8

*Most respondents were between the ages of 25 and 49.*

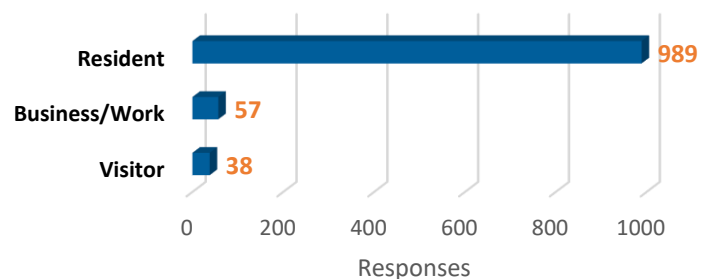


### Q.3 Relationship to Burbank

- ▶ 91% Resident
- ▶ 5% Business/Work
- ▶ 4% Visitor

Answered: 1,084 | Skipped: 8

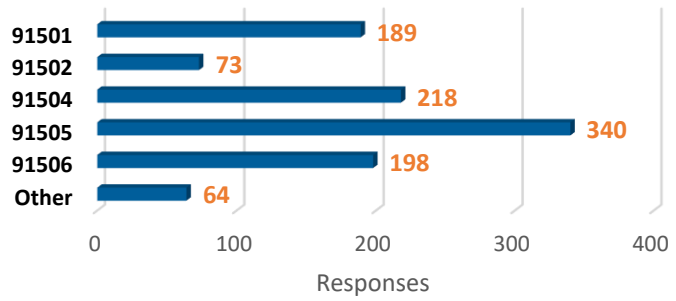
*Most respondents identified themselves as residents of the City of Burbank.*





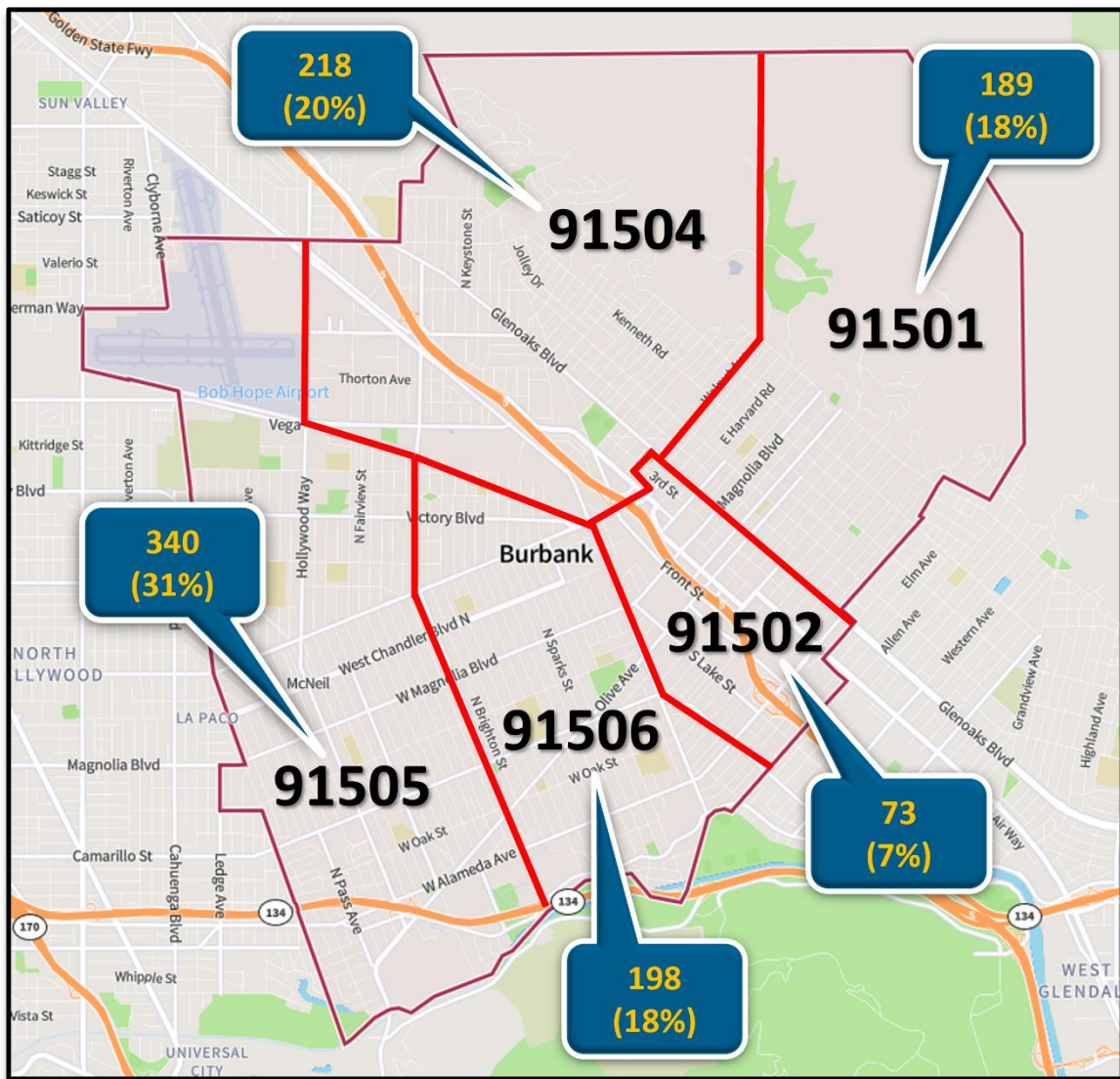
#### Q.4 Zip Code of the Respondent

- 18% **91501**
- 7% **91502**
- 20% **91504**
- ▶ 31% **91505**
- 18% **91506**
- 6% **Other**



Answered: 1,082 | Skipped: 10

Most respondents were from zip code 91505.



# QUALITY OF SERVICE

The second dimension of this study focused on the quality of police services provided by the Burbank Police Department. Respondents provided input in the following performance categories:

- Response Times
- Courtesy
- Professionalism
- Helpfulness
- Fairness
- Ability to Address Concerns

This portion of the survey was controlled by *skip logic*. Question number five (Q.5) required a response from the respondent as to how many direct contacts they've had with the Burbank Police Department within the past 12 months. The respondent was only able to provide input regarding quality of service if they reported having at least one contact with the Burbank Police Department.

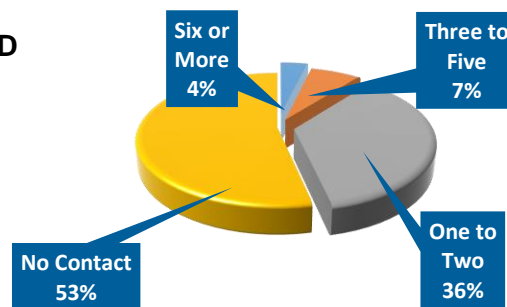
Of the total survey responses, 583 of the 1,092 respondents reported not having any direct contact with the Burbank Police Department. Therefore, only 509 respondents were able to rate the Burbank Police Department's service in the above performance categories.

## SUMMARY OF THE RESULTS

### Q.5 Number of Contacts with Burbank PD

- ▶ 53% **No contact**
- 36% **One to two**
- 7% **Three to five**
- 4% **Six or more**

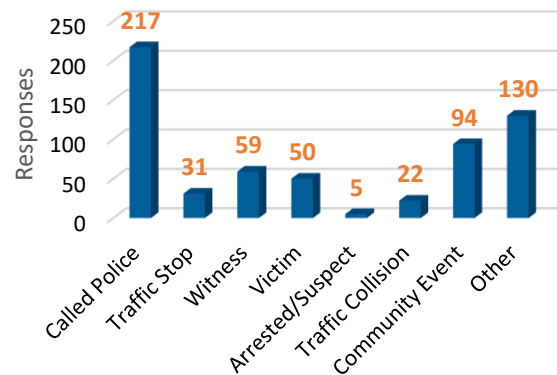
Answered: 1,092 | Skipped: 0



### Q.6 Nature of Contact with Burbank PD

- ▶ 50% **Called the police**
- 7% **Traffic stop**
- 14% **Witness to an incident**
- 11% **Victim of a crime**
- 1% **Arrested / suspect in a crime**
- 5% **Traffic collision**
- 22% **Community event**
- 30% **Other**

Answered: 436 | Skipped: 656



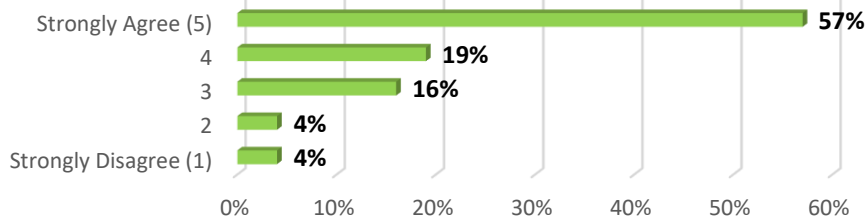
Respondents were able to select all that applied based on the number of contacts. Most respondents contacted Burbank Police by calling.

**Q.7 Based on your recent contact(s) with the Burbank Police Department, please rate the following statements:**

Answered: 428 | Skipped: 664

**BURBANK PD ARRIVED IN A TIMELY MANNER**

Answered: 399 | Skipped: 29

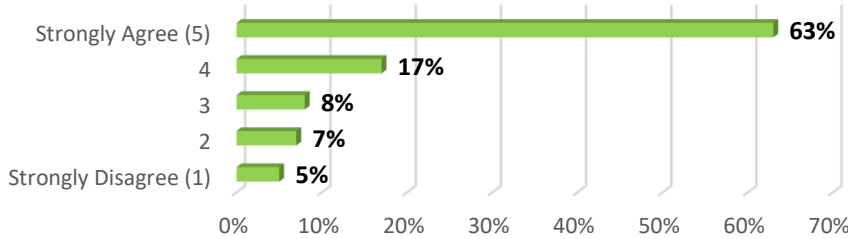


**AVERAGE RATING**

**4.19**

**BURBANK PD WAS COURTEOUS**

Answered: 423 | Skipped: 5

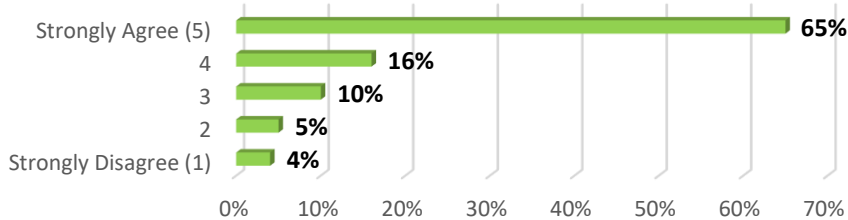


**AVERAGE RATING**

**4.26**

**BURBANK PD WAS PROFESSIONAL**

Answered: 420 | Skipped: 8

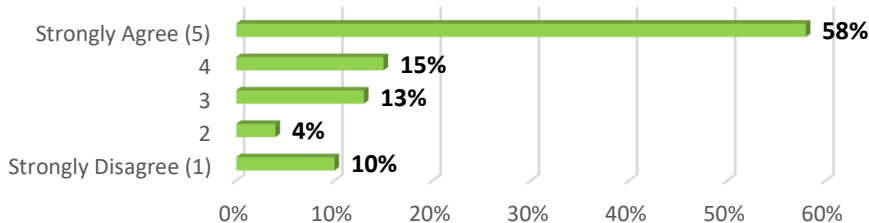


**AVERAGE RATING**

**4.34**

**BURBANK PD WAS HELPFUL**

Answered: 418 | Skipped: 10



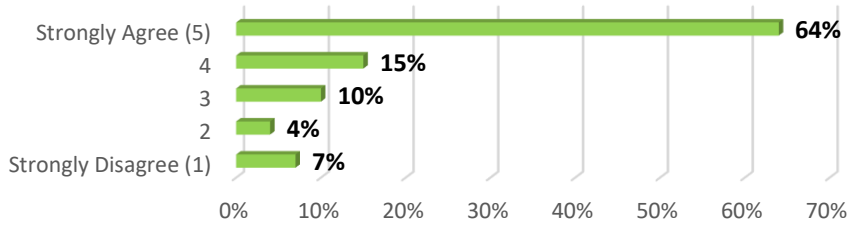
**AVERAGE RATING**

**4.08**

### Q.7 (Performance Ratings – Continued)

#### BURBANK PD TREATED ME FAIR

Answered: 414 | Skipped: 14

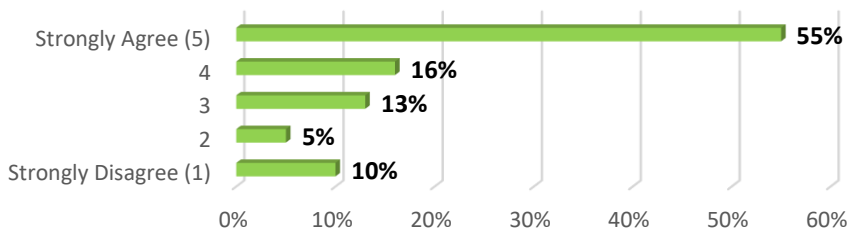


AVERAGE RATING

**4.26**

#### BURBANK PD ADDRESSED MY CONCERNS

Answered: 415 | Skipped: 13



AVERAGE RATING

**4.02**

# PERCEPTIONS OF CRIME

The third dimension of the study focused on the perception of crime in the City of Burbank. Respondents were asked to provide input on the following:

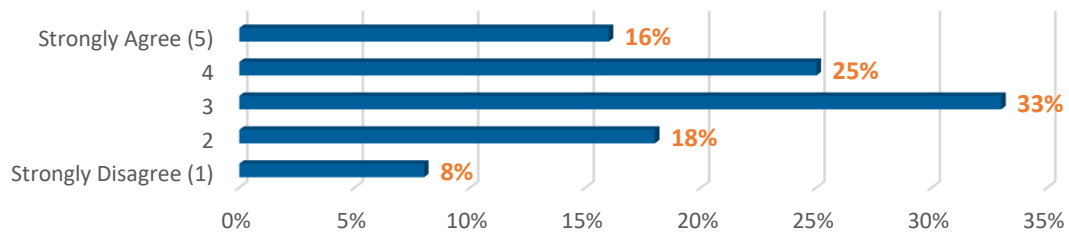
- Police presence in the community
- Crime concerns, including:
  - Residential burglary
  - Commercial burglary
  - Theft
  - Auto theft
- Gang violence & graffiti
- Driving under the influence
- Speeding & reckless driving
- Violent crimes

## SUMMARY OF THE RESULTS

### Q.8 I feel there is a strong police presence in:

Answered: 890 | Skipped: 202

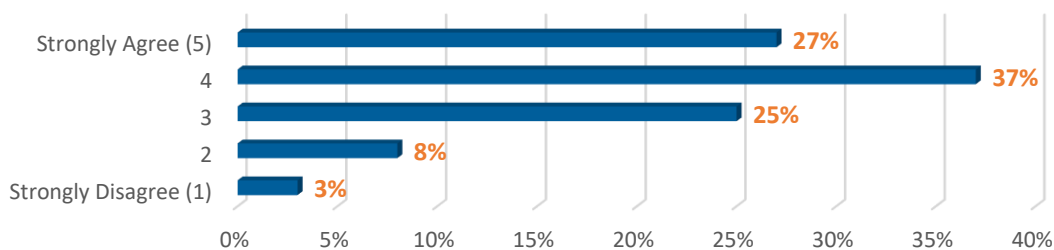
#### MY NEIGHBORHOOD



Most respondents were somewhat neutral when rating the strength of police presence in their neighborhood. (AVERAGE RATING: 3.23)

Answered: 881 | Skipped: 211

#### THE CITY OF BURBANK



Most respondents agreed there is a strong police presence in the City of Burbank. (AVERAGE RATING: 3.76)

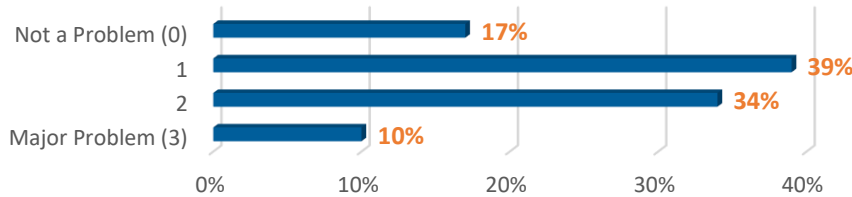


**Q.9 Based on your perception, please rate the following crime issues in Burbank on a scale of zero to 3, with zero representing no problem and 3 representing a major problem:**

Answered: 895 | Skipped: 197

**RESIDENTIAL BREAK-INS (BURGLARY)**

Answered: 873 | Skipped: 22

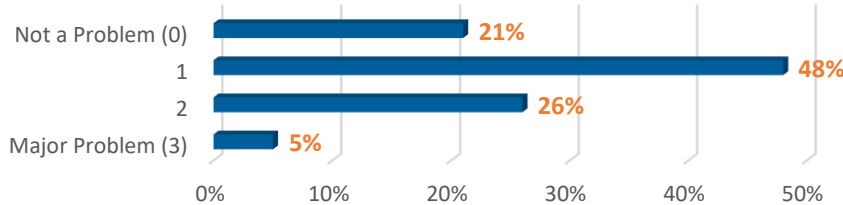


**AVERAGE RATING**

**1.37**

**BUSINESS BREAK-INS (BURGLARY)**

Answered: 854 | Skipped: 41

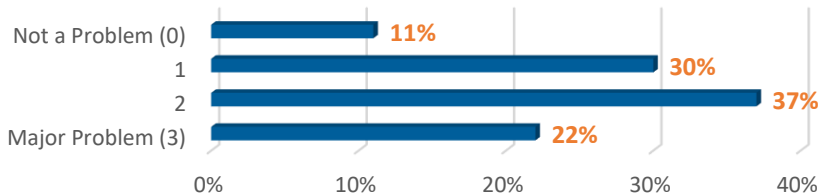


**AVERAGE RATING**

**1.15**

**THEFT**

Answered: 873 | Skipped: 22

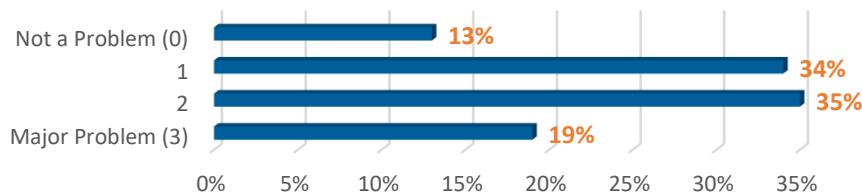


**AVERAGE RATING**

**1.71**

**AUTO THEFT**

Answered: 867 | Skipped: 28



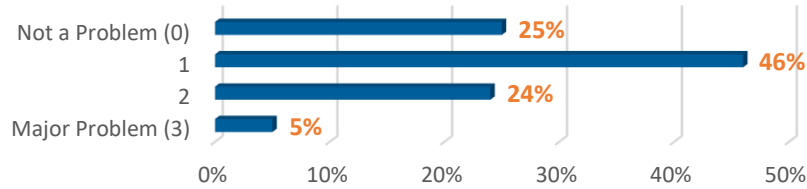
**AVERAGE RATING**

**1.60**

## Q.9 (Perceptions of Crime Issues in Burbank – Continued)

### GANG VIOLENCE & GRAFFITI

Answered: 874 | Skipped: 21

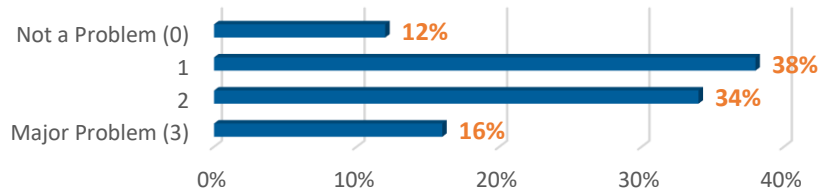


AVERAGE RATING

1.11

### DRIVING UNDER THE INFLUENCE

Answered: 865 | Skipped: 30

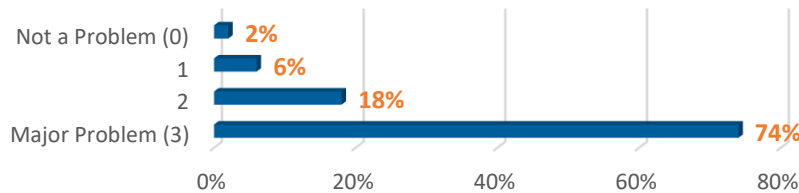


AVERAGE RATING

1.54

### SPEEDING / RECKLESS DRIVING

Answered: 893 | Skipped: 2

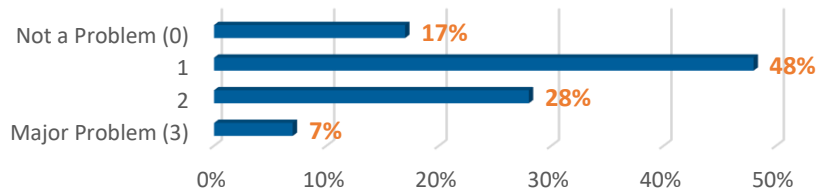


AVERAGE RATING

2.63

### VIOLENT CRIMES

Answered: 871 | Skipped: 24



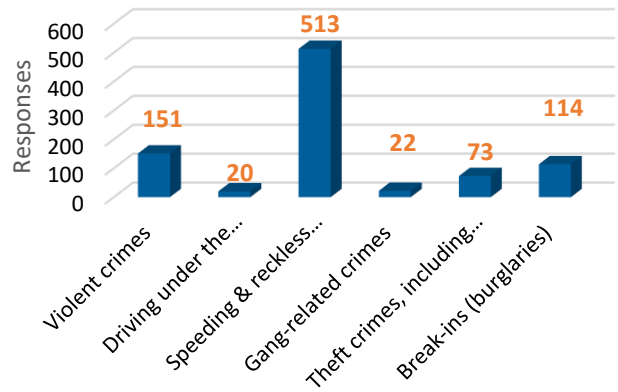
AVERAGE RATING

1.25

**Q.10 Of the following crime issues, which is MOST concerning to you? (Select one)**

Answered: 893 | Skipped: 199

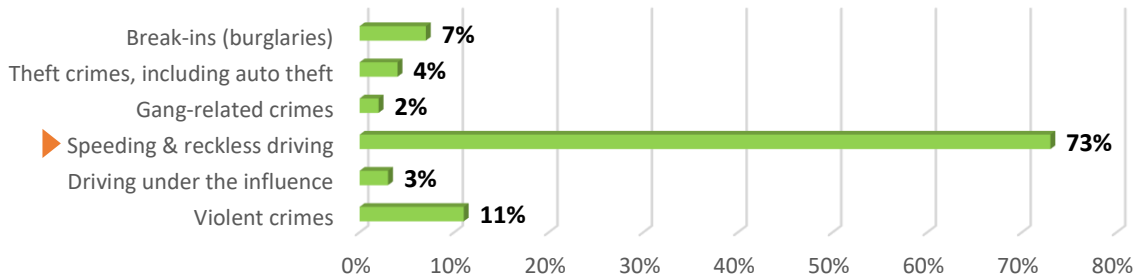
- 13% **Break-ins (burglaries)**
- 8% **Theft crimes, including auto theft**
- 3% **Gang-related crimes**
- ▶ 57% **Speeding & reckless driving**
- 2% **Driving under the influence**
- 17% **Violent crimes**



**CRIME CONCERNS BY ZIP CODE**

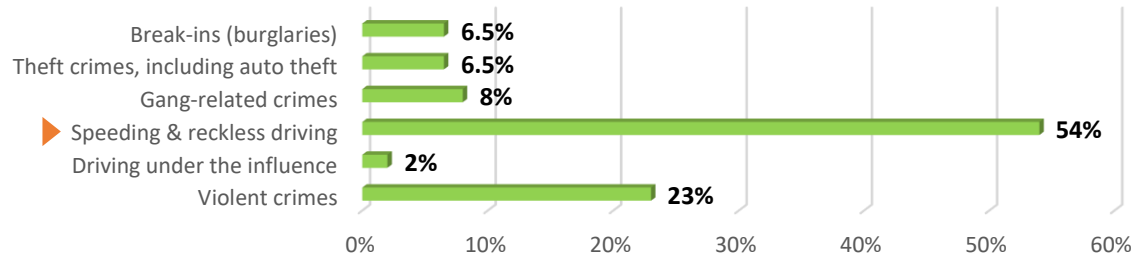
**91501**

Answered: 167 | Skipped: 22



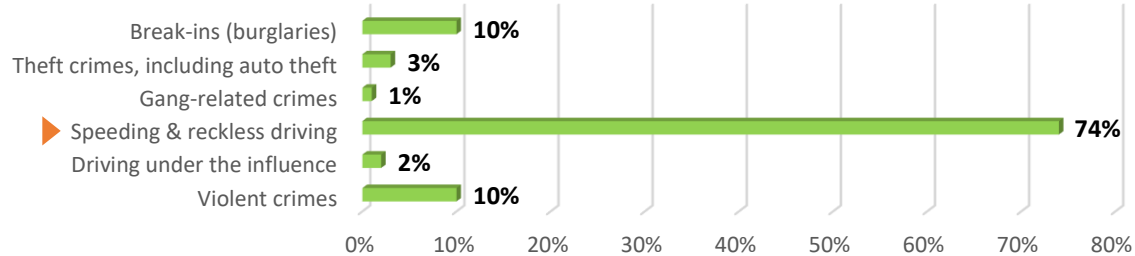
**91502**

Answered: 61 | Skipped: 12



**91504**

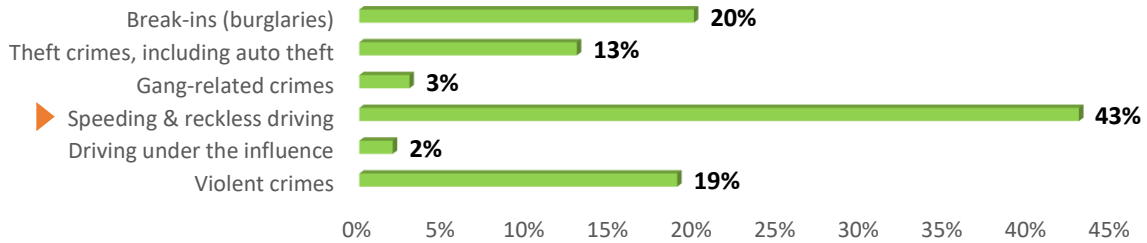
Answered: 183 | Skipped: 35



## Q. 10 (Crime Concerns by Zip Code – Continued)

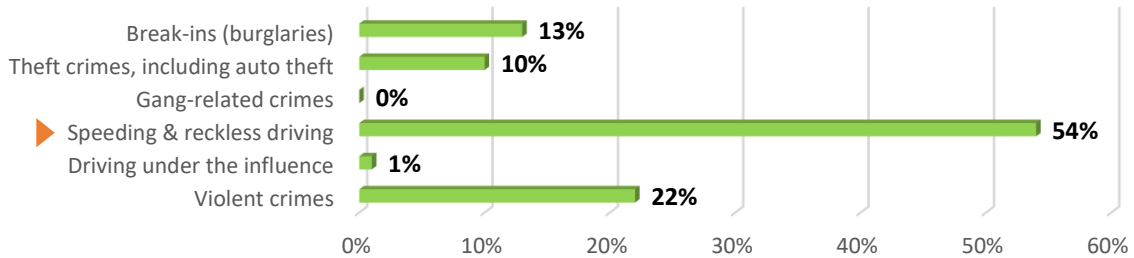
### 91505

Answered: 276 | Skipped: 64



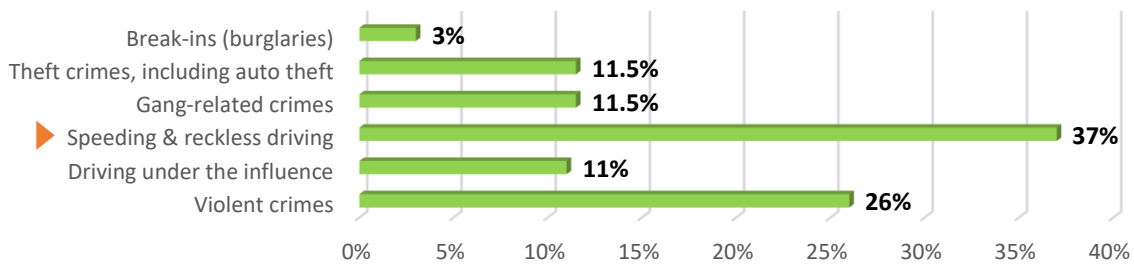
### 91506

Answered: 166 | Skipped: 32



### OTHER

Answered: 35 | Skipped: 29



# QUALITY OF LIFE

The fourth dimension of the study focused on Quality-of-Life issues and concerns in the City of Burbank. Respondents were asked to provide input and perceptions on the following:

- Graffiti / gang activity
- Unhoused population
- Traffic congestion
- Trash
- Drugs
- Prostitution
- Loud music / parties

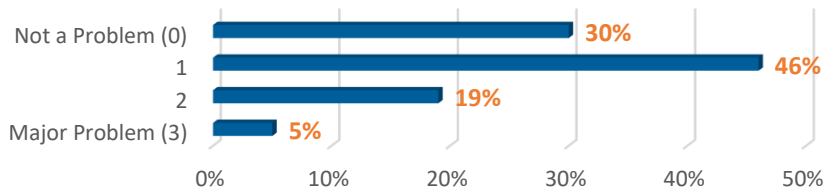
## SUMMARY OF THE RESULTS

**Q.11** Based on your perception, please rate the following quality of life issues in Burbank on a scale of zero to 3, with zero representing no problem and 3 representing a major problem:

Answered: 892 | Skipped: 200

### GRAFFITI / GANG ACTIVITY

Answered: 884 | Skipped: 8

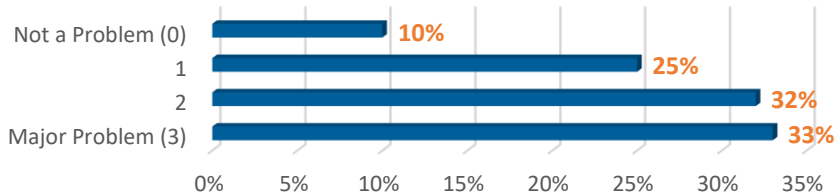


AVERAGE RATING

**0.99**

### UNHOUSED POPULATION

Answered: 883 | Skipped: 9

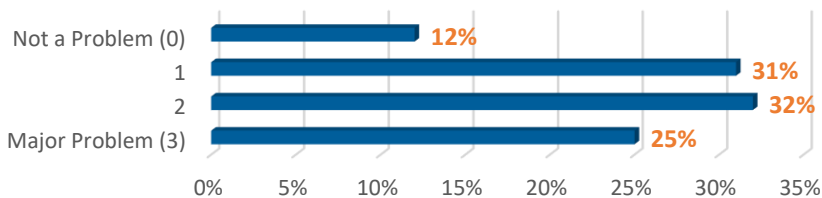


AVERAGE RATING

**1.88**

### TRAFFIC CONGESTION

Answered: 888 | Skipped: 4



AVERAGE RATING

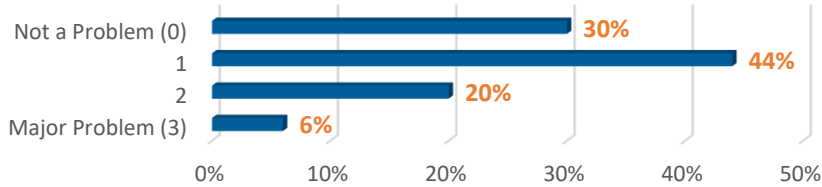
**1.71**



## Q. 11 (Quality of Life Concerns – Continued)

### TRASH

Answered: 883 | Skipped: 9

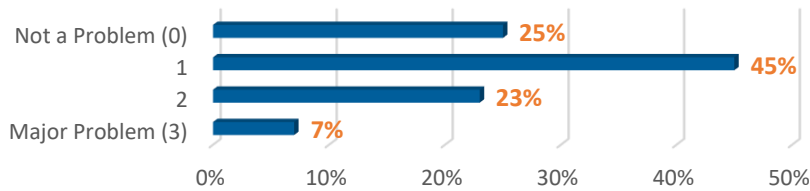


AVERAGE RATING

**1.03**

### DRUGS

Answered: 880 | Skipped: 12

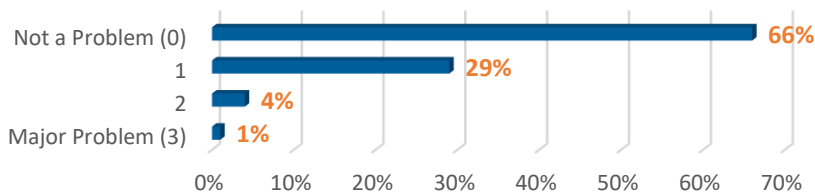


AVERAGE RATING

**1.14**

### PROSTITUTION

Answered: 878 | Skipped: 14

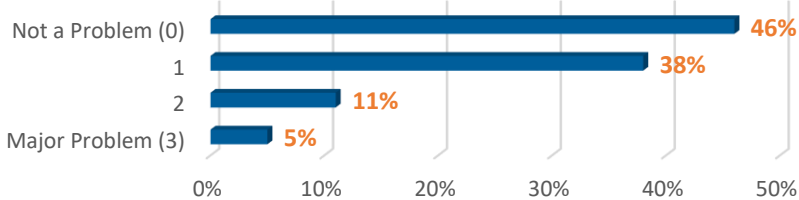


AVERAGE RATING

**0.41**

### LOUD MUSIC / PARTIES

Answered: 882 | Skipped: 10



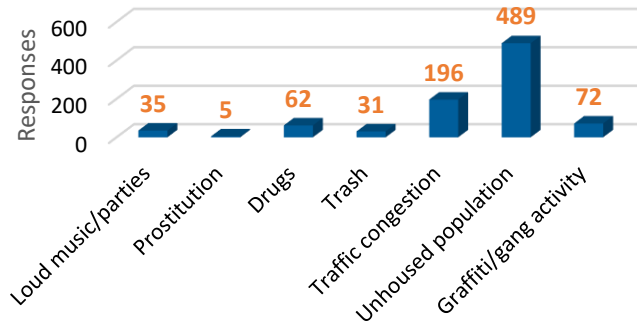
AVERAGE RATING

**0.75**

**Q.12 Of the following quality of life issues, which is MOST concerning to you?**

Answered: 890 | Skipped: 202

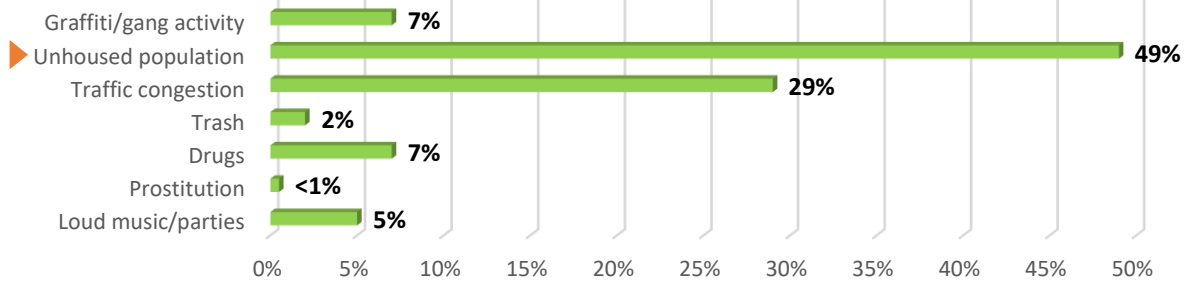
- 8% Graffiti / gang activity
- ▶ 55% Unhoused population
- 22% Traffic congestion
- 3% Trash
- 7% Drugs
- <1% Prostitution
- 4% Loud music / parties



**QUALITY OF LIFE CONCERNS BY ZIP CODE**

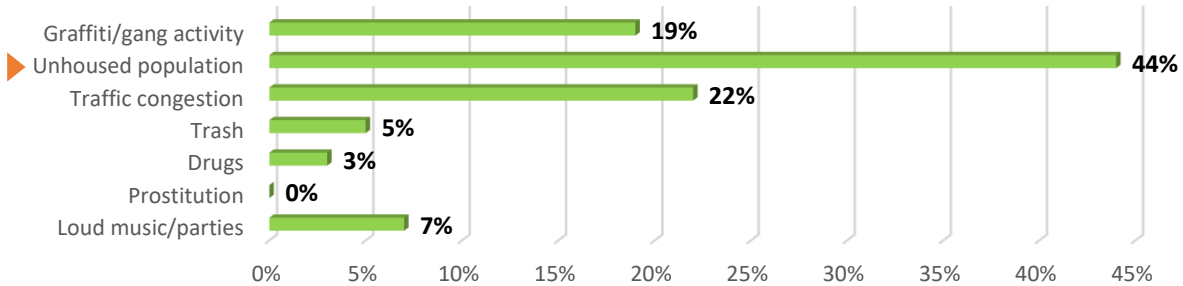
**91501**

Answered: 164 | Skipped: 25



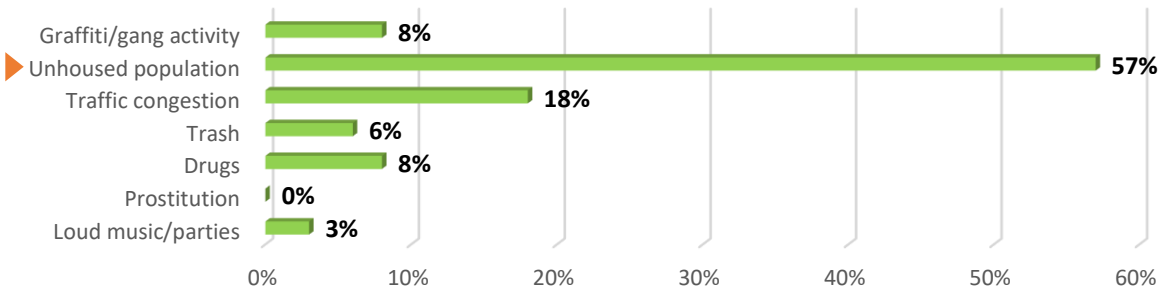
**91502**

Answered: 59 | Skipped: 14



**91504**

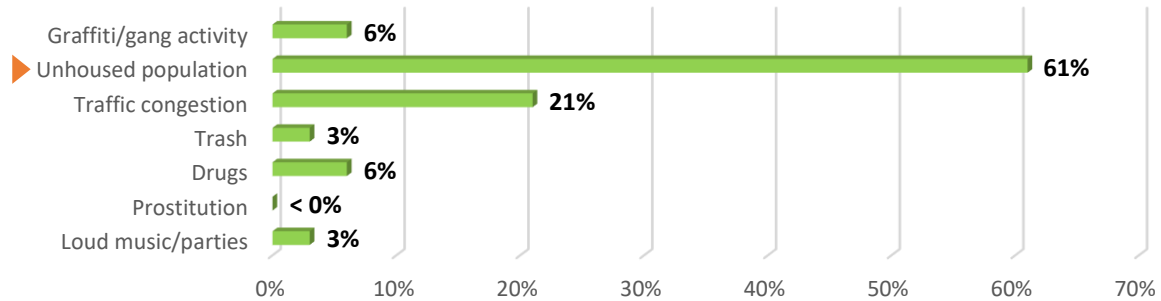
Answered: 185 | Skipped: 33



## Q. 12 (Quality of Life Concerns by Zip Code – Continued)

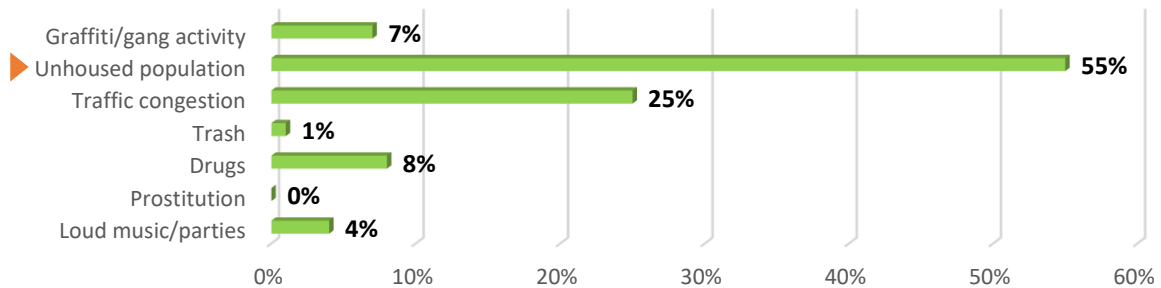
### 91505

Answered: 276 | Skipped: 64



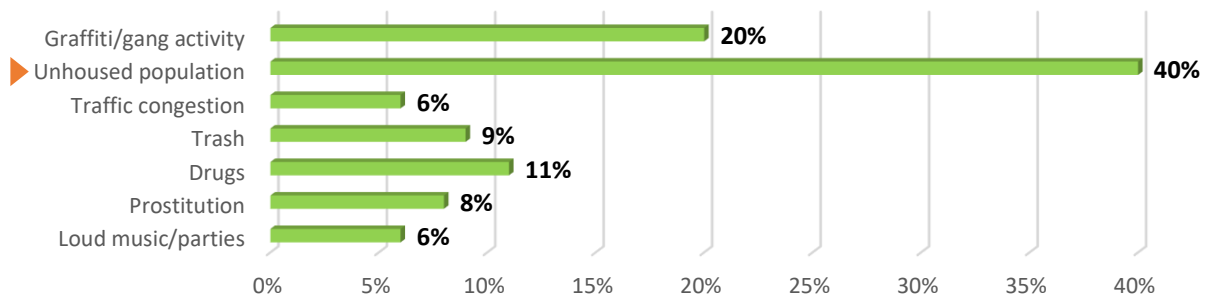
### 91506

Answered: 166 | Skipped: 32



### OTHER

Answered: 35 | Skipped: 29



# SAFETY

The fifth dimension of the study focused on perceptions of safety in the City of Burbank. Respondents were asked about how safe they feel in specific situations, how they feel safety today compares to safety five years ago in Burbank, and their overall feeling of safety in Burbank.

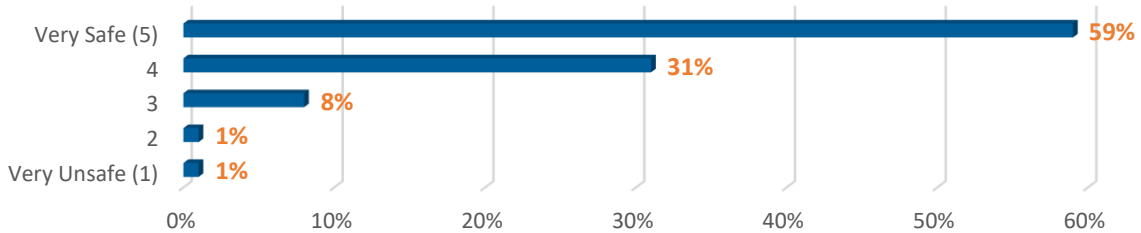
## SUMMARY OF THE RESULTS

### Q.13 Please rate how safe you feel in the following situations:

Answered: 896 | Skipped: 196

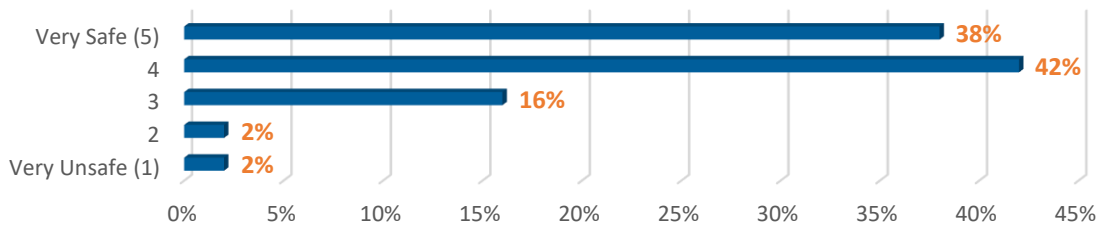
#### IN MY HOME

Answered: 890 | Skipped: 6



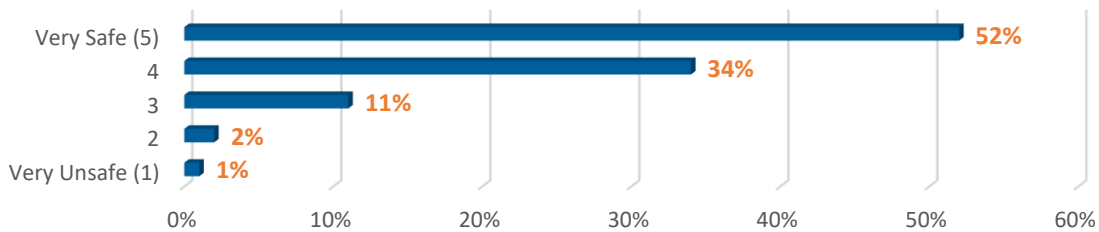
#### IN MY NEIGHBORHOOD

Answered: 892 | Skipped: 4



#### IN PUBLIC DURING DAYLIGHT

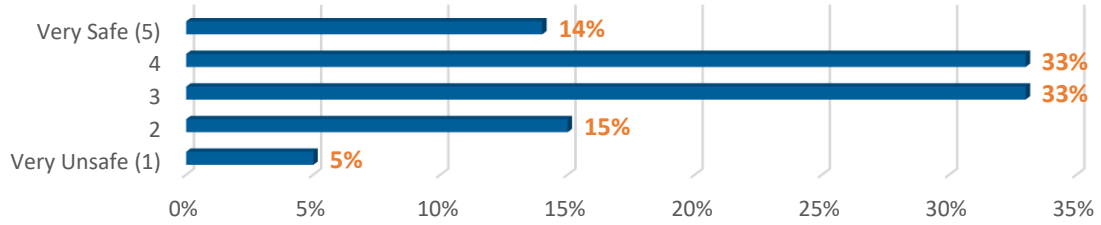
Answered: 891 | Skipped: 5



### Q. 13 (Safety, Specific Situations – Continued)

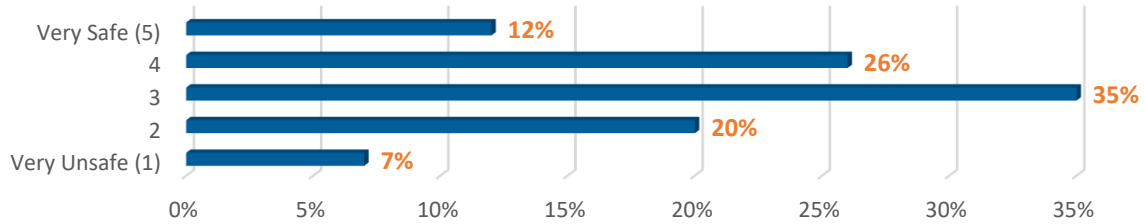
#### IN PUBLIC DURING DARKNESS

Answered: 890 | Skipped: 6



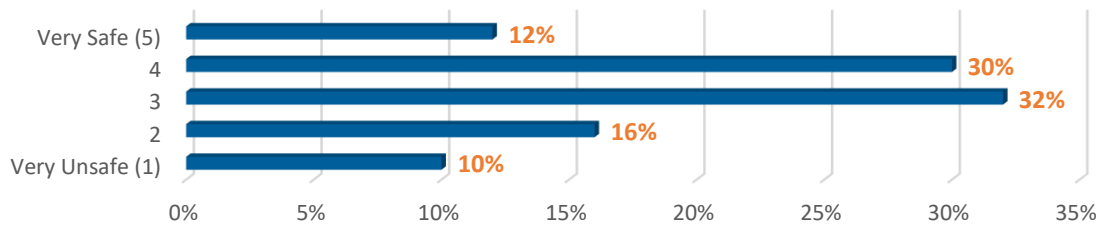
#### IN PARKING STRUCTURES

Answered: 892 | Skipped: 4



#### DRIVING ON THE ROADWAYS

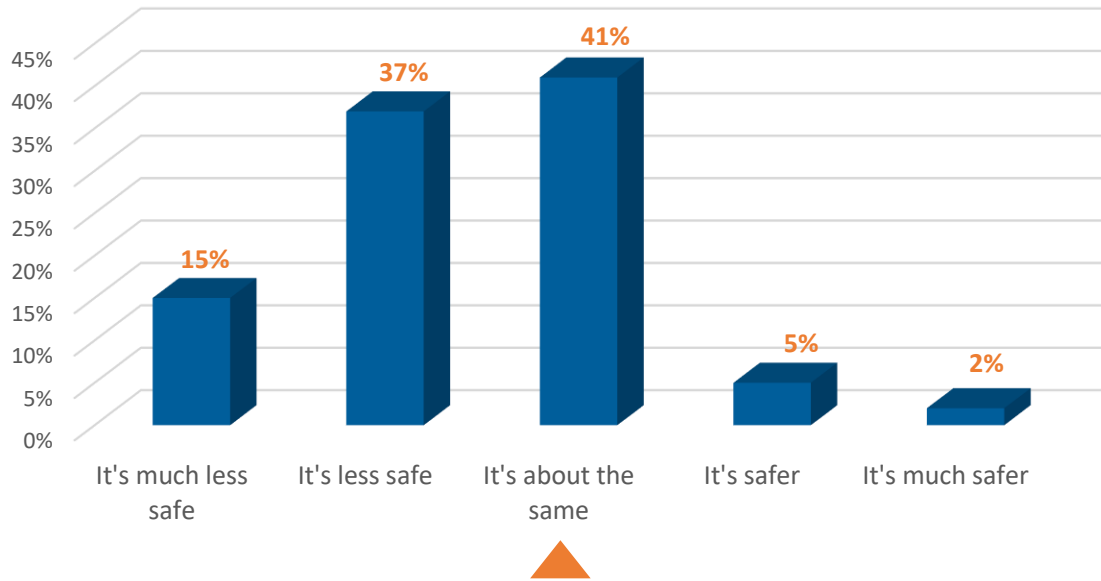
Answered: 892 | Skipped: 4





**Q. 14 In your opinion, how does overall safety today compare to safety five years ago in Burbank?**

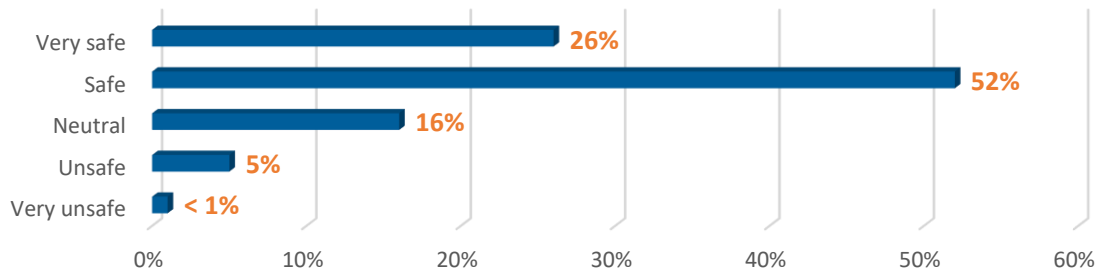
Answered: 890 | Skipped: 202



*A combined 48% of respondents said they feel as safe or safer today than they did five years ago, while a combined 52% said they feel less safe.*

**Q. 15 Overall, how safe do you feel in the City of Burbank?**

Answered: 895 | Skipped: 197



*Most respondents indicated they feel safe in the City of Burbank.*

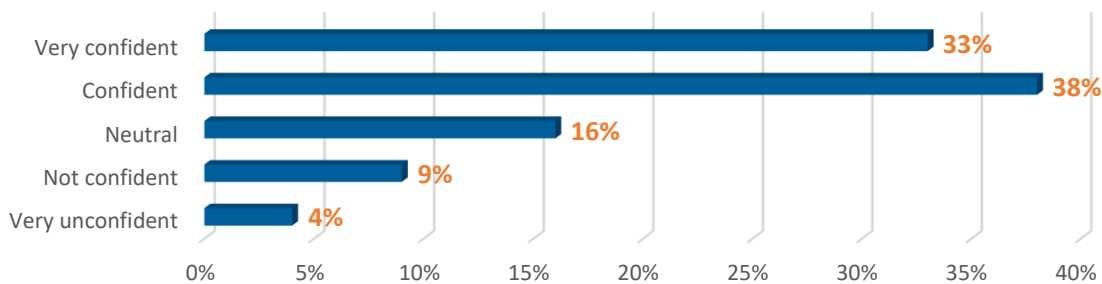
# PUBLIC CONFIDENCE & SATISFACTION

The Burbank Police Department fosters strong working relationships with the community. The sixth dimension of the study asked respondents to provide their level of confidence in the Burbank Police Department's ability to address and handle the needs of the community as well as satisfaction with the services provided by the Burbank Police.

## SUMMARY OF THE RESULTS

### Q. 16 Please rate your overall confidence in the Burbank Police Department being able to address and handle your needs.

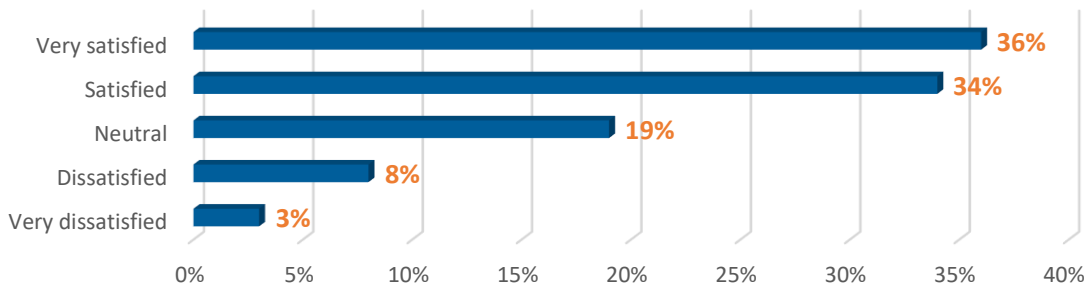
Answered: 896 | Skipped: 196



Most respondents reported feeling confident in the Department's ability to address and handle their needs.

### Q. 17 Please rate your overall satisfaction with the services of the Burbank Police Department.

Answered: 896 | Skipped: 196



Most respondents indicated they are very satisfied with the services provided by the Burbank Police Department.

# COMMUNITY OUTREACH

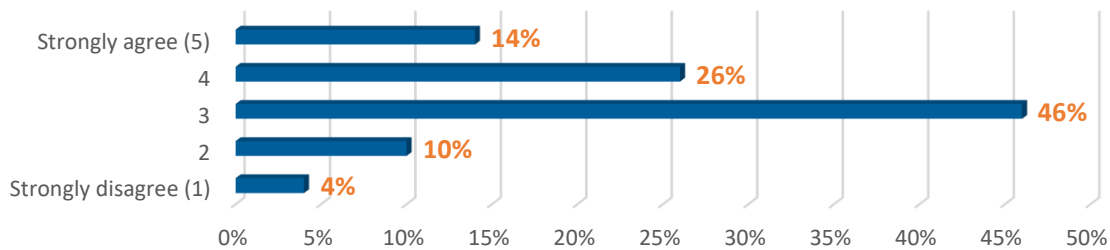
The seventh and final dimension of the study focused on community outreach. Burbank Police currently use several social media outlets, including Facebook, Twitter, Instagram, Nextdoor.com, YouTube, and Nixle. The Burbank Police Department also has its own website, at [www.BurbankPD.org](http://www.BurbankPD.org). Burbank Police utilize social media and the website to communicate with the public and keep the community informed of critical incidents, noteworthy items, advisories and alerts, and Department events. The website also contains information pertaining to professional standards and accountability, Department policies and procedures, and Department training. In this dimension, respondents were asked to rate their familiarity with Burbank Police social media pages and various Department programs and events.

## SUMMARY OF THE RESULTS

**Q. 18 Please rate the following statement:**

***“The Burbank Police Department has a strong social media presence.”***

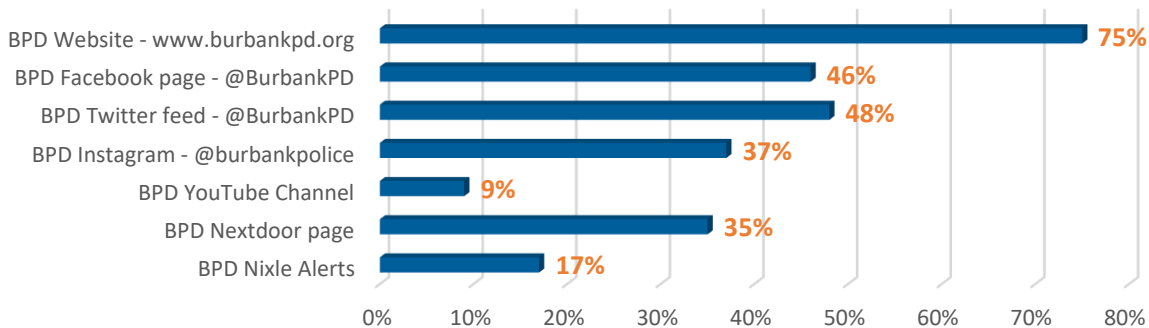
Answered: 857 | Skipped: 235



*Most respondents were somewhat neutral when assessing the social media presence of the Burbank Police Department.*

**Q. 19 I am familiar with the following Burbank Police Department social media outlets:**

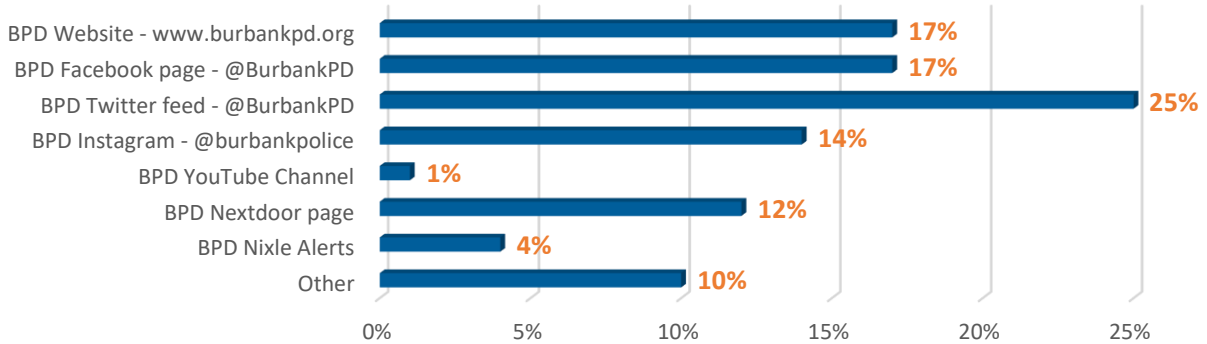
Answered: 798 | Skipped: 294



*Respondents were most-familiar with the Burbank Police Department website and least-familiar with the Burbank Police Department YouTube channel.*

**Q. 20 I rely MOST on the following platform to get information about the Department and community news/alerts: (Select one)**

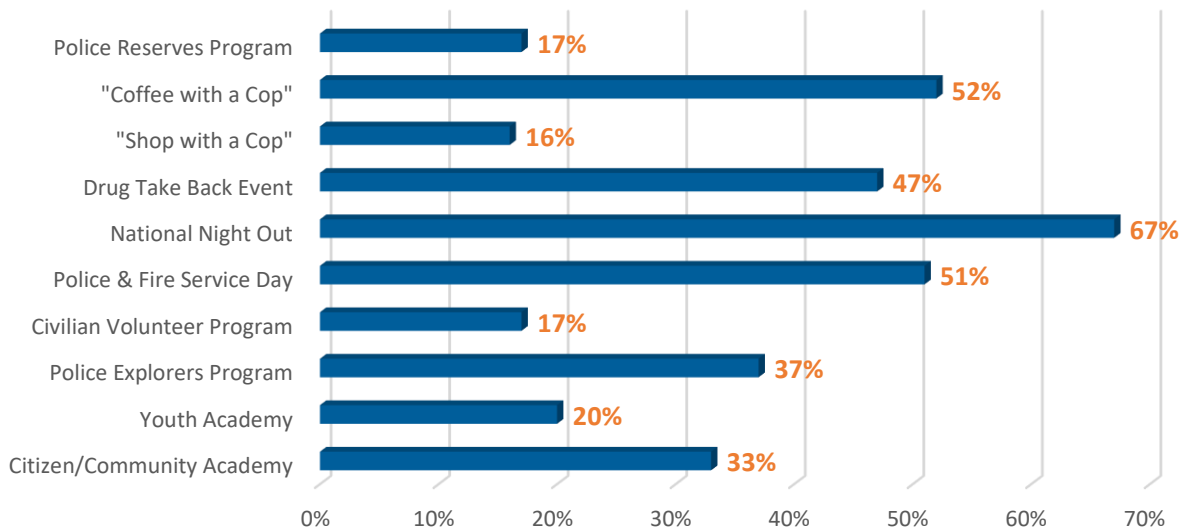
Answered: 823 | Skipped: 269



*Respondents reported relying most on the Burbank Police Twitter feed.*

**Q. 21 I am familiar with the following Burbank Police Department programs and events:**

Answered: 757 | Skipped: 324



*Respondents were most familiar with National Night Out followed by "Coffee with a Cop." They were least familiar with "Shop with a Cop."*

## **Q.22 Is there anything you would like to tell us?**

Answered: 494 | Skipped: 598

*This question was free-form and allowed respondents to provide input, feedback, comments, recommendations, and other information to the Burbank Police Department. The responses were reviewed by the Department's Administration and various divisions so that appropriate staff could address specific issues and/or concerns (e.g., traffic complaints to the Traffic Bureau).*

**The Burbank Police Department would like to thank all participants who took part in this study. Your feedback is critical in our success and necessary in maintaining healthy partnerships and open lines of communication with residents, businesses, and other members of our community.**



# SUMMARY

This was the first community study conducted by the Burbank Police Department since 2019. The survey instrument was visited a total of 2,412 times, with 876 completed responses and 216 partial responses. The following is a summary of the results:

DIMENSION	SUMMARY
<p><b>DEMOGRAPHICS</b></p>	<p>Most respondents in this study were female. Participants ranged in age, with the majority between the ages of 25 and 49. The bulk of participants identified themselves as residents of Burbank in zip code 91505.</p>
<p><b>QUALITY OF SERVICE</b></p>	<p>Most respondents who had recent contact with the Burbank Police Department indicated they were very pleased with the services provided. Participants felt Burbank Police personnel were professional, fair, helpful, and courteous, and that they addressed concerns and officers arrived to calls for service in a timely manner.</p>
<p><b>PERCEPTIONS OF CRIME</b></p>	<p>Most respondents felt there is an overall strong police presence in the City of Burbank and their specific neighborhoods. The most concerning crime issue reported was speeding and reckless driving, reported by 57% of respondents. The least-most concerning crime issue was driving under the influence. The following is the final ranking of crime issues according to the survey, from most-concerning to least-concerning:</p> <ol style="list-style-type: none"> <li>1. Speeding &amp; reckless driving</li> <li>2. Violent crimes (assaults, robberies, etc.)</li> <li>3. Break-ins (burglaries)</li> <li>4. Theft crimes, including auto theft</li> <li>5. Gang-related crimes</li> <li>6. Driving under the influence</li> </ol>

DIMENSION	SUMMARY
<p align="center"><b>QUALITY OF LIFE</b></p>	<p>55 percent of respondents felt the unhoused population is the most-concerning quality of life issue in Burbank. The least-most concerning quality of life issue was reported as prostitution, as only one-half of one percent of respondents identified it as a concern. The following is the final ranking of quality-of-life issues according to the survey, from most-concerning to least-concerning:</p> <ol style="list-style-type: none"> <li>1. Unhoused population</li> <li>2. Traffic congestion</li> <li>3. Graffiti / gang activity</li> <li>4. Drugs</li> <li>5. Loud music / parties</li> <li>6. Trash</li> <li>7. Prostitution</li> </ol>
<p align="center"><b>SAFETY</b></p>	<p>Respondents reported feeling safe in the City of Burbank and in their neighborhoods. Results showed respondents feel the safest while in their homes, and the least safe while in parking structures and driving on roadways. Most respondents reporting feeling that safety in Burbank has declined slightly over the past five years.</p>
<p align="center"><b>PUBLIC CONFIDENCE &amp; SATISFACTION</b></p>	<p>Overall, respondents reported feeling confident in the ability of the Burbank Police Department to address and handle the needs of the community. Along those same lines, most survey participants indicated they are very satisfied with the services provided by the Burbank Police Department</p>
<p align="center"><b>COMMUNITY OUTREACH</b></p>	<p>Most respondents were somewhat neutral in assessing the Burbank Police Department's presence on social media. Survey participants reported being most-familiar with the Department's website, and least-familiar with the Department's YouTube and Nixle accounts. Respondents said they rely most on BPD's Twitter feed for information.</p> <p>Regarding Department programs and events, respondents said they are most-familiar with National Night Out followed by Coffee with a Cop. They are least familiar with "Shop with a Cop."</p>

# **APPENDIX A**

## **COPY OF SURVEY QUESTIONNAIRE**



# 2021 Burbank Police Department Community Survey

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## Introduction and Demographics

In an ongoing effort to monitor and improve the services we provide to the public, the Burbank Police Department is asking for your assistance in evaluating our performance, as well as issues concerning crime, safety, and quality of life in the City of Burbank. By participating in this survey, you will help the Burbank Police Department identify and address your concerns, develop solutions to current and potential problems, improve Department and community programs, and better serve the needs of the community.

Please note, this is an anonymous survey. The Burbank Police Department is not collecting personal information. Any demographic and/or geographic information you provide is strictly used for the purposes of analyzing and improving police services in your area.

The first section of our survey gathers some basic information about you, the respondent.

### 1. What is your gender?

- Male
- Female

---

### 2. What is your age?

- Under 18
- 18 to 24
- 25 to 49
- 50 to 74
- 75 or older

---

### 3. What is your relationship to the city of Burbank?

- I'm a resident of Burbank
- I work in Burbank
- I'm visiting Burbank

### 4. What is your zip code?

- 91501
- 91502
- 91504
- 91505
- 91506
- Other

5. In the past 12 months, how many direct contacts have you had with the Burbank Police Department? \*Required

- No contact
  - One to Two
  - Three to Five
  - Six or More
-

## Quality of Service Assessment

Based on your previous contact(s) with BPD, please provide your assessment of the quality of service(s) you received.

**6. What was the nature of your contact(s) with the Burbank Police Department? (Check all that apply)**

I called the police

Traffic stop

Witness to an incident

Victim of a crime

Arrested / Suspect in a crime

Traffic collision

Community event

Other (Please Specify)

---

7. Based on your recent contact(s) with the Burbank Police Department, please rate the following statements:

Burbank PD arrived in a timely manner

1 2 3 4 5

Strongly Disagree      Strongly Agree

---

Burbank PD was courteous

1 2 3 4 5

Strongly Disagree      Strongly Agree

---

Burbank PD was professional

1 2 3 4 5

Strongly Disagree      Strongly Agree

---

Burbank PD was helpful

1 2 3 4 5

Strongly Disagree      Strongly Agree

---

Burbank PD treated me fair

1 2 3 4 5

Strongly Disagree      Strongly Agree

---

Burbank PD addressed my concerns

1 2 3 4 5

Strongly Disagree      Strongly Agree

---



## Crime, Safety and Quality of Life

This section will seek your opinions and perceptions across a broad range of topics related to life in Burbank.

### 8. I feel there is a strong police presence in:

My neighborhood

	1	2	3	4	5	
Strongly Disagree	◇	◇	◇	◇	◇	Strongly Agree

The City of Burbank

	1	2	3	4	5	
Strongly Disagree	◇	◇	◇	◇	◇	Strongly Agree

9. Based on your perception, please rate the following crime issues in Burbank, on a scale of zero to 3, with zero representing no problem and 3 representing a major problem:

Residential Break-ins

	0	1	2	3	
Not a Problem	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Major Problem

Business Break-ins

	0	1	2	3	
Not a Problem	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Major Problem

Theft

	0	1	2	3	
Not a Problem	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Major Problem

Auto Theft

	0	1	2	3	
Not a Problem	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Major Problem

Gang Violence & Graffiti

	0	1	2	3	
Not a Problem	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Major Problem

Driving Under the Influence

	0	1	2	3	
Not a Problem	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Major Problem

Speeding / Reckless Driving

	0	1	2	3	
Not a Problem	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Major Problem

Violent Crimes (assaults, robberies, etc.)

	0	1	2	3	
Not a Problem	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Major Problem

10. Of the following crime issues, which is MOST concerning to you? (Select one)

- Break-ins (burglaries)
- Theft crimes, including auto theft
- Gang related crimes
- Speeding & reckless driving
- Driving under the influence
- Violent crimes (assaults, robberies, etc.)

11. Based on your perception, please rate the following quality of life issues in Burbank, on a scale of zero to 3, with zero representing no problem and 3 representing a major problem:

Graffiti / Gang Activity

0 1 2 3

Not a Problem     Major Problem

Unhoused Population

0 1 2 3

Not a Problem     Major Problem

Traffic Congestion

0 1 2 3

Not a Problem     Major Problem

Trash

0 1 2 3

Not a Problem     Major Problem

Drugs

0 1 2 3

Not a Problem     Major Problem

Prostitution

0 1 2 3

Not a Problem     Major Problem

Loud Music / Parties

0 1 2 3

Not a Problem     Major Problem

12. Of the following quality of life issues, which is MOST concerning to you? (Select one)

- Graffiti / Gang Activity
- Unhoused Population
- Traffic Congestion
- Trash
- Drugs
- Prostitution
- Loud music / Parties

13. Please rate how safe you feel in the following situations:

In my home

1 2 3 4 5

Very Unsafe      Very Safe

In my neighborhood

1 2 3 4 5

Very Unsafe      Very Safe

In public during daylight

1 2 3 4 5

Very Unsafe      Very Safe

In public during darkness

1 2 3 4 5

Very Unsafe      Very Safe

In parking structures

1 2 3 4 5

Very Unsafe      Very Safe

Driving on the roadways

1 2 3 4 5

Very Unsafe      Very Safe

---

14. In your opinion, how does overall safety today compare to safety five years ago in Burbank?

- It's much safer
  - It's safer
  - It's about the same
  - It's less safe
  - It's much less safe
-

15. Overall, how safe do you feel in the City of Burbank?

- Very safe
- Safe
- Neutral
- Unsafe
- Very unsafe

16. Please rate your overall confidence in the Burbank Police Department being able to address & handle your needs.

- Very confident
- Confident
- Neutral
- Not confident
- Very unconfident

17. Please rate your overall satisfaction with the services of the Burbank Police Department.

- Very satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very dissatisfied

## Police Department Programs

This section of our study will determine your familiarity with various department programs and help us to expand and improve them.

### 18. Please rate the following statement:

"The Burbank Police Department has a strong social media presence."

	1	2	3	4	5	
Strongly Disagree	◇	◇	◇	◇	◇	Strongly Agree

### 19. I am familiar with the following Burbank Police Department social media outlets: (check all that apply)

- BPD Website - www.burbankpd.org
- BPD Facebook page - @BurbankPD
- BPD Twitter feed - @BurbankPD
- BPD Instagram - @burbankpolice
- BPD YouTube Channel
- BPD Nextdoor.com page
- BPD Nixle Alerts

### 20. I rely MOST on the following platform to get information about the Department and community news/alerts: (select one)

- BPD Website - www.burbankpd.org
- BPD Facebook page - @BurbankPD
- BPD Twitter feed - @BurbankPD
- BPD Instagram - @burbankpolice
- BPD YouTube Channel
- BPD Nextdoor.com page
- BPD Nixle Alerts
- Other (Please Specify)



21. I am familiar with the following Burbank Police Department programs & events: (check all that apply)

- |  |   |
|--|---|
| <input type="checkbox"/> Citizen/Community Academy | <input type="checkbox"/> Youth Academy              |
| <input type="checkbox"/> Police Explorers Program  | <input type="checkbox"/> Civilian Volunteer Program |
| <input type="checkbox"/> Police & Fire Service Day | <input type="checkbox"/> National Night Out         |
| <input type="checkbox"/> Drug Take Back Event      | <input type="checkbox"/> "Shop with a Cop"          |
| <input type="checkbox"/> "Coffee with a Cop"       | <input type="checkbox"/> Police Reserves Program    |
- 

22. Is there anything you would like to tell us?