



BURBANK POLICE DEPARTMENT

Scott LaChasse, Chief of Police

200 North Third Street, Burbank, California 91502-1201

www.burbankpd.org

January 16, 2020

The Burbank Police Department (BPD) is once again appreciative of those who participated in our 2019 Community Study. The Department's objectives are transparency and openness, meaningful engagement with the community, and service betterment. By having the community evaluate the BPD's operations, personnel, effectiveness, and responsiveness, we receive valuable information and feedback that will enable us to better focus our priorities, service delivery, and training efforts.

Interestingly, the results of our study match those of many law enforcement agencies, locally and nationally. The results indicate that the transient population, traffic congestion, and speeding and reckless driving are of most concern.

Responses:

All aspects of traffic in the City of Burbank are of concern to the BPD. In 2019, there was an overall 16% reduction in traffic collisions, a 5% decrease in driving under the influence (DUI) collisions, a 2% reduction in vehicle vs. bicyclist collisions, but a 2% increase in vehicle vs. pedestrian accidents. Notwithstanding these results, our community and the BPD remain concerned about safety on our roadways. The Department has a renewed emphasis relative to these concerns and is retooling its practices to better address them.

Burbank's identified homeless population is about 250 individuals based on the most recent count. Irrespective of this low number of transients, community concern is significant. The BPD has partnered with the Los Angeles County Department of Mental Health, Los Angeles County Adult Protective Services, the City's Community Development Department, and numerous non-profits to better address homeless issues. Although court decisions limit the enforcement of many statutes by law enforcement, there is an emphasis on connecting the homeless population with wrap-around services provided by public and non-profit entities.

While there are public concerns relative to crime, the City of Burbank once again recorded a reduction in "Part 1 Crimes" (murder, rape, robbery, aggravated assault, burglary, theft, theft from motor vehicles and arson) in 2019. We saw a 2% decrease from 2018, and a 0.2% reduction in property crimes. Part 2 crimes (less serious offenses) decreased 12% from 2018. Again, property crime occurrences are of concern. In addition to a public education campaign ("See something, Say something" and "Harden the Target"), the BPD is readjusting its deployment scheme to address, deter, and prevent property crime occurrences.

The Department also remains proud in respect to its average response time to high priority calls for service, which was recorded at 3 minutes and 20 seconds in 2019.

Continuous improvement is deeply embedded in the Burbank Police Department's work ethic. Based on your concerns and input as expressed in the Community Study, we are undertaking a review of our priorities and considering an adjustment of personnel resources. As we endeavor to continuously improve, please continue to provide your constructive feedback and suggestions.

RESPECT

INTEGRITY

EXCELLENCE

We are all about RESPECT, INTEGRITY, and EXCELLENCE. Please contact us with your analysis of our services; we welcome your suggestions and any input to improve our service to you.

We encourage you to follow the Burbank Police Department on social media and learn more about the services we provide on our website, at www.BurbankPD.org. Members of our community are encouraged to contact our Community Outreach and Personnel Services (COPS) Bureau with questions, concerns, or information regarding any of our community-oriented policing programs.

Again, we appreciate your valuable input. Be assured that we are committed to service excellence, as well as professional and courteous treatment and continued improvement.

Onward and upward,



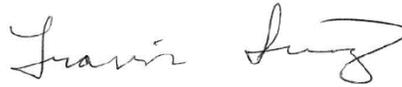
Scott LaChasse
Chief of Police



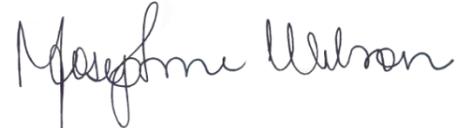
Mike Albanese
Deputy Chief



Denis J. Cremins
Captain, Patrol Division



Travis Irving
Captain, Support Services



Josephine Wilson
Police Administrator



BURBANK POLICE
DEPARTMENT

2019

COMMUNITY STUDY



200 N. Third St.
Burbank, CA 91502

Scott LaChasse
Chief of Police



www.BurbankPD.org

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INTRODUCTION

Effective law enforcement relies on public trust and support, open lines of communication, and community outreach. The Burbank Police Department fosters strong and positive relationships with community members and is committed to community-oriented policing efforts and providing quality police services through continuous evaluation and improvement.

In an ongoing effort to assess and improve the services we provide, this community study was launched in October of 2019. The study was developed, distributed and analyzed by the Burbank Police Department. The objective of the study was to gain feedback from the citizens of Burbank and people who have had contact with the Burbank Police in order to evaluate our performance, police services, and our handling of issues concerning 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 14, 2019 and November 12, 2019**, 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 concerns, and community outreach. A total of 927 completed responses were received during the research period, with 154 partial responses and a total of 2,092 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

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.

The survey period was four 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 in order 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), Burbank Police Department website (www.burbankpd.org), and Burbank Police social media pages (Facebook, Instagram, Twitter, Nextdoor.com, Nixle).

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 as a whole. 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

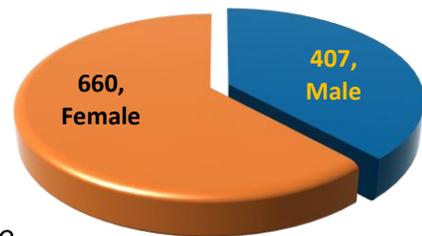
SUMMARY OF THE RESULTS

Q.1 Gender of the Respondent

- ▶ 38% **Male**
- ▶ 62% **Female**

Answered: 1,067 | Skipped: 14

The majority of respondents identified themselves as female.

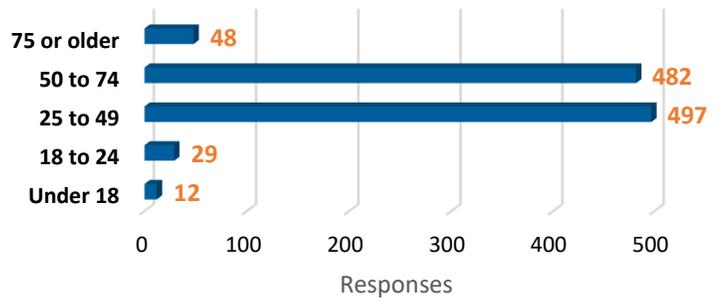


Q.2 Age of the Respondent

- ▶ 5% **75 or older**
- ▶ 45% **50 to 74**
- ▶ 46% **25 to 49**
- ▶ 3% **18 to 24**
- ▶ 1% **Under 18**

Answered: 1,068 | Skipped: 13

The majority of respondents were between the ages of 25 and 49.

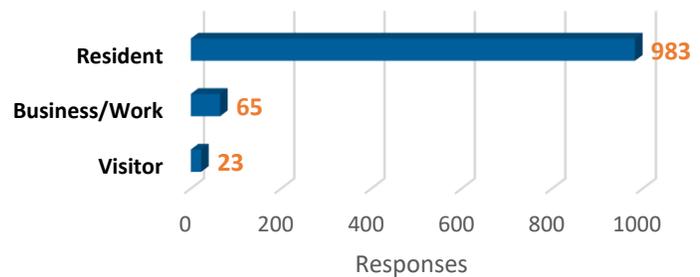


Q.3 Relationship to Burbank

- ▶ 92% **Resident**
- ▶ 6% **Business/Work**
- ▶ 2% **Visitor**

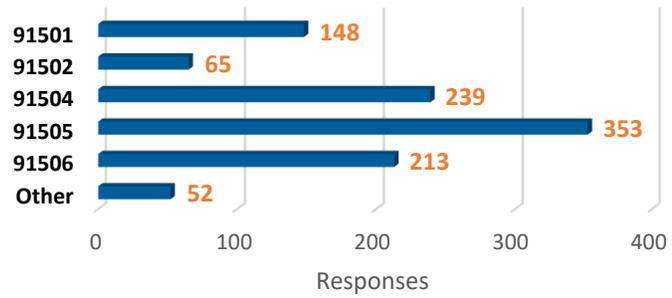
Answered: 1,071 | Skipped: 10

The majority of respondents identified themselves as residents of the City of Burbank.



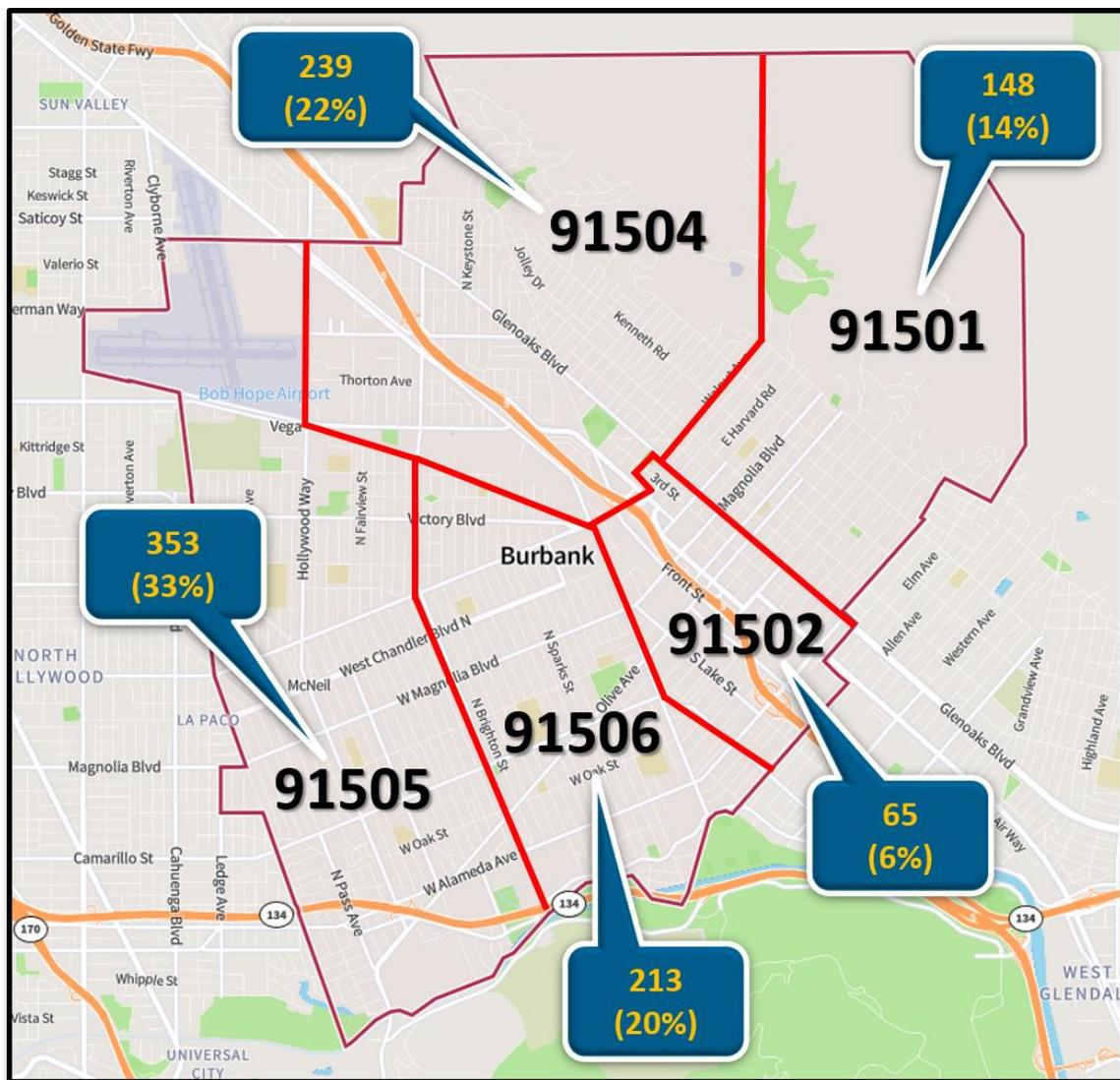
Q.4 Zip Code of the Respondent

- 14% **91501**
- 6% **91502**
- 22% **91504**
- ▶ 33% **91505**
- 20% **91506**
- 5% **Other**



Answered: 1,070 | Skipped: 11

The majority of respondents were from zip code 91505. The top three responding zip codes were 91505, 91504 and 91506, in that order.



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.

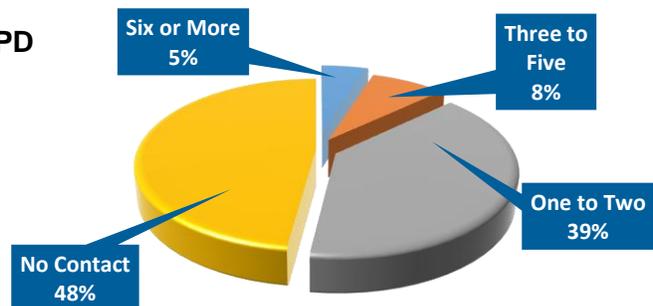
Of the total survey responses, 48% of respondents reported not having any direct contact with the Burbank Police Department. Therefore, only 52% of survey respondents were able to rate the Burbank Police Department's service in the above-listed performance categories.

SUMMARY OF THE RESULTS

Q.5 Number of Contacts with Burbank PD

- ▶ 48% **No contact**
- ▶ 39% **One to two**
- ▶ 8% **Three to five**
- ▶ 5% **Six or more**

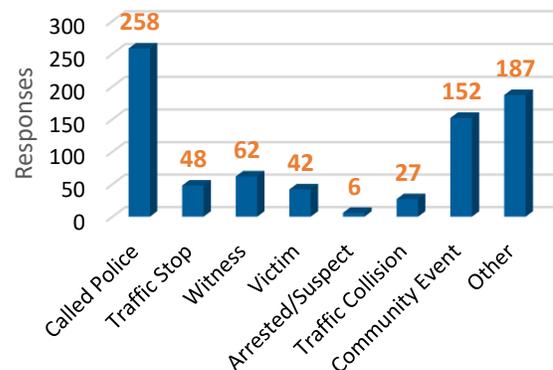
Answered: 1011 | Skipped: 0



Q.6 Nature of Contact with Burbank PD

- ▶ 49% **Called the police**
- ▶ 9% **Traffic stop**
- ▶ 12% **Witness to an incident**
- ▶ 8% **Victim of a crime**
- ▶ 1% **Arrested / suspect in a crime**
- ▶ 5% **Traffic collision**
- ▶ 29% **Community event**
- ▶ 35% **Other**

Answered: 527 | Skipped: 554



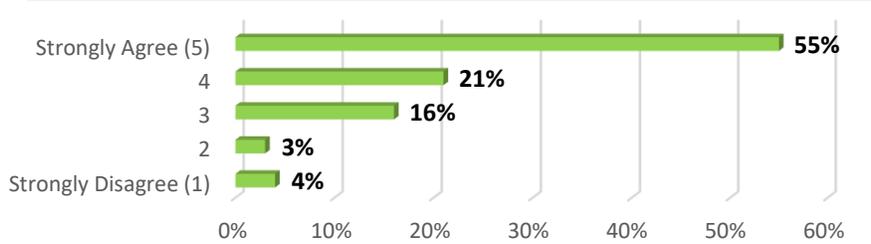
Respondents were able to select all that applied based on the number of contacts. The majority of respondents came in contact with the Burbank Police by calling.

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

Answered: 521 | Skipped: 560

BURBANK PD ARRIVED IN A TIMELY MANNER

Answered: 487 | Skipped: 34

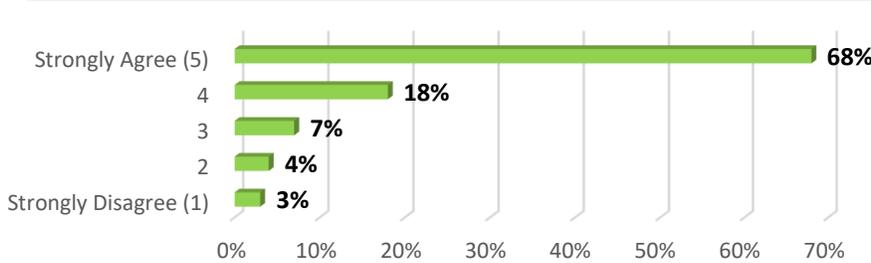


AVERAGE RATING

4.21

BURBANK PD WAS COURTEOUS

Answered: 515 | Skipped: 6

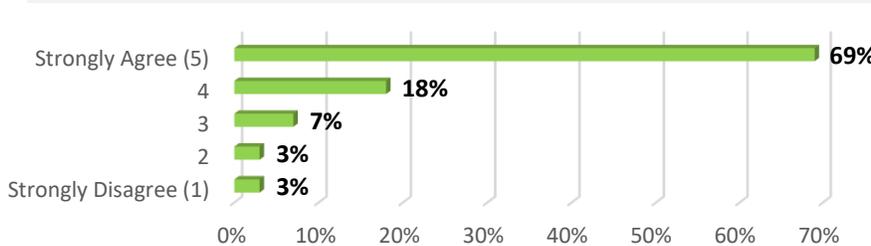


AVERAGE RATING

4.44

BURBANK PD WAS PROFESSIONAL

Answered: 515 | Skipped: 6

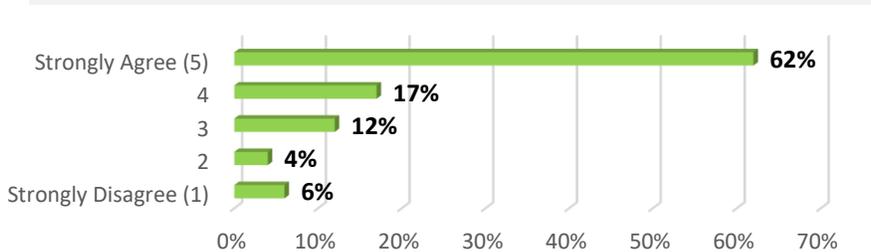


AVERAGE RATING

4.47

BURBANK PD WAS HELPFUL

Answered: 511 | Skipped: 10



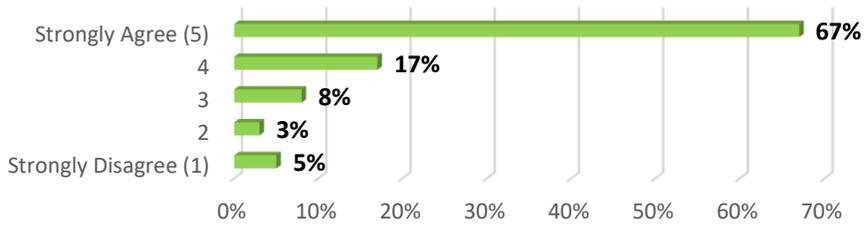
AVERAGE RATING

4.24

Q.7 (Performance Ratings – Continued)

BURBANK PD TREATED ME FAIR

Answered: 499 | Skipped: 22

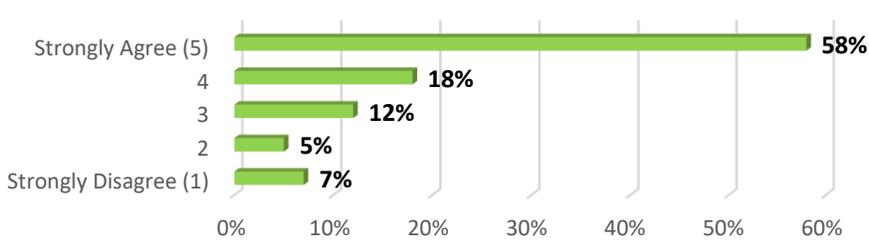


AVERAGE RATING

4.38

BURBANK PD ADDRESSED MY CONCERNS

Answered: 504 | Skipped: 17



AVERAGE RATING

4.16

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:

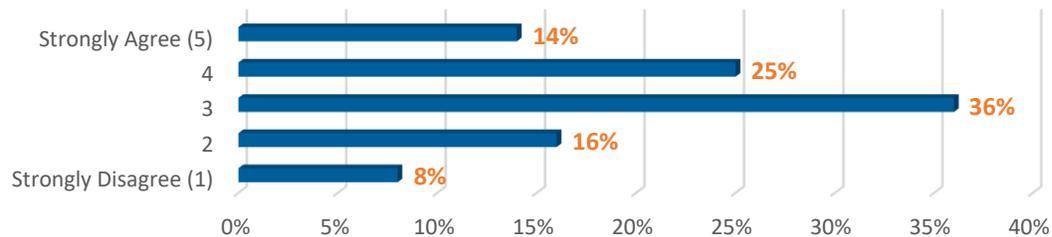
- Police presence in the community
- Crime concerns, including:
 - Residential burglary
 - Commercial burglary
 - Theft
 - Auto theft
 - Gang violence & graffiti
 - Driving under the influence
 - Speeding & reckless driving
 - Violent crimes

SUMMARY OF THE RESULTS

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

Answered: 933 | Skipped: 148

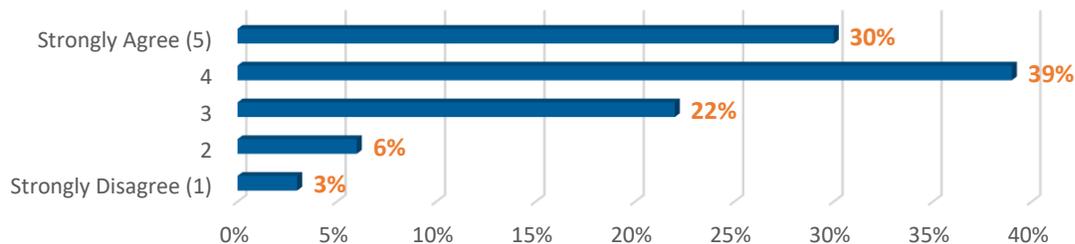
MY NEIGHBORHOOD



The majority of respondents were somewhat neutral when rating the strength of police presence in their particular neighborhoods (AVERAGE RATING: 3.25)

Answered: 934 | Skipped: 147

THE CITY OF BURBANK



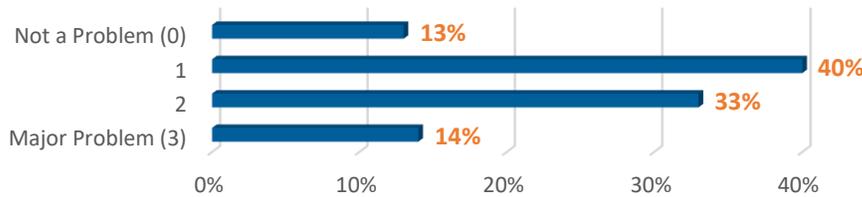
The majority of respondents agreed there is a strong police presence in the City of Burbank. (AVERAGE RATING: 3.87)

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: 941 | Skipped: 140

RESIDENTIAL BREAK-INS (BURGLARY)

Answered: 928 | Skipped: 13

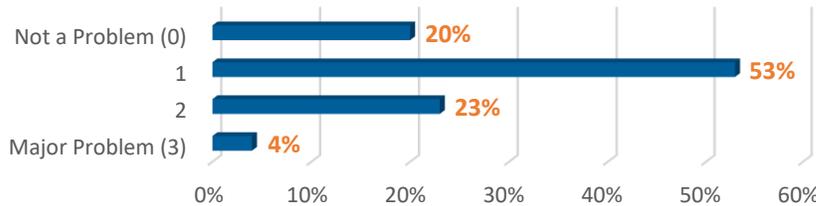


AVERAGE RATING

1.48

BUSINESS BREAK-INS (BURGLARY)

Answered: 906 | Skipped: 35

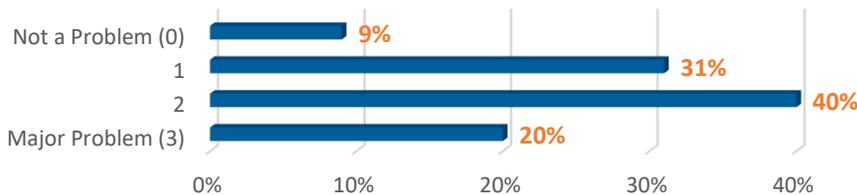


AVERAGE RATING

1.12

THEFT

Answered: 926 | Skipped: 15

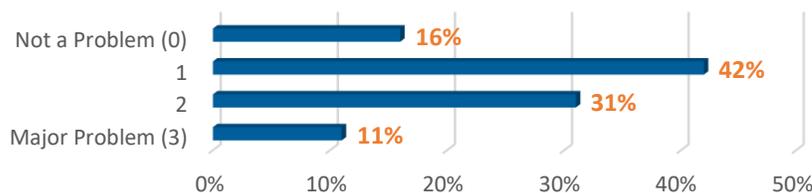


AVERAGE RATING

1.70

AUTO THEFT

Answered: 916 | Skipped: 25



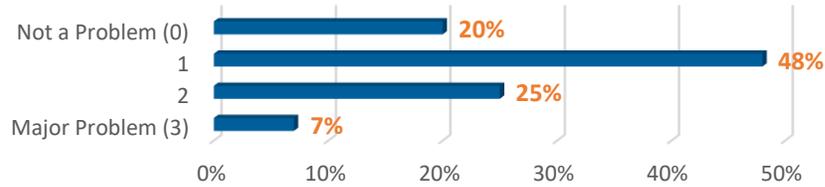
AVERAGE RATING

1.37

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

GANG VIOLENCE & GRAFFITI

Answered: 919 | Skipped: 22

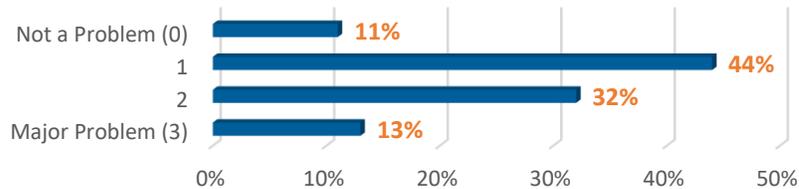


AVERAGE RATING

1.20

DRIVING UNDER THE INFLUENCE

Answered: 912 | Skipped: 29

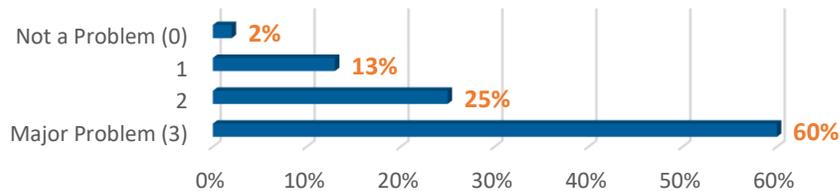


AVERAGE RATING

1.48

SPEEDING / RECKLESS DRIVING

Answered: 936 | Skipped: 5

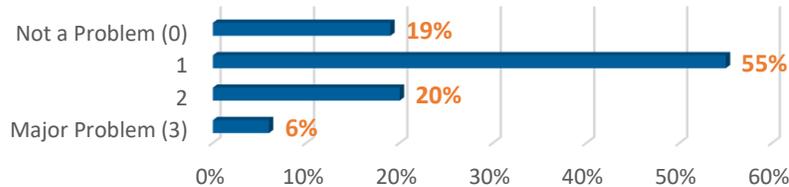


AVERAGE RATING

2.43

VIOLENT CRIMES

Answered: 923 | Skipped: 18



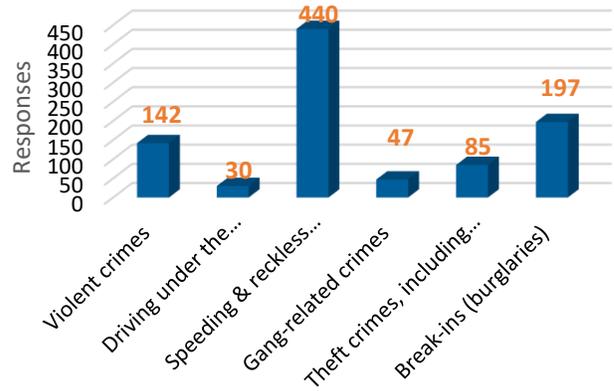
AVERAGE RATING

1.12

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

Answered: 941 | Skipped: 140

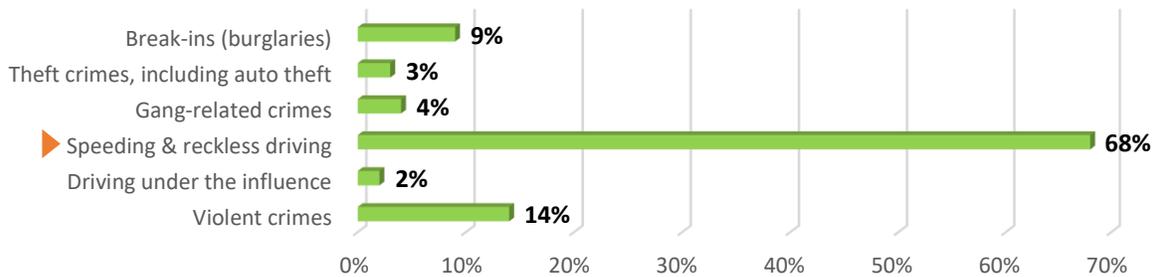
- 21% **Break-ins (burglaries)**
- 9% **Theft crimes, including auto theft**
- 5% **Gang-related crimes**
- ▶ 47% **Speeding & reckless driving**
- 3% **Driving under the influence**
- 15% **Violent crimes**



CRIME CONCERNS BY ZIP CODE

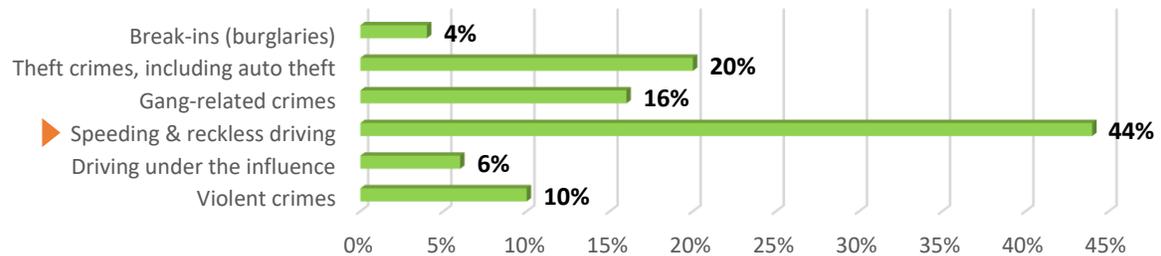
91501

Answered: 133 | Skipped: 15



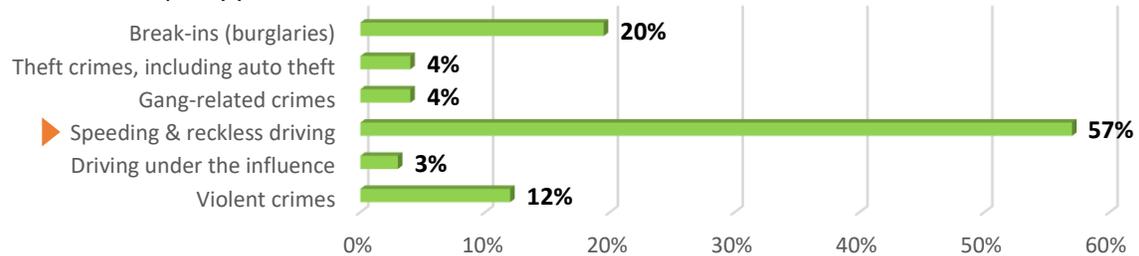
91502

Answered: 50 | Skipped: 15



91504

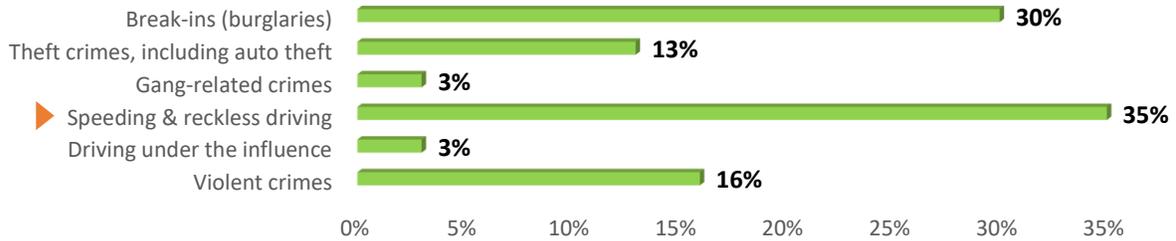
Answered: 220 | Skipped: 19



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

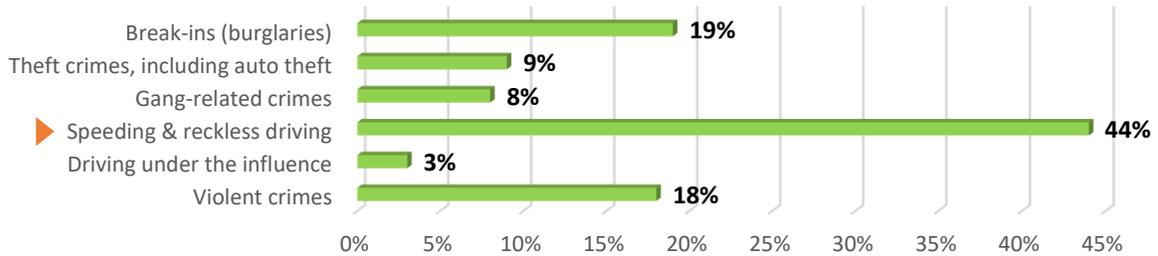
91505

Answered: 319 | Skipped: 34



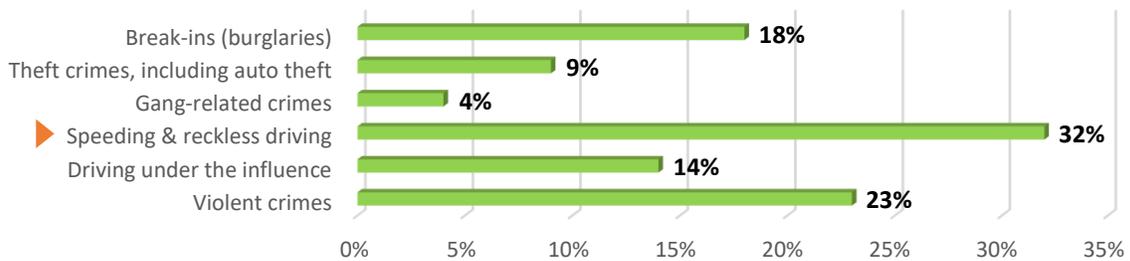
91506

Answered: 192 | Skipped: 21



OTHER

Answered: 22 | Skipped: 30



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
- Transient population
- Traffic congestion
- Trash
- Drugs
- Prostitution
- Loud music / parties

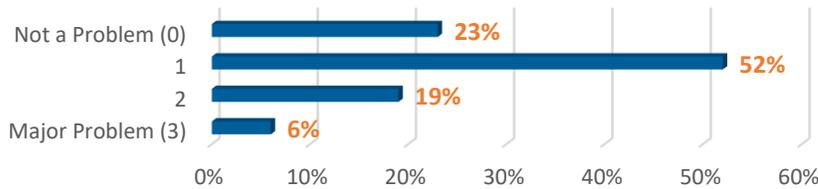
SUMMARY OF THE RESULTS

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: 941 | Skipped: 140

GRAFFITI / GANG ACTIVITY

Answered: 929 | Skipped: 12

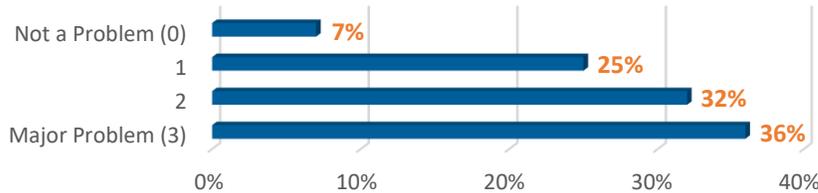


AVERAGE RATING

1.09

TRANSIENT POPULATION

Answered: 936 | Skipped: 5

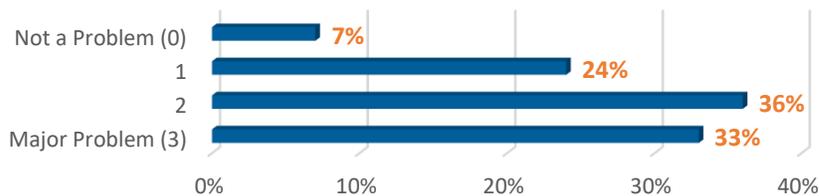


AVERAGE RATING

1.96

TRAFFIC CONGESTION

Answered: 939 | Skipped: 2



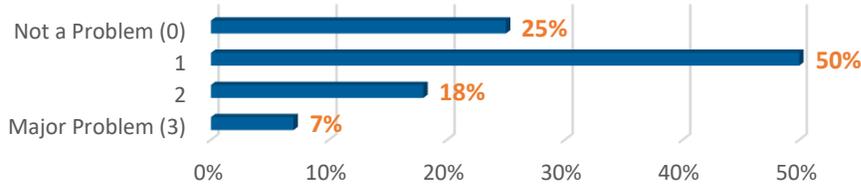
AVERAGE RATING

1.94

Q. 11 (Quality of Life Concerns – Continued)

TRASH

Answered: 932 | Skipped: 9

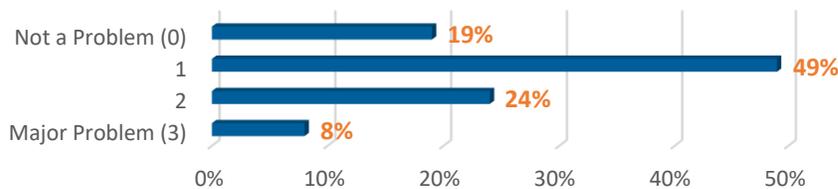


AVERAGE RATING

1.05

DRUGS

Answered: 928 | Skipped: 13

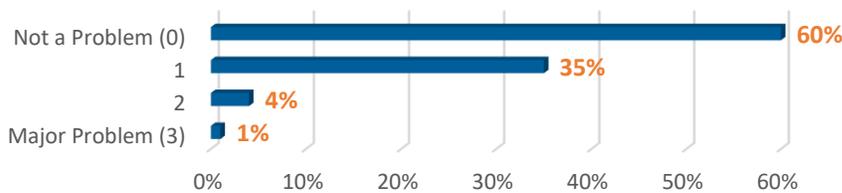


AVERAGE RATING

1.21

PROSTITUTION

Answered: 922 | Skipped: 13

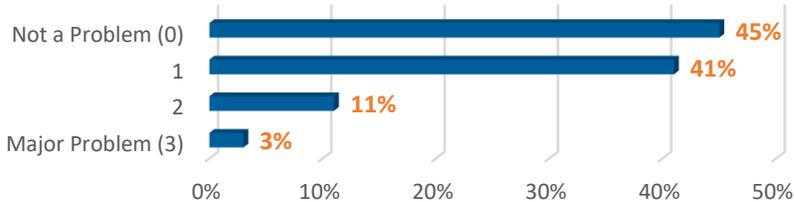


AVERAGE RATING

0.47

LOUD MUSIC / PARTIES

Answered: 929 | Skipped: 19



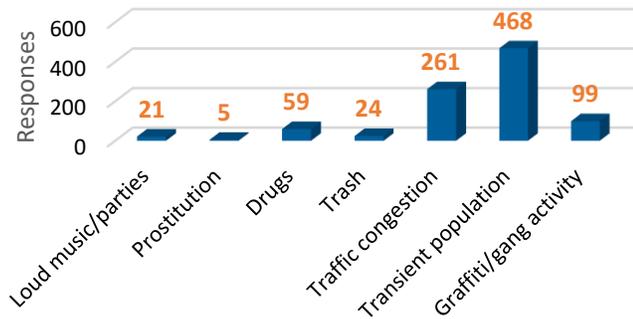
AVERAGE RATING

0.72

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

Answered: 937 | Skipped: 144

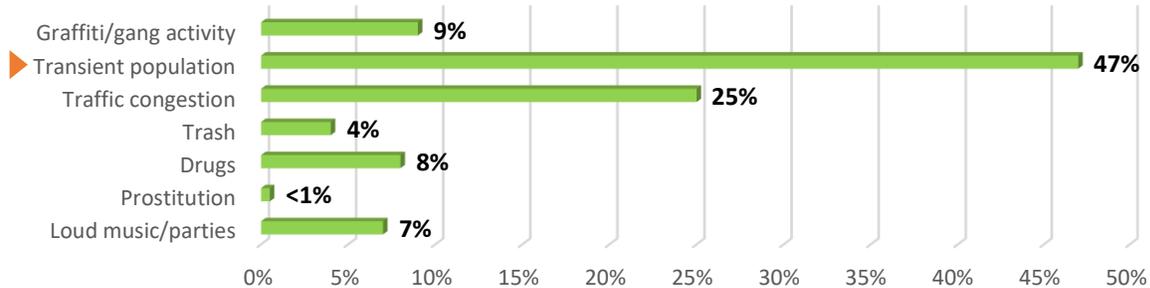
- 11% Graffiti / gang activity
- ▶ 50% Transient population
- 28% Traffic congestion
- 2% Trash
- 6% Drugs
- <1% Prostitution
- 2% Loud music / parties



QUALITY OF LIFE CONCERNS BY ZIP CODE

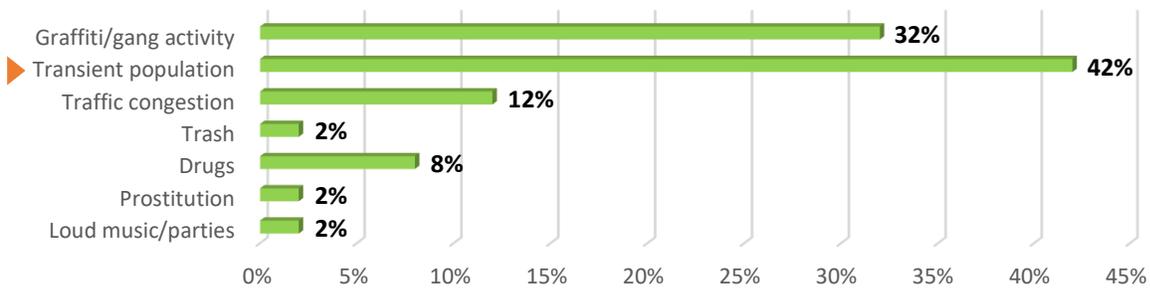
91501

Answered: 131 | Skipped: 17



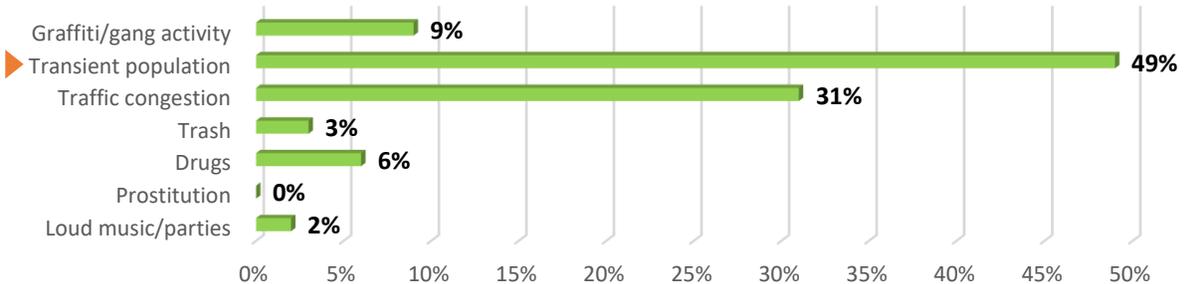
91502

Answered: 50 | Skipped: 15



91504

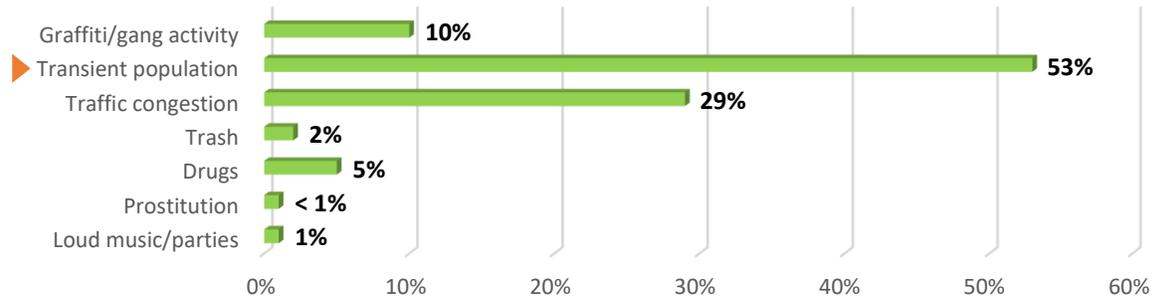
Answered: 218 | Skipped: 21



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

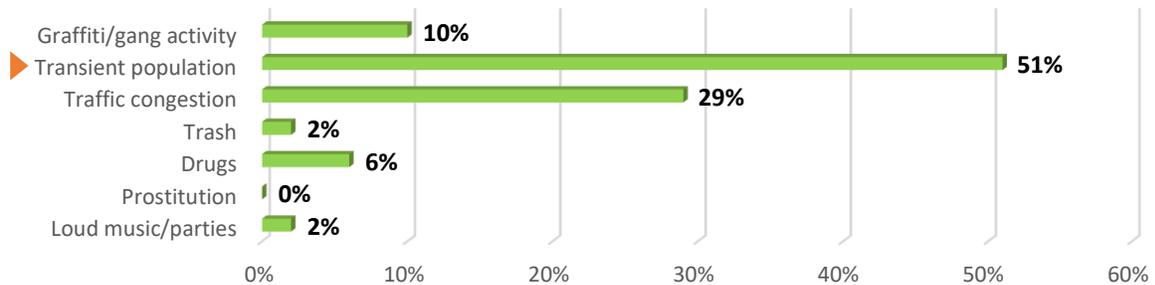
91505

Answered: 319 | Skipped: 34



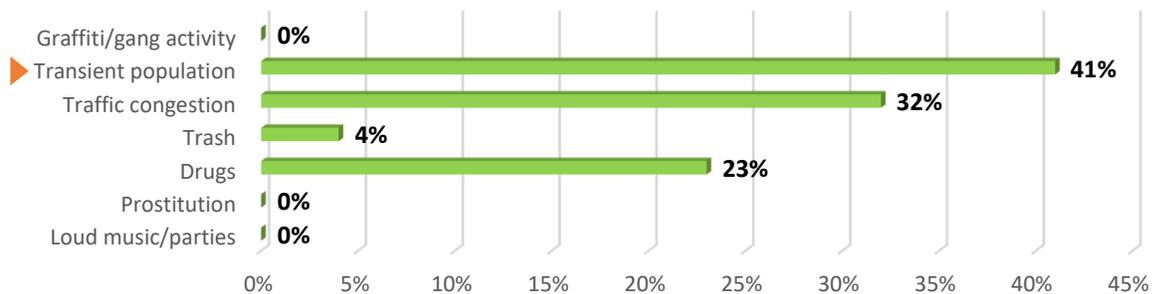
91506

Answered: 192 | Skipped: 21



OTHER

Answered: 22 | Skipped: 30



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 safety today compares to safety five years ago in Burbank, and their overall feeling of safety in Burbank.

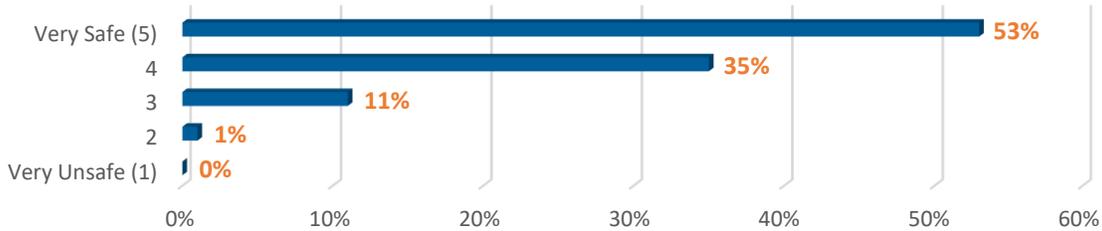
SUMMARY OF THE RESULTS

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

Answered: 942 | Skipped: 139

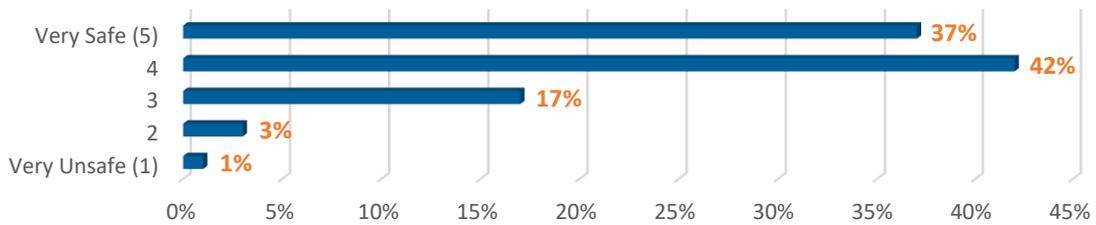
IN MY HOME

Answered: 938 | Skipped: 4



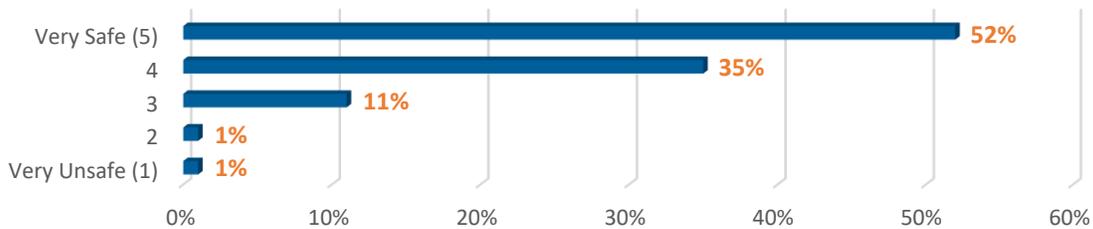
IN MY NEIGHBORHOOD

Answered: 939 | Skipped: 3



IN PUBLIC DURING DAYLIGHT

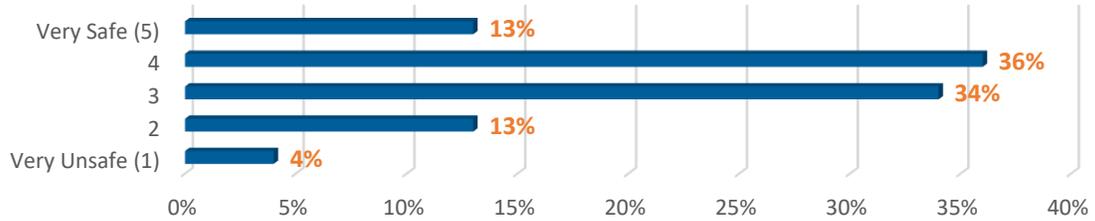
Answered: 938 | Skipped: 4



Q. 13 (Safety, Specific Situations – Continued)

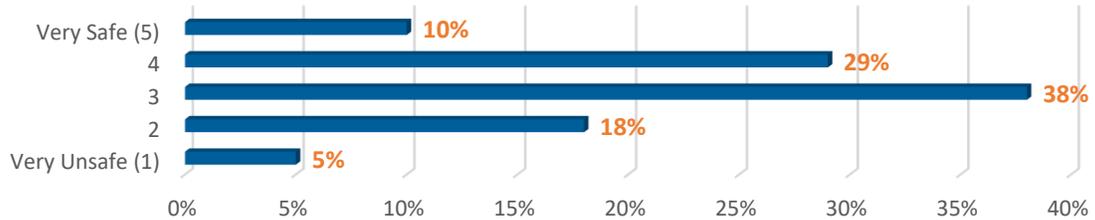
IN PUBLIC DURING DARKNESS

Answered: 941 | Skipped: 1



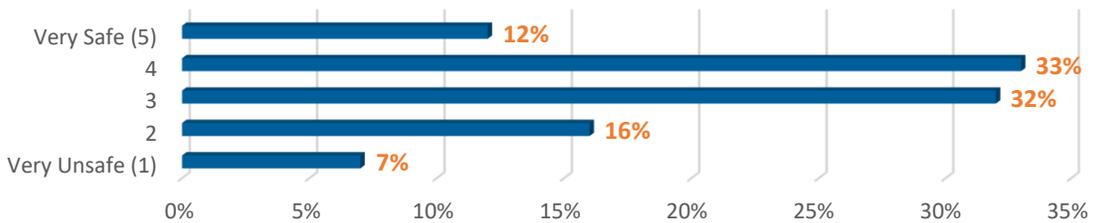
IN PARKING STRUCTURES

Answered: 938 | Skipped: 4



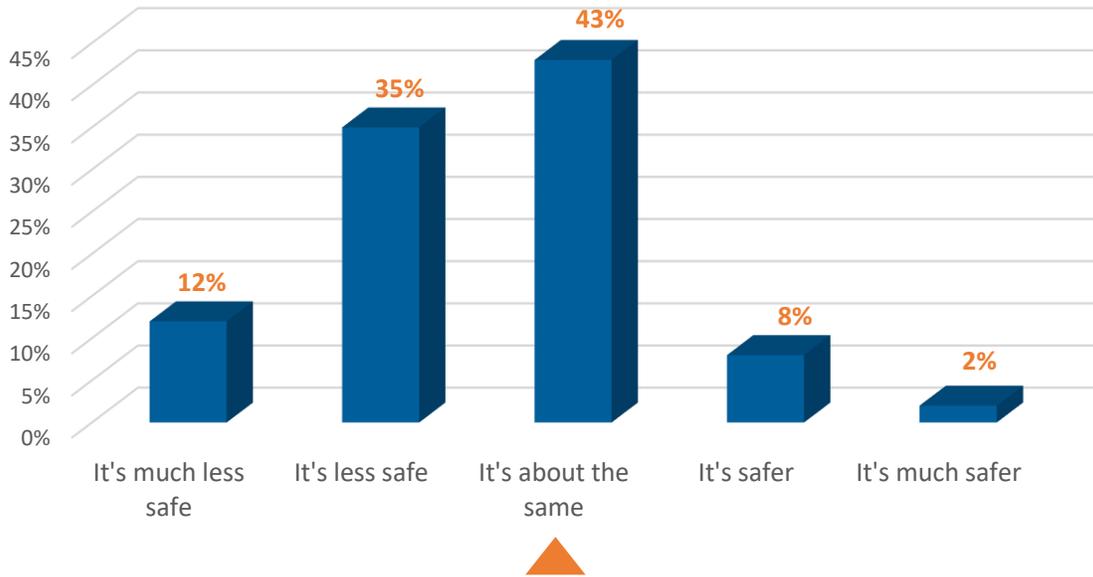
DRIVING ON THE ROADWAYS

Answered: 939 | Skipped: 3



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

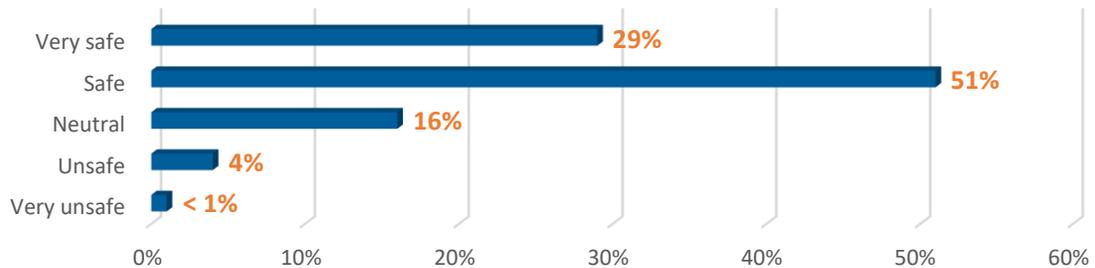
Answered: 933 | Skipped: 148



The majority of respondents said they feel safety in Burbank is about the same as it was five years ago.

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

Answered: 939 | Skipped: 142



The majority of the respondents indicated they feel safe in the City of Burbank.

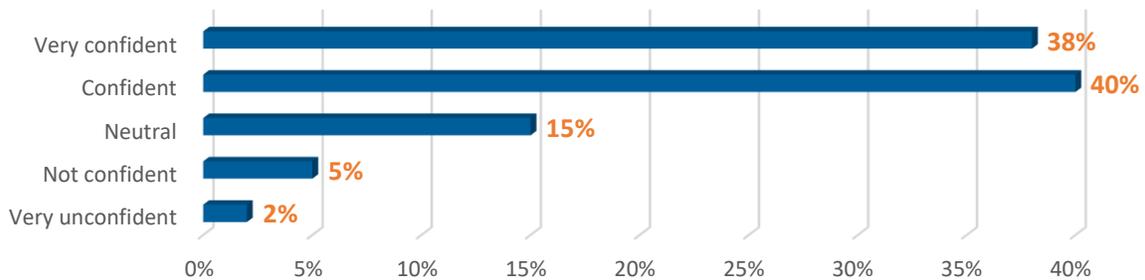
PUBLIC CONFIDENCE & SATISFACTION

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.

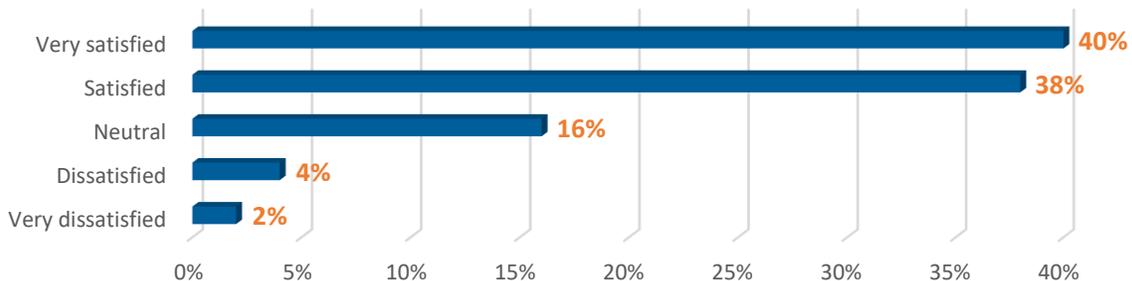
Answered: 942 | Skipped: 139



The majority of 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: 942 | Skipped: 139



The majority of respondents indicated they are very satisfied with the services provided by the Burbank Police Department.

COMMUNITY OUTREACH

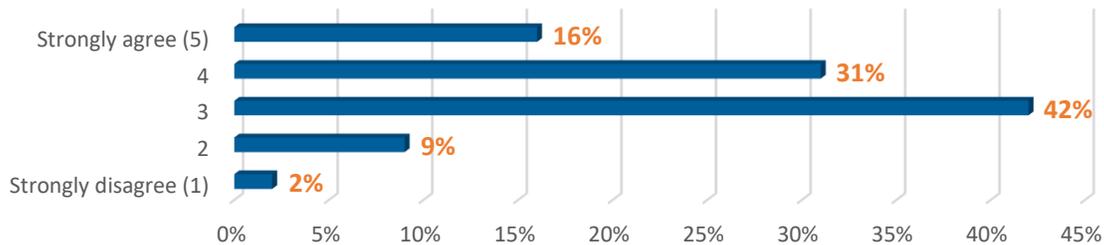
The seventh and final dimension of the study focused on community outreach, specific to social media and Burbank Police Department programs and events. The Burbank Police currently uses several social media outlets, including Facebook, Twitter, Instagram, Nextdoor.com and Nixle. The Burbank Police also host their own website at www.BurbankPD.org. The Burbank Police use social media and the website to communicate with the public and keep the community informed of critical incidents, news releases and Department events. 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.”

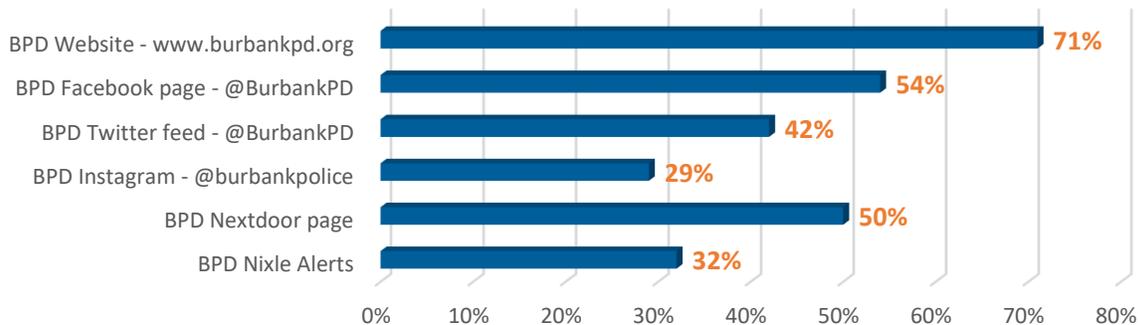
Answered: 907 | Skipped: 174



The majority of 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:

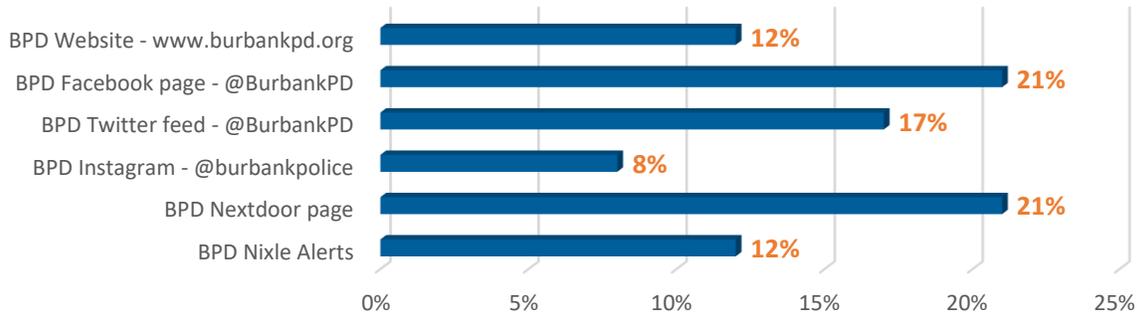
Answered: 858 | Skipped: 223



Respondents were most-familiar with the Burbank Police Department website and least-familiar with the Burbank Police Department Instagram account.

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

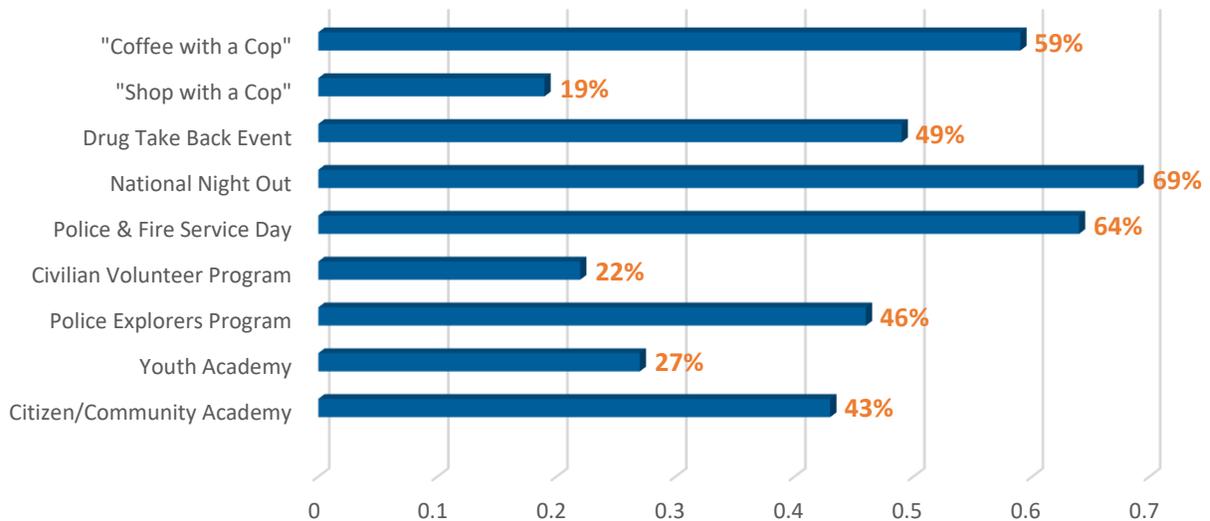
Answered: 873 | Skipped: 208



Respondents reported relying most on the Burbank Police Facebook and Burbank Police Nextdoor.com pages for information.

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 Police & Fire Service Day. They were least-familiar with "Shop with a Cop."

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

Answered: 522 | Skipped: 559

This question was free-form and allowed respondents to provide feedback, comments, recommendations and other information to the Burbank Police Department. The responses were reviewed, at length, by the Burbank Police Department Administration as well as various components within the Department related to any issues 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 survey. Your feedback is critical in our success and it's imperative that the Burbank Police seek feedback on a continuous basis in order to maintain healthy partnerships and open lines of communication with residents, businesses and other members of our community.

SUMMARY

This was the first community survey conducted by the Burbank Police Department since 2017. The survey was visited a total of 2,092 times, with 927 completed responses and 154 partial responses. The following is a summary of the results:

DIMENSION	SUMMARY
DEMOGRAPHICS	<p>The majority of 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>
QUALITY OF SERVICE	<p>The majority of respondents who had recent contact with the Burbank Police Department indicated they were very pleased with the services provided. Participants felt that the personnel of the Burbank Police Department were professional, fair, helpful and courteous, and that they addressed concerns and arrived to calls for service in a timely manner.</p>
PERCEPTIONS OF CRIME	<p>The majority of respondents felt there is an overall strong police presence in the City of Burbank, but somewhat lacking in their specific neighborhoods. The most concerning crime issue reported was speeding and reckless driving. 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"> 1. Speeding & reckless driving 2. Break-ins (burglaries) 3. Violent crimes (assaults, robberies, etc.) 4. Theft crimes, including auto theft 5. Gang-related crimes 6. Driving under the influence

DIMENSION	SUMMARY
QUALITY OF LIFE	<p>50 percent of respondents felt the transient population is the most-concerning quality of life issue in Burbank. The least-most concerning quality of life issue is prostitution, as only one-half of one percent of respondents identified it as a problem. 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"> 1. Transient population 2. Traffic congestion 3. Graffiti / gang activity 4. Drugs 5. Trash 6. Loud music / parties 7. Prostitution
SAFETY	<p>Respondents reported feeling safe in the City of Burbank and in their neighborhoods. Results showed respondents feel the most-safe while in their homes, and the least safe while in parking structures and driving on roadways. The majority of respondents felt as though safety in Burbank has stayed about the same over the past five years.</p>
PUBLIC CONFIDENCE & SATISFACTION	<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, the majority of survey participants indicated they are very satisfied with the services provided by the Burbank Police Department</p>
COMMUNITY OUTREACH	<p>The majority of 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 Facebook page, and least-familiar with the Department’s Instagram account. Respondents said they rely most on Facebook and Nextdoor.com for information from the Burbank Police.</p> <p>In regards to Department programs and events, respondents said they are most-familiar with National Night Out followed by Police and Fire Service Day. They are least-familiar with “Shop with a Cop.”</p>

APPENDIX A

COPY OF SURVEY QUESTIONNAIRE



2019 Burbank Police Department Community Survey

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. 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?*

- 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 Major Problem

Business Break-ins

0 1 2 3
Not a Problem Major Problem

Theft

0 1 2 3
Not a Problem Major Problem

Auto Theft

0 1 2 3
Not a Problem Major Problem

Gang Violence & Graffiti

0 1 2 3
Not a Problem Major Problem

Driving Under the Influence

0 1 2 3
Not a Problem Major Problem

Speeding / Reckless Driving

0 1 2 3
Not a Problem Major Problem

Violent Crimes (assaults, robberies, etc.)

0 1 2 3
Not a Problem 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

Transient 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
- Transient 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 measure your knowledge of 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 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 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?