



POLICE
DEPARTMENT

2023 COMMUNITY SURVEY

FINAL REPORT



Introduction

I would like to thank everyone who participated in our most recent community survey. Your commitment to sharing personal experiences with the Burbank Police Department and insights related to crime, safety, and quality of life in the City of Burbank plays a crucial role in our continued efforts to improving the services we provide.

The 2023 Community Survey was offered in five languages to better serve the diversity of Burbank. The results provide a comprehensive understanding of some of the challenges we face together and identify opportunities for improvement and developing strategies that will focus on enhancing safety and building trust through police-community partnerships.

As you'll see in the results, traffic safety and the unhoused population continue to be of concern in the community. The Burbank Police Traffic Bureau has developed strategies for improving traffic safety through enforcement and education and continues to collaborate with other City departments with respect to engineering and changes to physical design to reduce speed and increase safety on our roads.

The Burbank Mental Health Evaluation Team (BMHET) is planning to increase staffing in the near future and expand coverage to seven days per week. BMHET continues to work with the Los Angeles County Department of Mental Health and City partners to provide resources and sustained care to the unhoused population and those experiencing mental health crises.

The Burbank Police Department continues to employ a robust recruitment campaign to hire the most qualified police officers and non-sworn employees to serve the community. Our commitment to staffing is part of a comprehensive strategy to lower crime rates and deter criminal activity through an increased police presence and quicker response times.

On behalf of the men and women of the Burbank Police Department, I appreciate your willingness to provide valuable input. The biennial community survey reaffirms our commitment to transparency, community policing philosophies, and upholding the mission of the Burbank Police Department to serve the citizens of Burbank with Respect, Integrity, and Excellence.



Michael Albanese
Chief of Police

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.



CORE VALUES

Respect

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

Integrity

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

Excellence

Quality through continuous improvement.

SURVEY RESPONSE OVERVIEW

870

Total
Responses

1827

Survey
Visits

668 Completed Responses

202 Partial Responses

SURVEY DIMENSIONS

Respondent
Information

Quality of
Service

Crime

Quality of
Life & Safety

Confidence &
Satisfaction

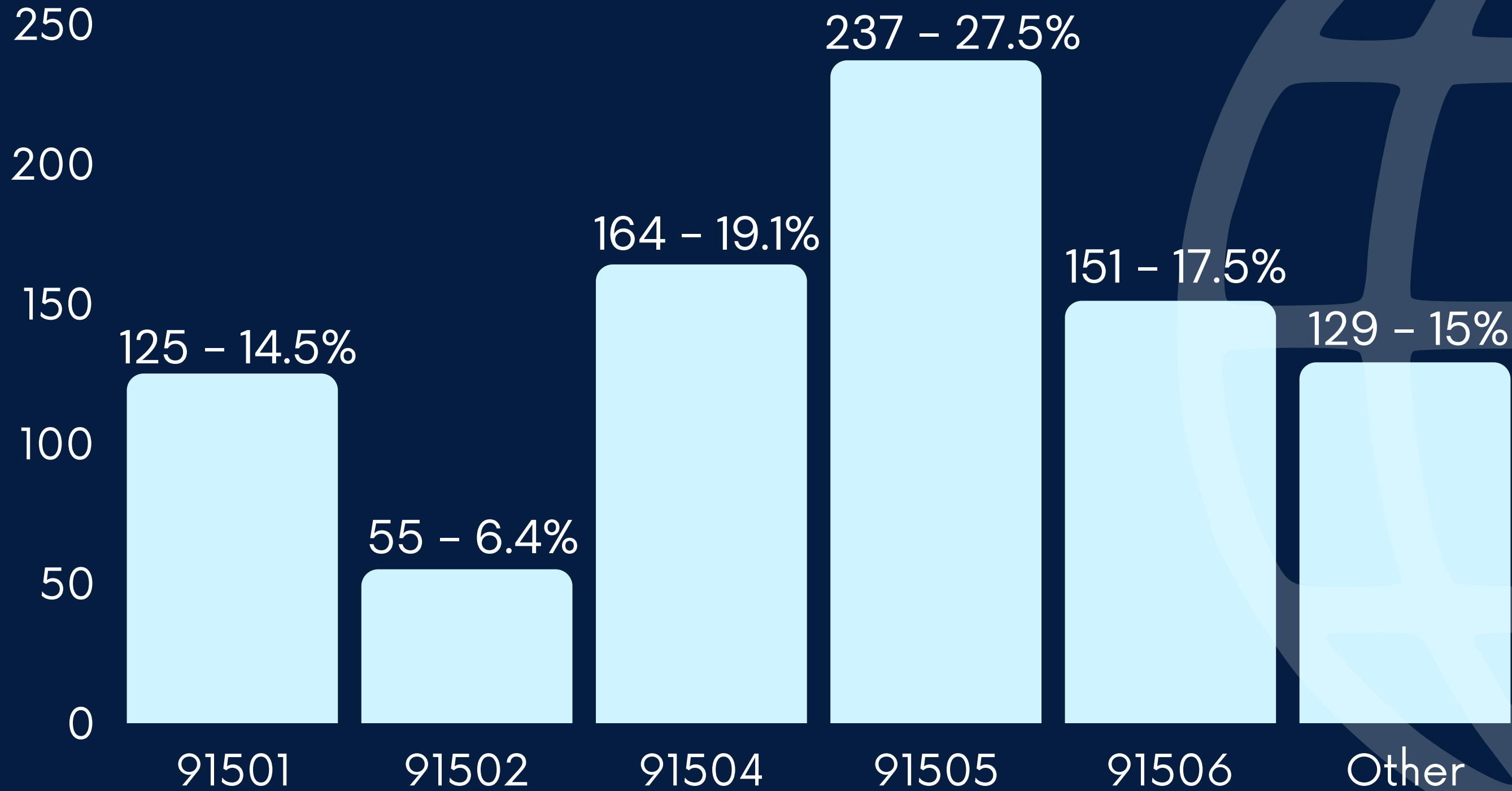
Social Media &
Community
Outreach



Q.1 Respondent's RELATIONSHIP To Burbank

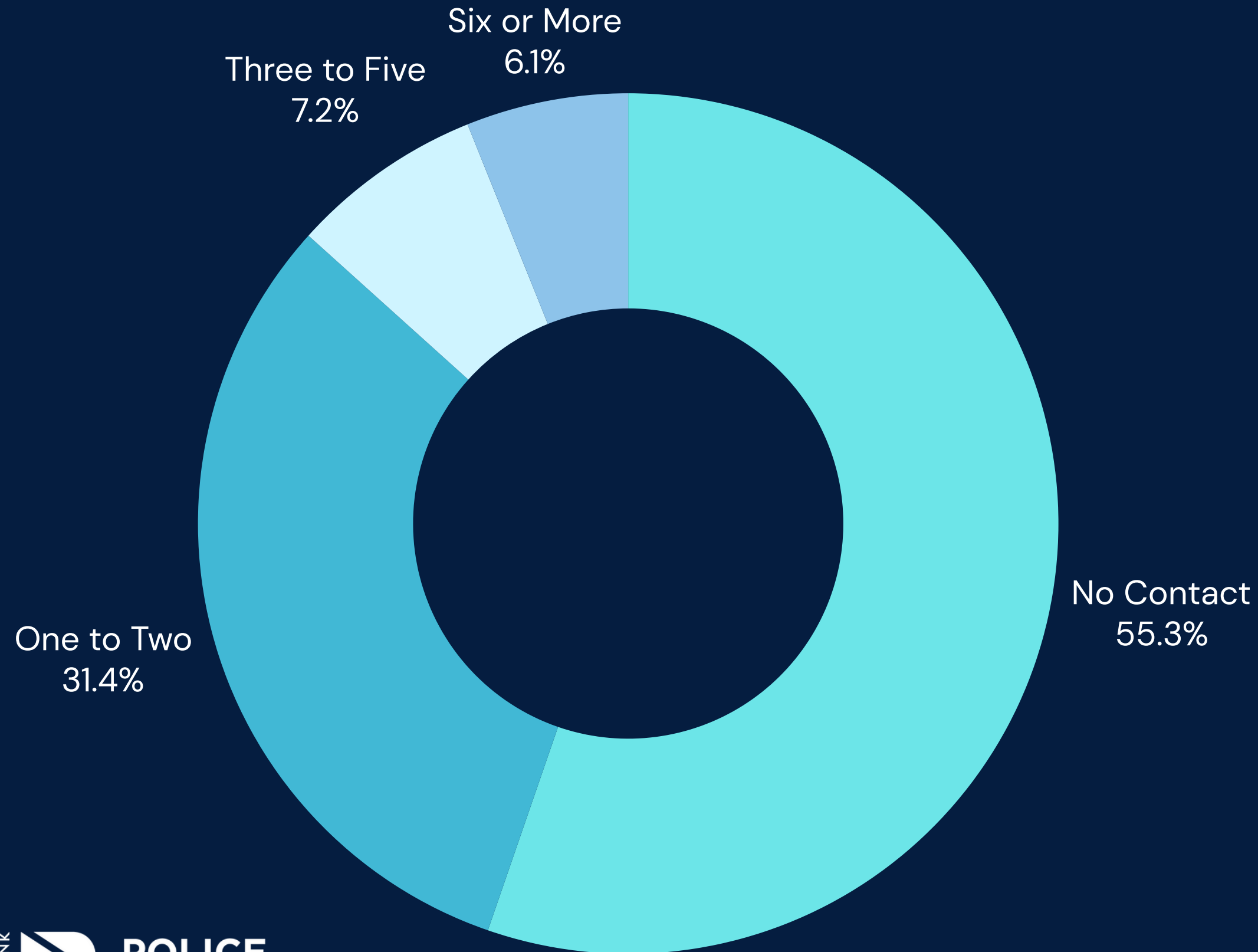


Q.2 Respondent's ZIP CODE



Q.3 POLICE CONTACTS

In the Past 12 Months



Q.4 NATURE

Of the Contact

CALLED THE POLICE 48.7%

OTHER 27.8%

COMMUNITY EVENT 26.9%

WITNESS TO AN INCIDENT 17.9%

VICTIM OF A CRIME 11.3%

TRAFFIC STOP 7.5%

TRAFFIC COLLISION 4.78%

ARRESTED / SUSPECT 0%



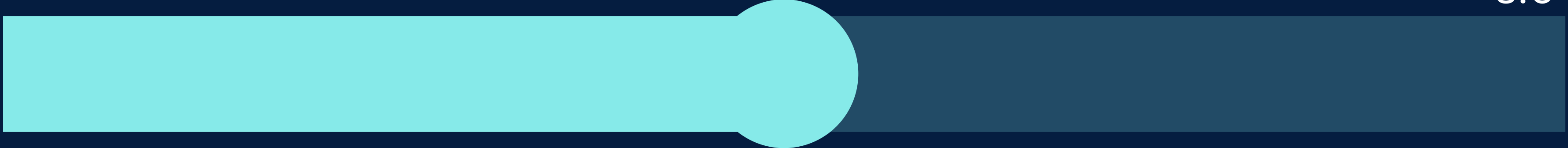
Q.5 QUALITY OF SERVICE



(1) Strongly Disagree ————— **Neutral (3)** ————— **Strongly Agree (5)**

Q.6 POLICE PRESENCE

I feel there is a strong police presence in my neighborhood 3.0



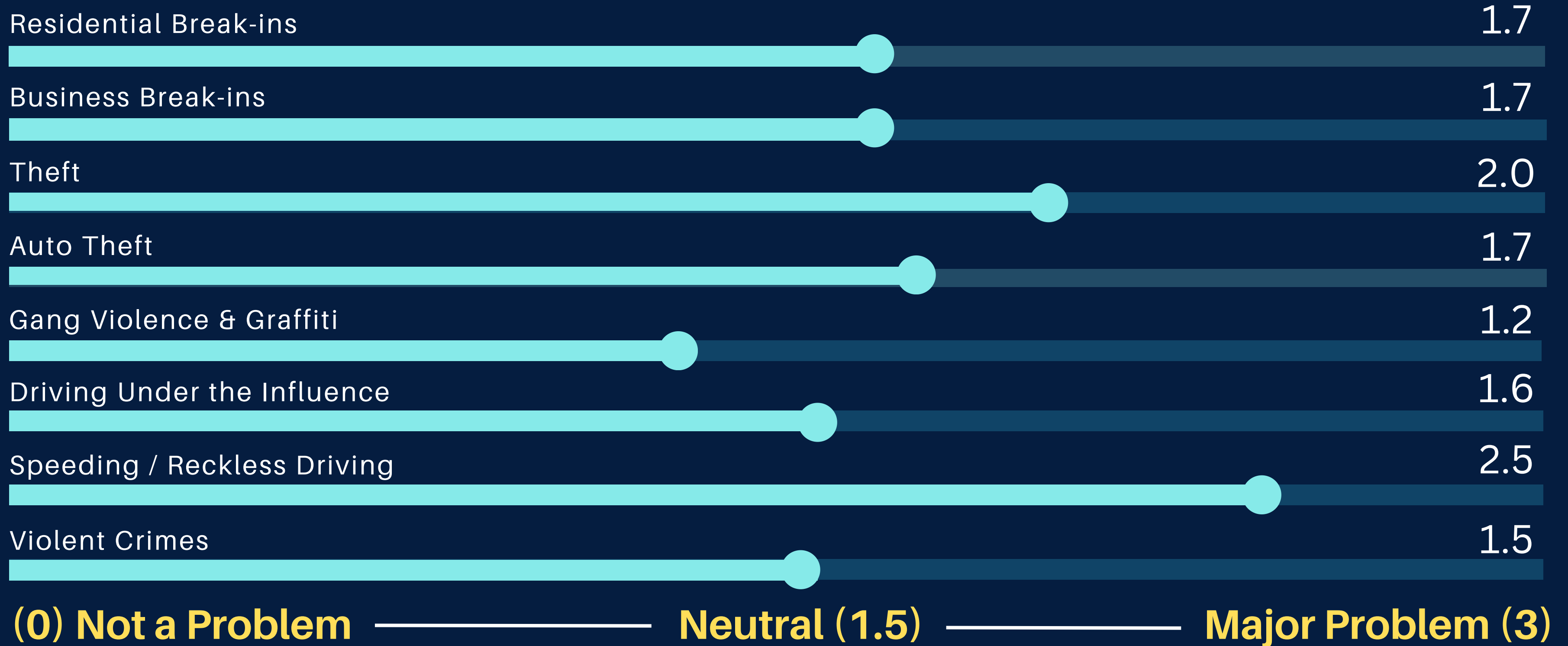
I feel there is a strong police presence in the City of Burbank 3.6



(1) Strongly Disagree ————— **Neutral (3)** ————— **Strongly Agree (5)**

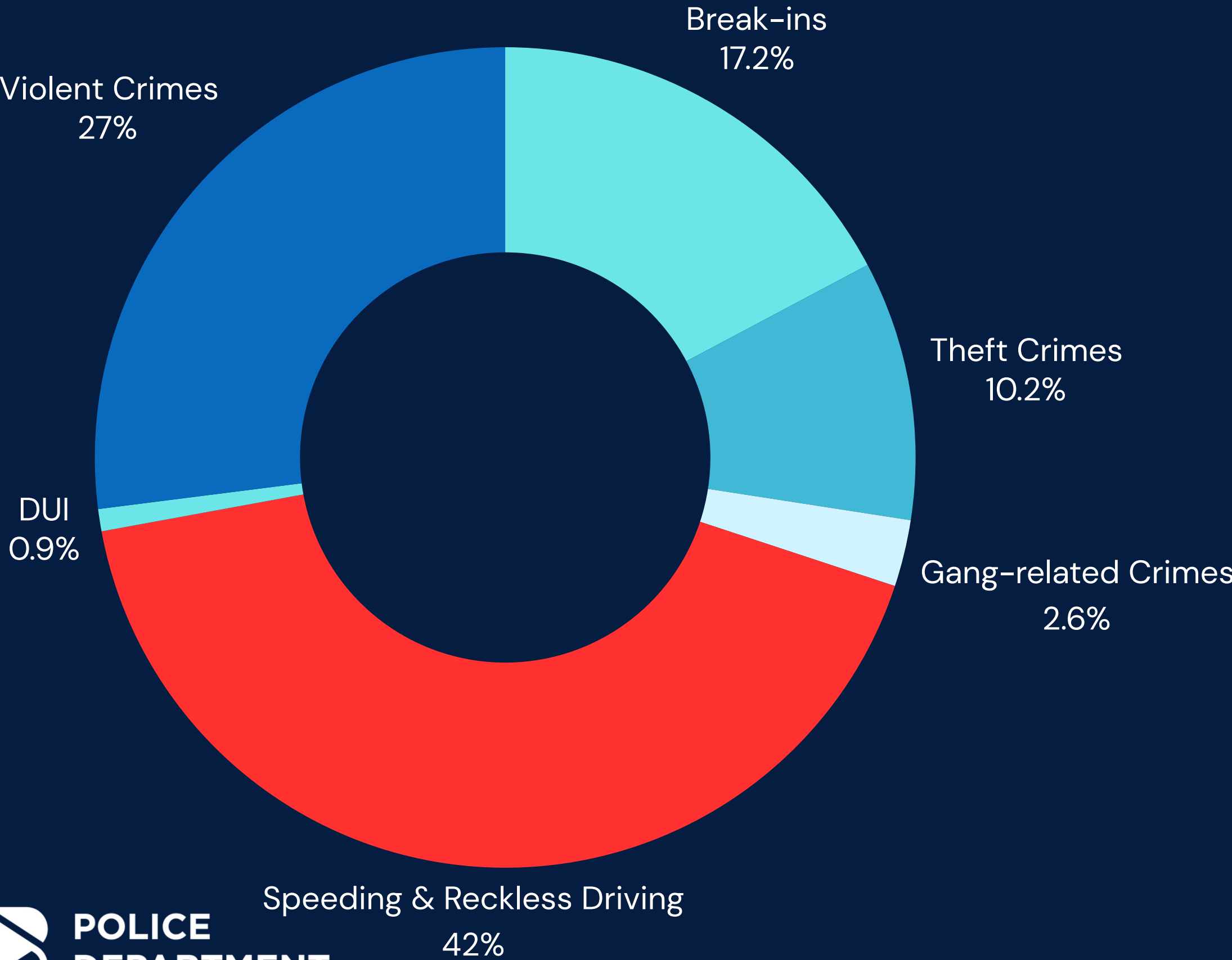
Q.7 PERCEPTION OF CRIME

Rate the Following Crime Issues:



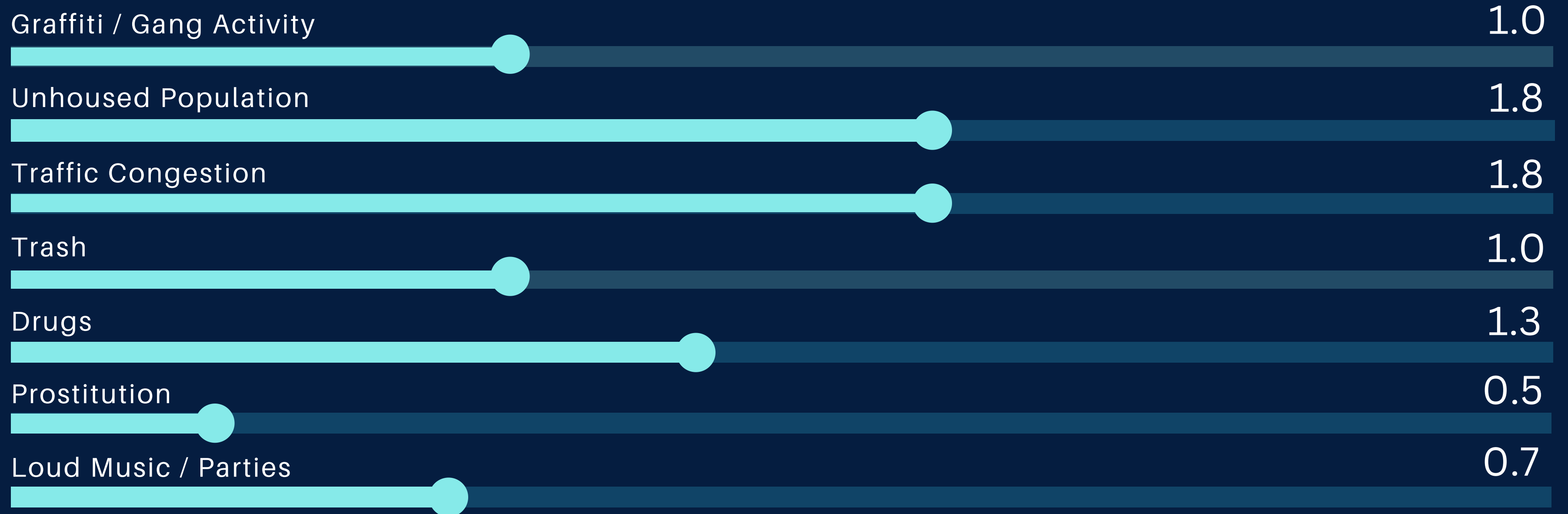
Q.8 PERCEPTION OF CRIME

Most Concerning



Q.9 QUALITY OF LIFE —

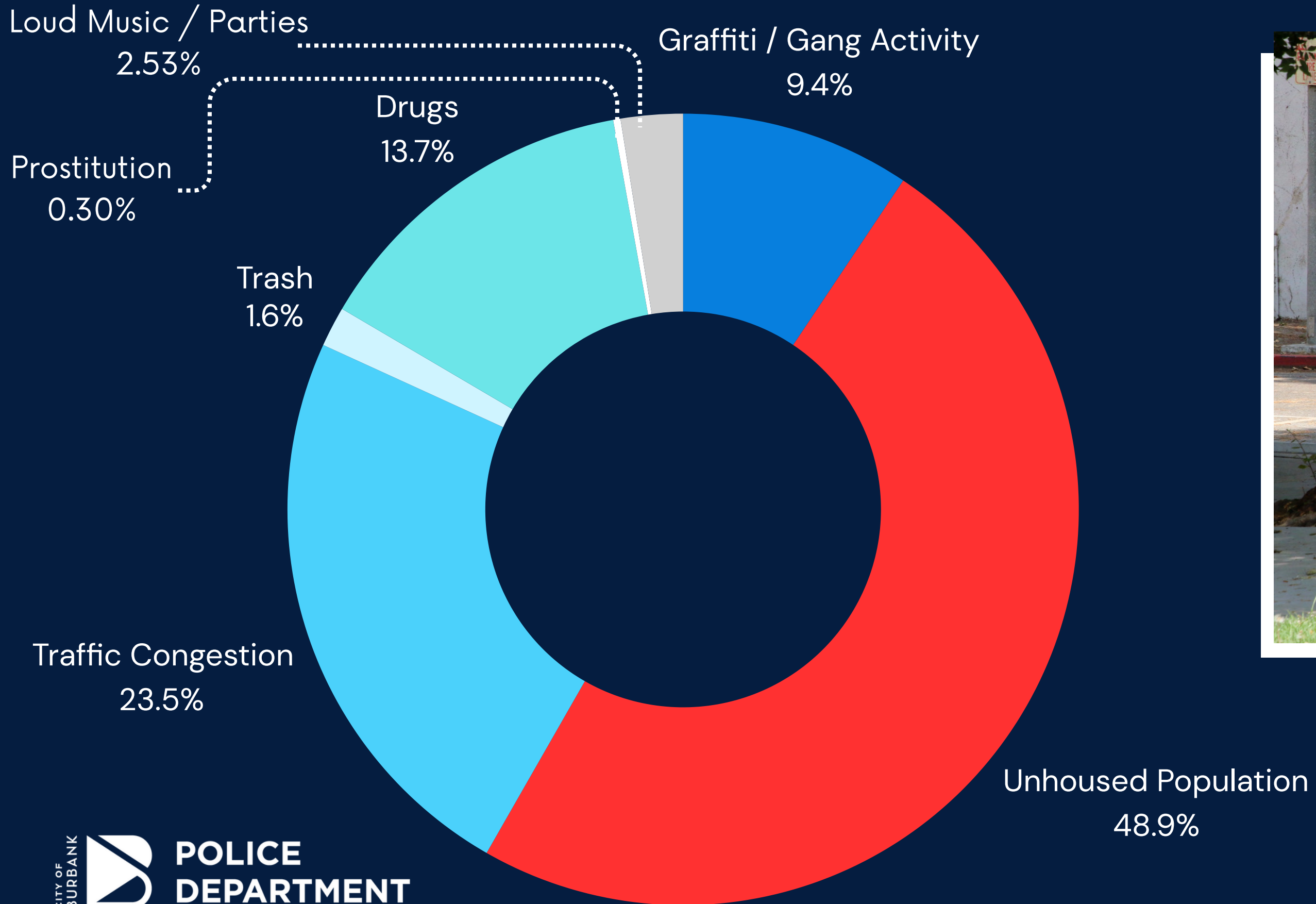
Rate the Following Quality of Life Issues:



(0) Not a Problem ————— **Neutral (1.5)** ————— **Major Problem (3)**

Q.10 QUALITY OF LIFE

Most Concerning



Q.11 SAFETY

Specific Situations



(1) Very Unsafe ————— **Neutral (3)** ————— **Very Safe (5)**

Q.12 SAFETY

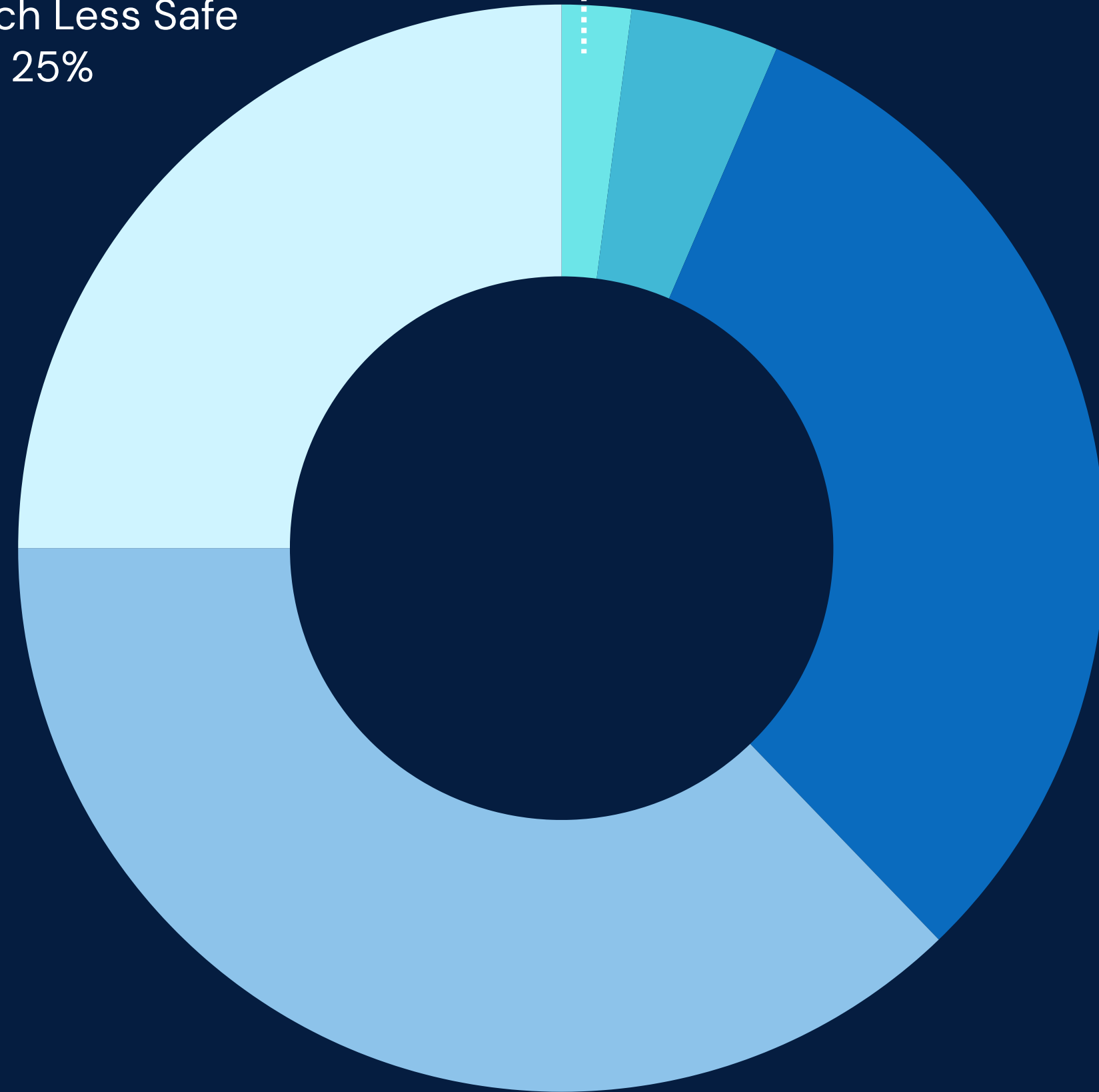
In Burbank _____
5 Years Ago vs. Now



It's Much Less Safe
25%

It's Safer
4.4%

It's Much Safer
2.1%

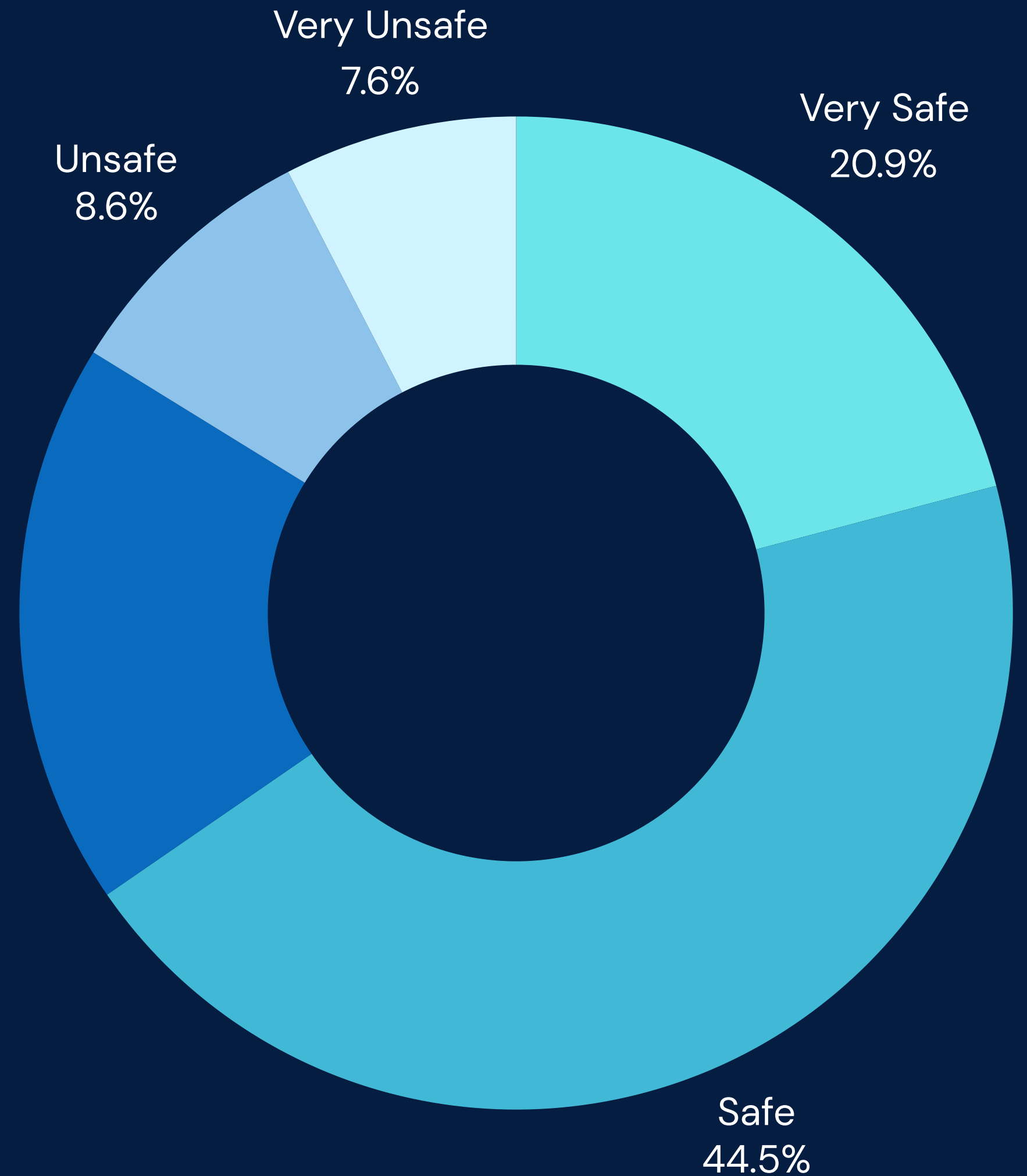


It's About the Same
31.3%

It's Less Safe
37.2%

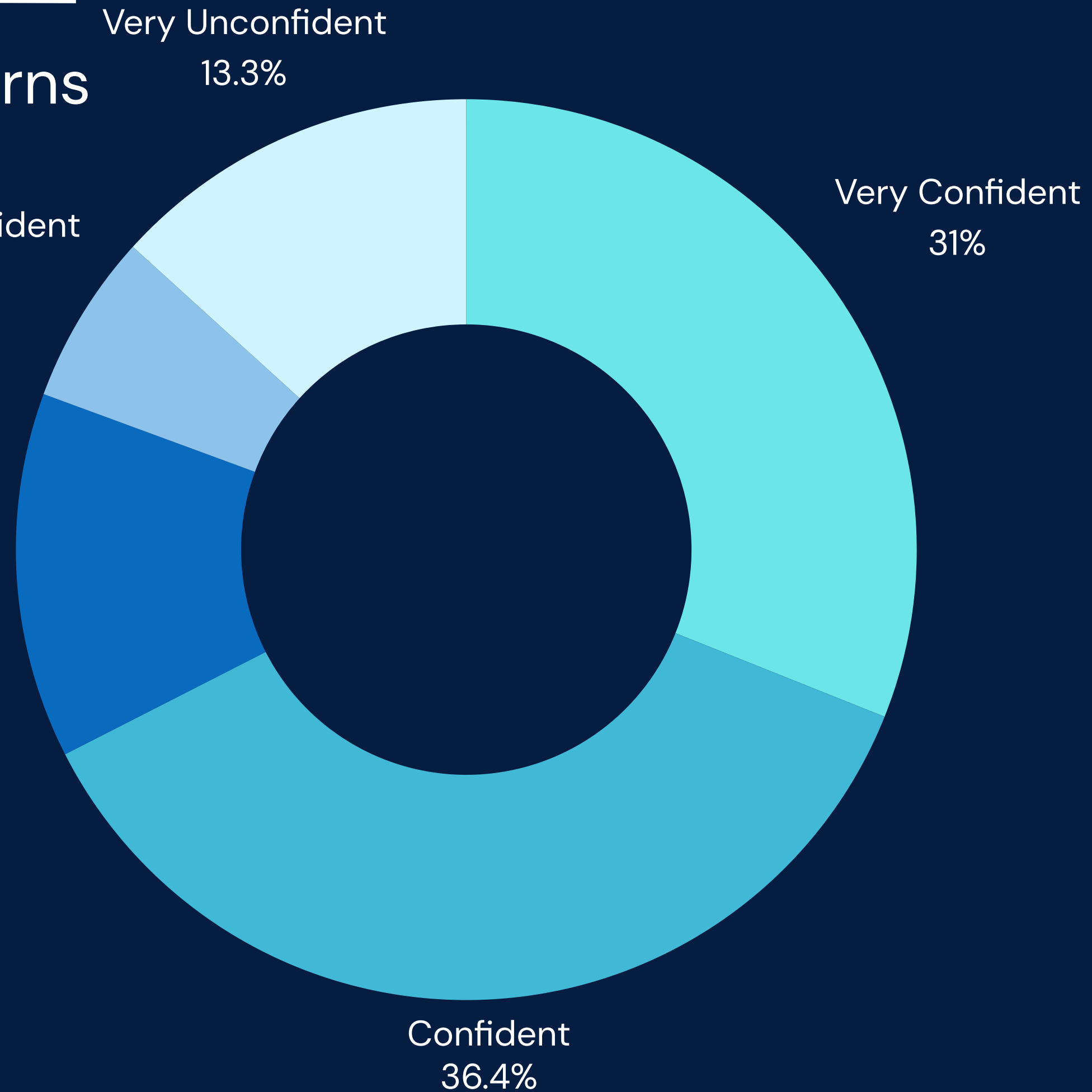
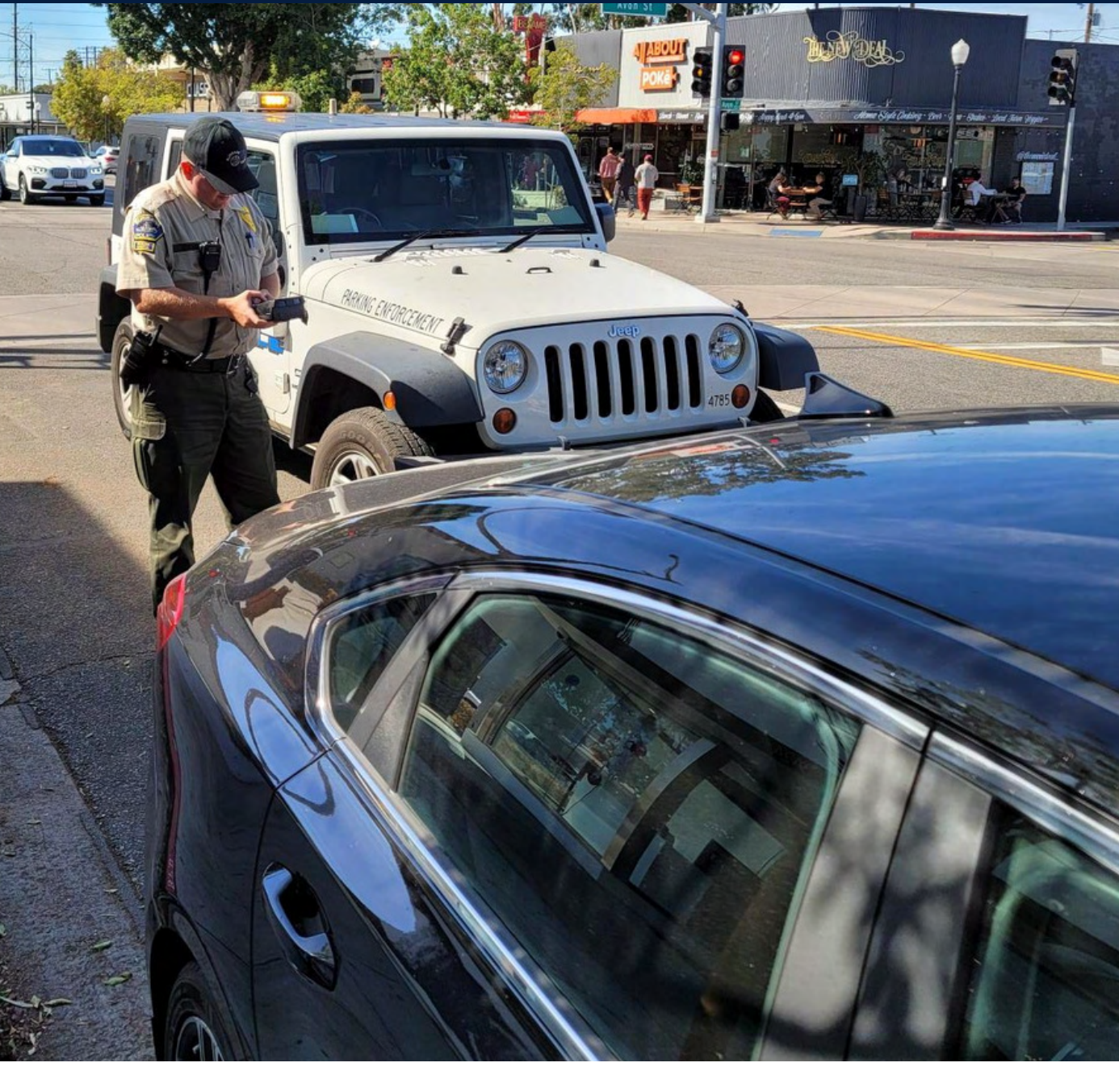
Q.13 SAFETY

Overall Feeling of Safety in Burbank



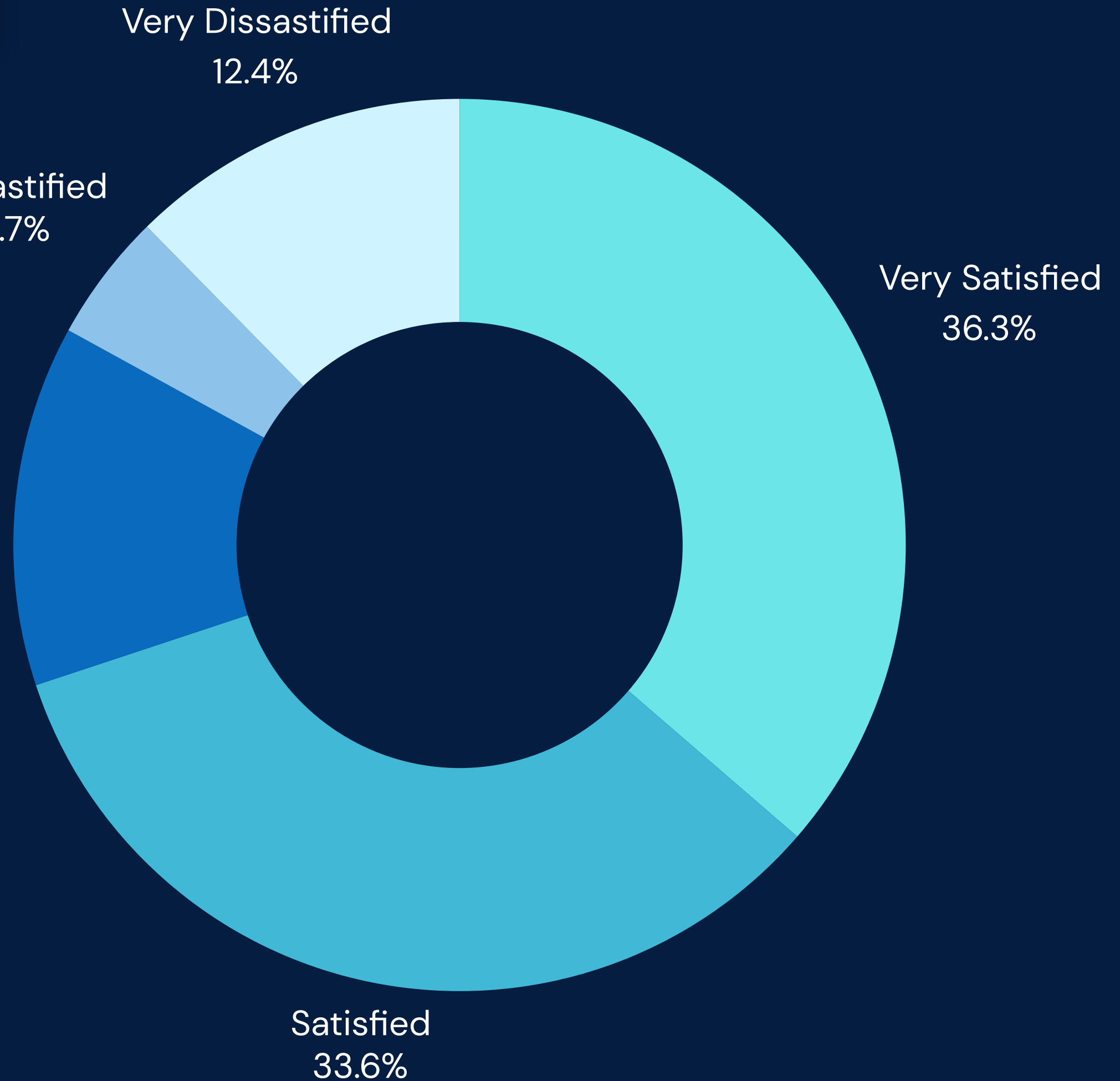
Q.14 CONFIDENCE

BPD's Ability to Address My Concerns



Q.15 SATISFACTION

With the Services of BPD



Q.16 SOCIAL MEDIA

The Burbank Police Department has a Strong Social Media Presence

3.4

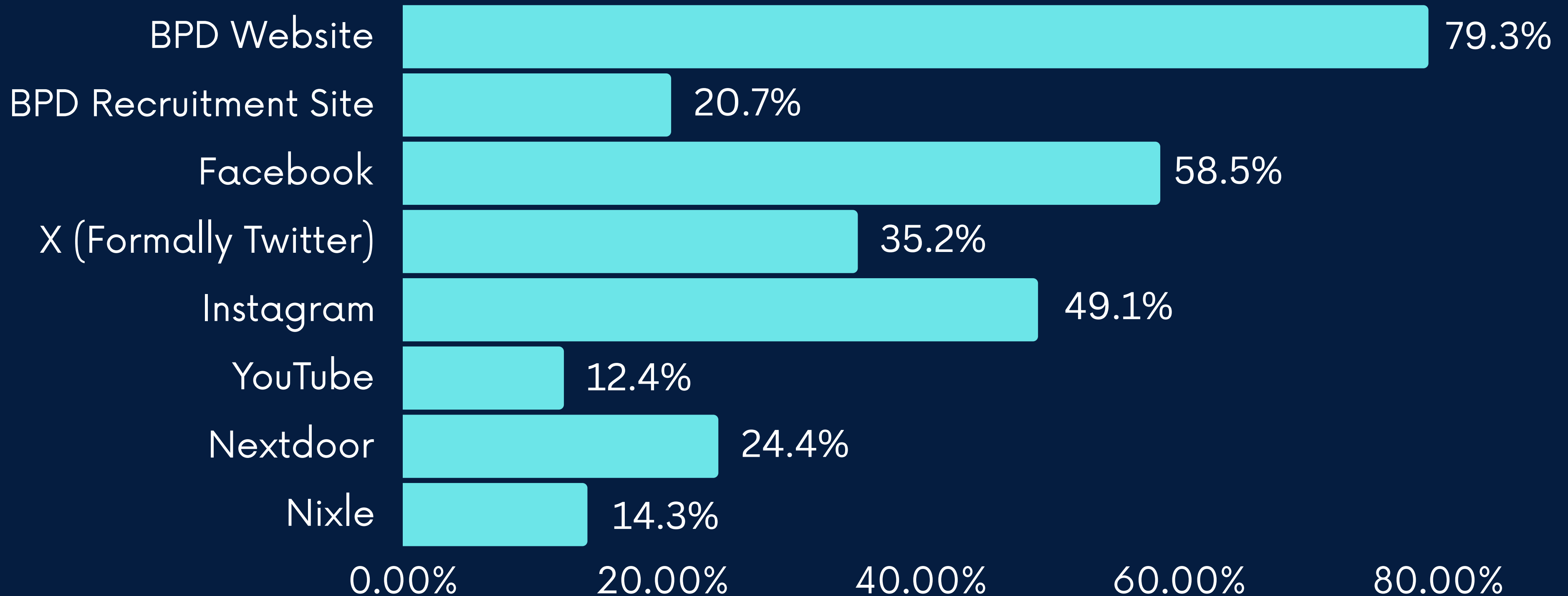


(1) Strongly Disagree ————— **Neutral (3)** ————— **Strongly Agree (5)**



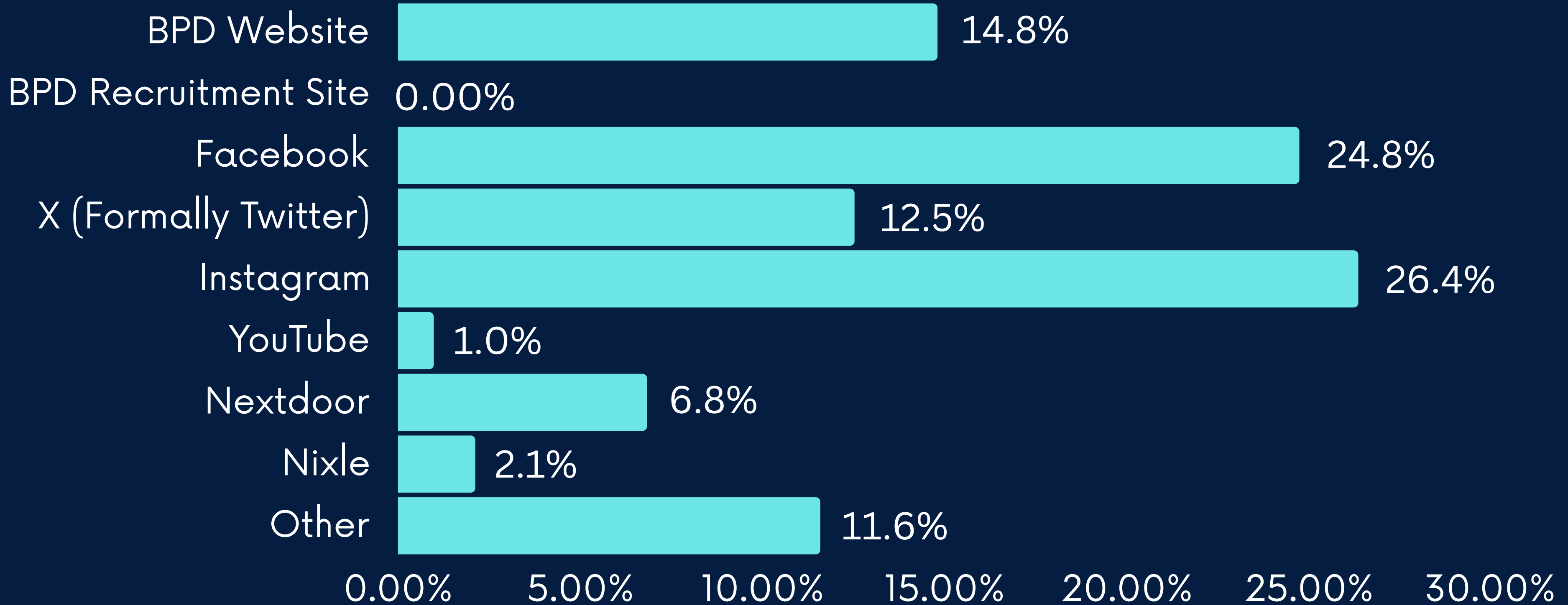
Q.17 SOCIAL MEDIA

Familiarity with Specific Pages —



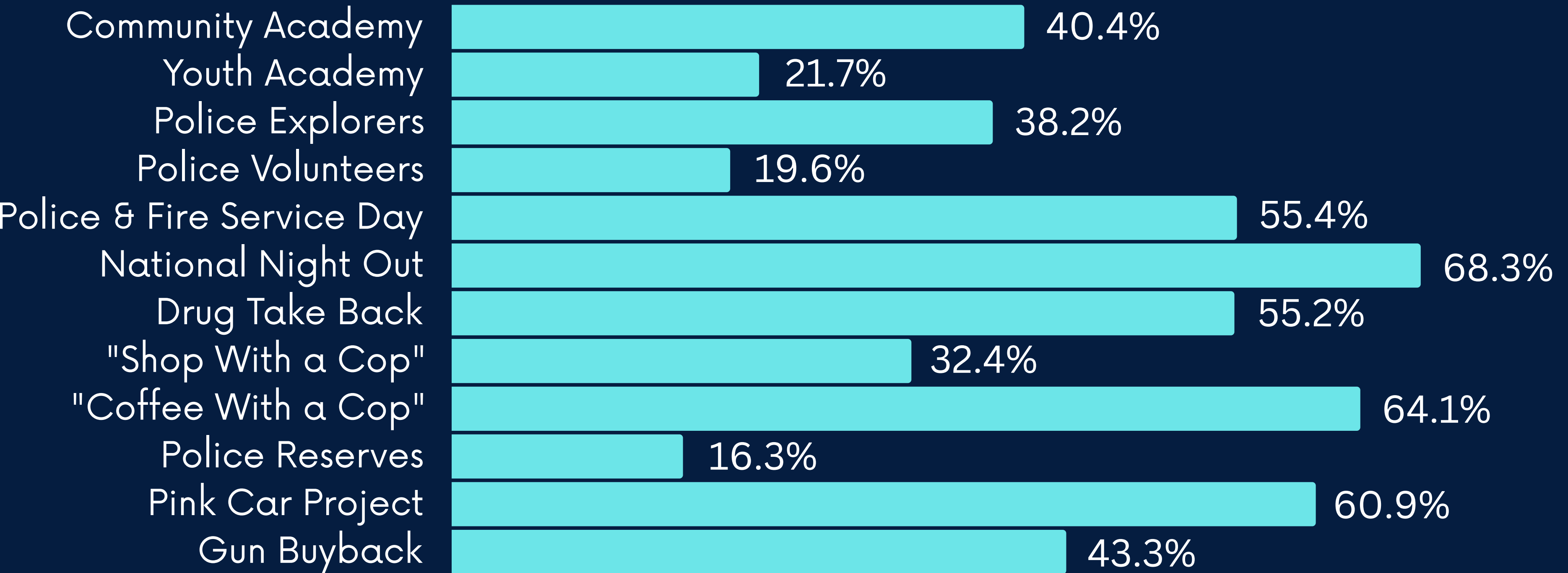
Q.18 SOCIAL MEDIA

Rely on MOST for Information —



Q.19 COMMUNITY OUTREACH

Familiarity With BPD Programs and Events



Q.20 CLOSING REMARKS

The final question in the survey was free-form and allowed respondents to provide input, feedback, comments, recommendations, and any other information they desired. The responses were reviewed by the Department's Administration.

The Burbank Police Department sincerely appreciates all participants who took part in this survey.

www.BurbankPD.org