



POLICE DEPARTMENT
CITY OF BURLINGTON

December 2nd, 2019

Press Release

Protecting our neighbors means connecting with them, too. Over the next few weeks, Chief of Police Brandon del Pozo and the Burlington Police Department will be conducting **TWO COMMUNITY SURVEYS**. We hope to learn a lot: how to build on the strong relationships we have with Burlington's various communities, where we can improve our work, and how to increase mutual trust and respect with everyone we serve. The surveys were designed and will be administered by the National Police Foundation, the oldest nationally-known, non-profit, non-partisan, and non-membership-driven organization dedicated to improving American policing.

(You can learn more about the NPF here: <https://www.policefoundation.org/>.)

The first survey will be **AN SMS TEXT-MESSAGE SURVEY**. A link will be sent via text to the mobile phones of approximately 15,000 people who have had interactions with the BPD in the past. This survey is a repeat of the survey sent to mobile phones on November 7th; this time it will only be sent to people who did not complete the survey the first time. (Approximately 1,600 people responded when the survey was first sent.) Government agencies and nonprofits such as the National Police Foundation are permitted by law to send texts in this manner. Since phone numbers are recycled and people sometimes supply numbers in error, some people may receive this text despite not having had contact with the police department. The survey should take 1-2 minutes to complete.

The second survey will be **AN ONLINE SURVEY**, administered via a link that will be available to anyone who wishes to participate. We will be widely advertising this link in the coming days. The survey will be available in English, Spanish, French, Arabic, Vietnamese, Tagalog, Mandarin, Somali, and Nepali. It is forty questions long, and should take less than ten minutes to complete. It covers a wide range of questions that will help us gauge community sentiment, better understand the needs of our community, and help us improve our service.

Taking these surveys is entirely optional, of course, but we hope to have our community's participation. Everyone's voice matters and we value honest feedback. All responses will be confidential and anonymous, and no one's contact information will be shared with outside parties. We will be sharing the survey results with the community once the results are compiled and analyzed.

Thank you in advance for helping the Burlington Police Department share this information so we can better protect and serve our city and its people.