

**To: Burlington Community**

**From:**

Burlington Police Department  
Burlington Code Enforcement  
University of Vermont

**Re:** Creating an effective partnership to address quality of life in Burlington’s Area C.

**Background**

For several years the University of Vermont and City of Burlington have worked together to promote safety and quality of life in neighborhoods. Since 2012, the University has contributed financially to a program which increases the presence of officers in student neighborhoods at times when infractions related to alcohol use and noise are highest. In 2012 the Burlington Police Department (BPD), UVM, and Code Enforcement began mapping calls for service related to alcohol misuse and noise in these areas and subsequently worked together to respond to units, streets, and neighborhoods with higher numbers of calls for service.

For the purposes of this report we have focused on Area C and looked at data based on the lease year (starting in June) through February when we pulled this data. Area C houses the largest number of college students and is an area with a high number of calls for services to BPD. Area D includes the downtown area and incidents that occur there.

This report summarizes the efforts of City and University partners, resources committed, and progress made. We appreciate the support and collaboration from these partners, including the City Council, on these efforts.

**Specific Interventions**

- We continue to focus on educating students about the importance and value of creating a healthy neighborhood community as a fundamental part of this work.
  - UVM’s Office of Student and Community Relations is heavily engaged in educational and community building initiatives with students and neighbors.
  - During high traffic time periods BPD officers are out earlier in the evening (before 9pm) outreaching to homes hosting events or to residents outside. These relationships have resulted in more educated residents and strong relationships with BPD.
- BPD and The University of Vermont have collaborated on the collection and analysis of data related to the quality of life in Area C, a BPD patrol area which includes the Hill Section and consists of all or a portion of Wards 1, 2, 3, 6, and 8. Calls for service are analyzed by unit,

**Partnership members**

This diverse partnership fosters a multi-pronged approach to challenges that are often complex.

City of Burlington

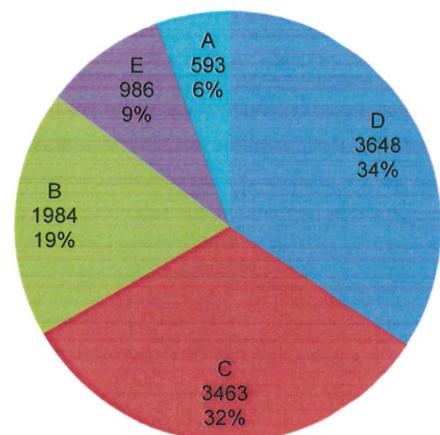
- Mayor’s Office,
- Code Enforcement,
- Burlington Police Department,
- City Council, and
- Neighbors.

Champlain College

University of Vermont

- Division of Student Affairs,
- Student Government, Association,
- University Relations,
- Campus Planning Services, and Community Coalition.

**Calls for Service for Noise by BPD Patrol Area June–Feb 2012–2016**



neighborhood, and student affiliation on a real time basis.

- Residents of units requiring three calls for service are visited by a representative of the University (if a student is a resident) and the city – either BPD or the Office of Code Enforcement.
- Landlords are engaged by Code Enforcement and contacted by Burlington Parallel Justice when tickets are issued.
- Using funding provided by the University of Vermont, BPD has worked to provide a more visible officer presence during known high traffic weekends to deter noise and other offenses.
- Understanding that students on campus have a role in the quality of life off campus, the University of Vermont has focused on this population in the following ways:
  - Increased communication to students and parents throughout the academic year.
  - Increased efforts to obtain timely and accurate track local addresses for UVM students. A summary of this data is provided to the city in June each year.
  - Continued response to all reports of violations of Burlington laws and ordinances through a tiered system response which includes letters of warning, in-person meetings, or a formal conduct hearing depending on the nature of the violation. Students may also be suspended or expelled if conduct warrants that response. Our program is described in greater detail here: <http://go.uvm.edu/offcampusexpectations>
  - President Sullivan has established a committee of administrators, faculty, staff, students, and community members to address issues related to alcohol and other drugs in our campus community. Since the establishment of this committee we have observed a decrease in students' self-reported engagement with alcohol, a change to our academic calendar to support student success, and increased engagement and communication with the Board of Trustees, faculty, staff, and parents.

### **Outcomes**

Since the 2012-2013 lease year, the following changes have been documented in Area C, which houses a high density of college students.

1. Increased proportion of officer-initiated calls for service as a result of increased officer presence and stronger relationships with residents.
2. Decreased calls to problem units – defined as such from calls for service/violation records – as a result of outreach to landlords/property owners and residents.
3. Steady amount of alcohol violations issued in Area C that is resulting from strategic enforcement.

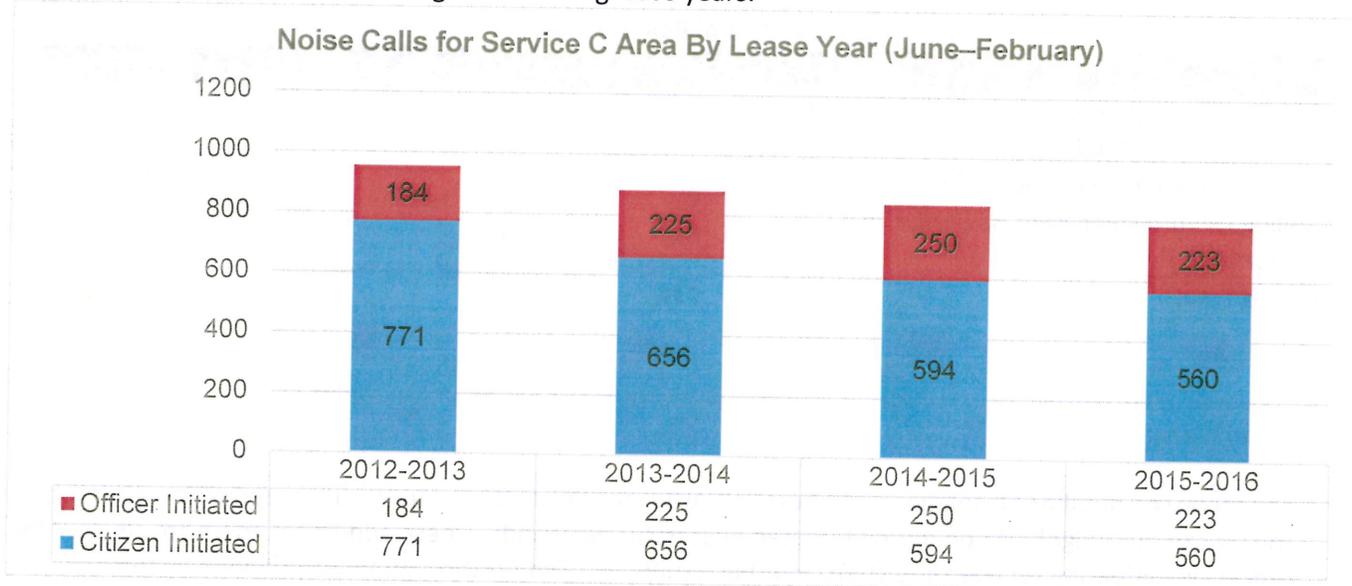
The following is a data summary which walks through these outcomes in more detail.

**Data**

The partnership has defined four major indicators to measure the success of our initiatives. (Reported Lease years are considered to be June 1 – May 31 to reflect the lease terms most common for students.) The numbers below are not specific to UVM or Champlain College students (unless noted). They are calls for service, violations, and citations in C Area.

**1. Calls for service** –These calls are requests for BPD intervention in the C Area neighborhood. The partnership has tracked the following incidents related to quality of life in the neighborhoods: alcohol offenses, disorderly conduct, intoxication, minor in possession, and noise.

Calls for service in the C-Area during the following lease years:



- Increase of police presence in the neighborhood has resulted in an increase in the proportion of officer-initiated calls for service.
- Overall, trend toward decreased calls for service in Area C.

**2. Noise violations issued by BPD in C Area**

**Noise Statistics By Lease Year June–February**

Category	2012–2013	2013–2014	2014–2015	2015–2016
<b>Tickets</b>				
C Area	197 (71%)	193 (64%)	170 (66%)	163 (74%)
Citywide	277	301	255	218
UVM Students	25	100	83	93
<b>Calls for Service</b>				
C Area	955 (34%)	881 (34%)	844 (32%)	783 (29%)
Citywide	2824	2589	2632	2672

- Many efforts have been made to increase community education.
  - UVM has conducted the “Have a Heart” campaign to educate students about the impact of late night activity on families and permanent residents living in the off campus area.
- BPD has focused on having a more visible officer presence during known high traffic weekends to deter noise and other offenses and to build relationships with residents.

- These trends in tickets and and calls for services are reflective of dedicated officers patrolling C Area, BPD officer outreach earlier in the evening, and ticketing all residents when an infraction occurs during a party or social event.
- Increase of number of events UVM campus during high traffic weekends designed to keep students on campus and reduce engagement in activities involving alcohol or other drugs.
- The Mayor, City Council members, Code Enforcement Office staff and others make calls to landlords of problem houses to inform them of incidents that have occurred and encourage them to follow up with their tenants.

### 3. Alcohol violations issued by BPD in C Area

**C Area Alcohol Related Tickets**

	2012-2013	2013-2014	2014-2015	2015-2016
Minor procuring or in possession of alcohol (16A, 16B, 16C, 21038c)	99	146	158	111
Open Containers In Public (21038b)	34	45	80	103
Selling Or Furnishing Malt Beverage To Minor (FM1)	1	0	0	0
<b>Grand Total</b>	<b>134</b>	<b>191</b>	<b>238</b>	<b>214</b>

\*In 2013-2014 there was a change in the way alcohol citations are issued through the state of Vermont. As a result, there is an increase in diversion programs available and all alcohol violations issued may not be represented in the number above.

- The increased number of violations numbers in C Area may be attributed to the increased officer presence in the off campus neighborhood during targeted high traffic weekends. These additional hours are covered by officers volunteering for overtime shifts and these shifts are paid for through funds provided by the University of Vermont.

**4. Problem properties** – The partnership has defined problem properties as locations where there have been three or more calls for service during a given lease year. Problem properties are visited by BPD, Code Enforcement, and UVM staff (if the residents are enrolled at the university).

- Landlords with three or more calls for service receive a letter from Code Enforcement. Prior to these initiatives landlords would only receive notification if a party/social event ticket was issued (Parallel Justice sends the letters to landlords). Code Enforcement is able to engage with residents and landlords to discuss the impact in the community. When tenants are identified as UVM students Code Enforcement has often involved the university in discussions.
- City Council members also have follow-up communication with landlords following quality of life incidents.

### Summary

Alcohol misuse in our neighborhoods has a direct and negative impact on the residents of our community. While challenges remain, effective collaboration between the University of Vermont, and the City of Burlington has yielded a substantial improvement in a number of measures, and provides an exciting opportunity to make additional progress in optimizing the quality of life for everyone.