



NATIONAL LAW ENFORCEMENT
APPLIED RESEARCH & DATA PLATFORM

Burlington Community Survey

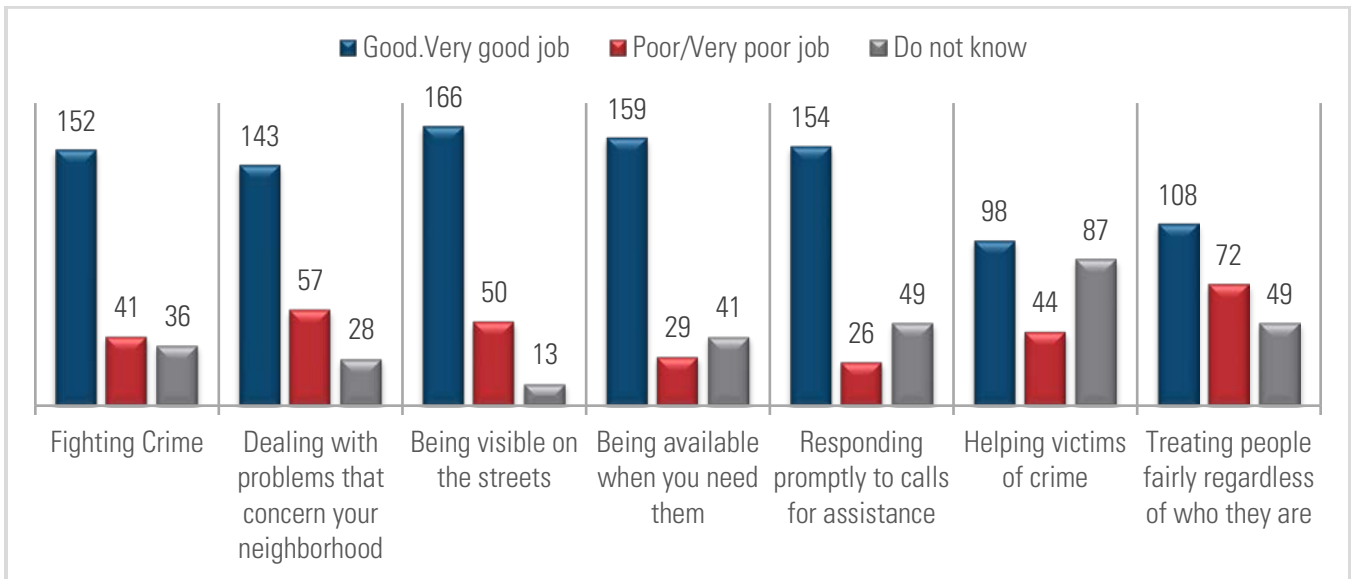
Platform Report: Community Survey

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For more information, please visit
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Community Survey Burlington, VT¹

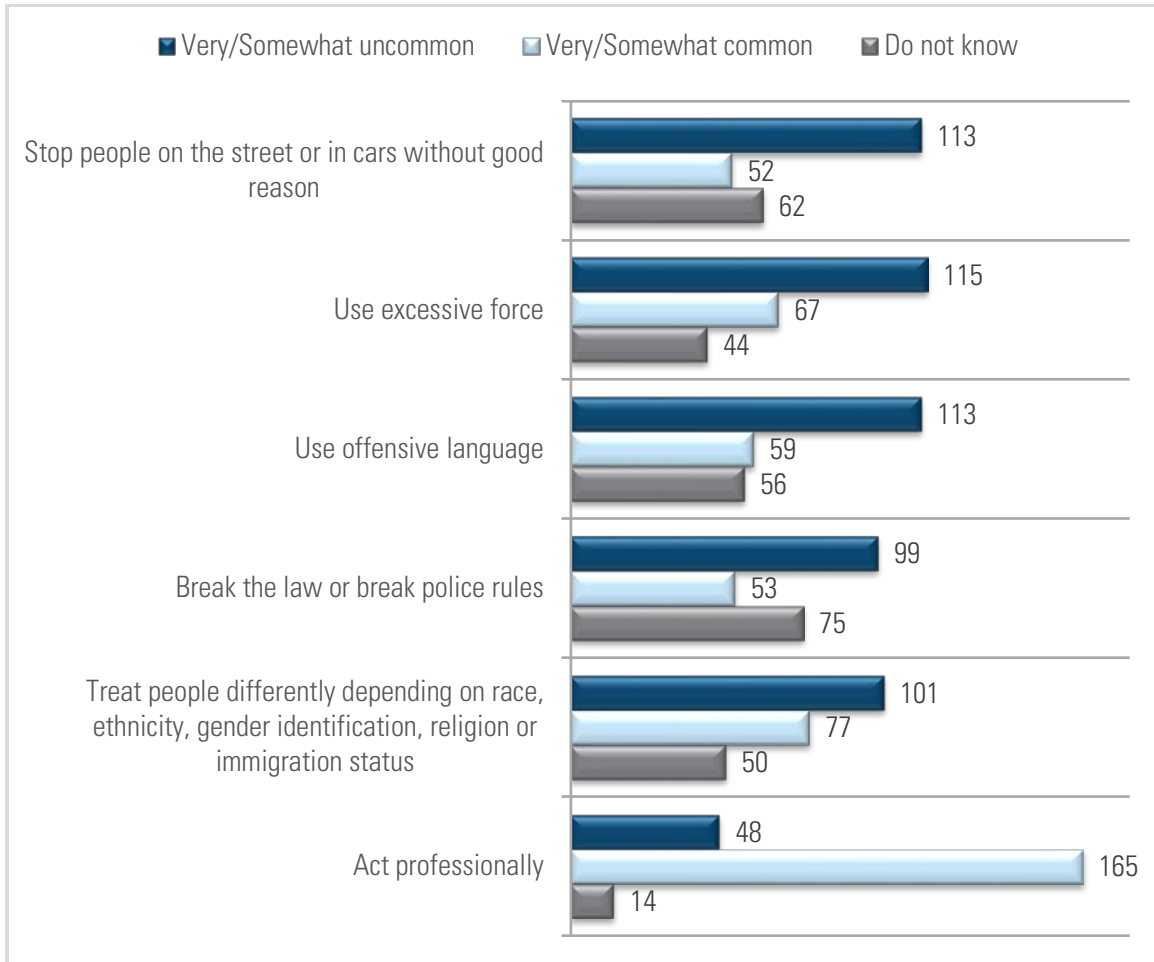
How well are the police doing at the following?



According to the respondents, the police are doing **a good job** in most of the given areas. However, only 43% of respondents indicate that the police are doing **a good job** helping victims of crime, and 31% indicate that police are doing **a poor job** treating people fairly regardless of who they are.

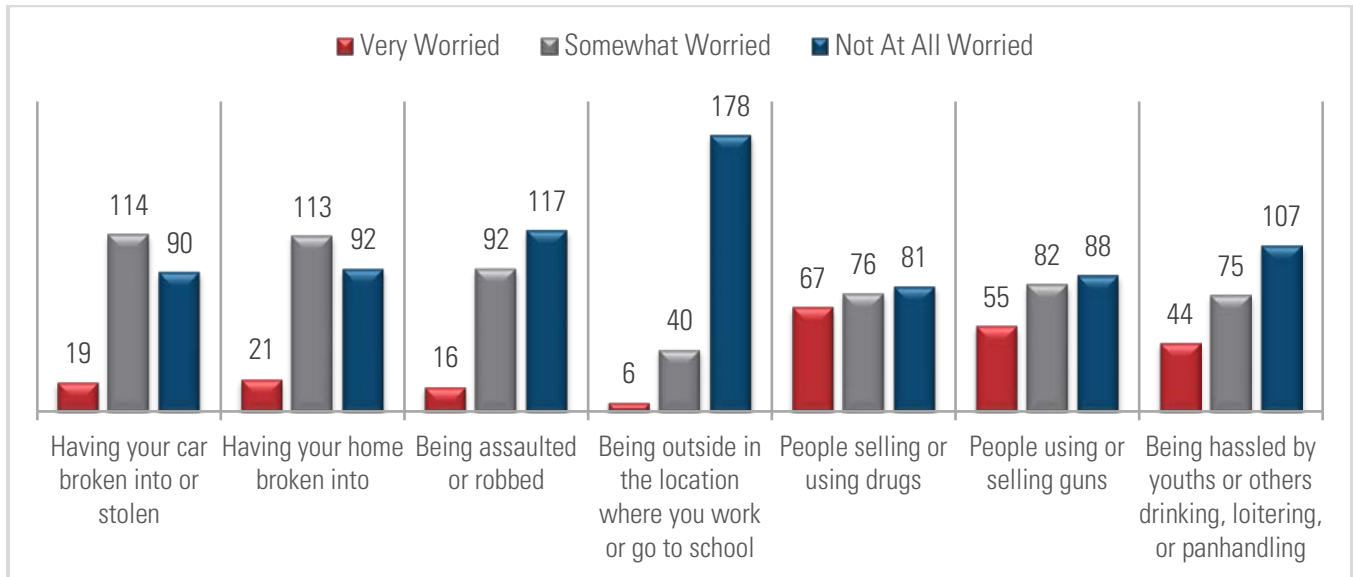
¹ Counts will not be the same for each question, because not all participants responded to all questions

How common is it for the police to do the following?



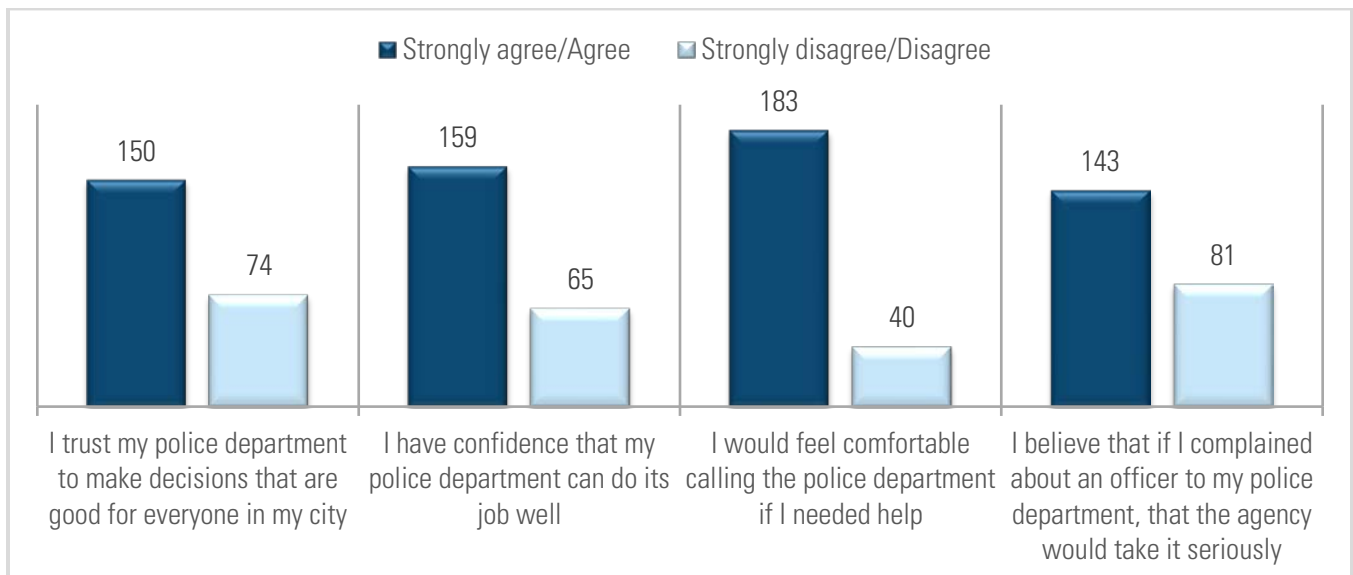
According to the respondents, it is **common** for the police to act professionally. 50% of the respondents indicate that it is **uncommon** for police to stop people without good reason, use excessive force, or use offensive language. 44% say that it is **uncommon** for police to break the law or police rules, or to treat people different based on race, ethnicity, gender identification, religion, or immigration status.

How worried are you about the following?



The majority of respondents are **not worried** about being outside where they work or go to school, and 52% are **not worried** about being assaulted or robbed. 53% of community members who responded are **somewhat or very worried** about being hassled by youths or others drinking, loitering, or panhandling. 59-60% of respondents are **somewhat or very worried** about having their home broken into and having their car broken into or stolen. 64% of respondents are **somewhat or very worried** about people using or selling drugs, and 61% are **somewhat or very worried** about people using or selling guns.

Please indicate how much you agree or disagree with the following:



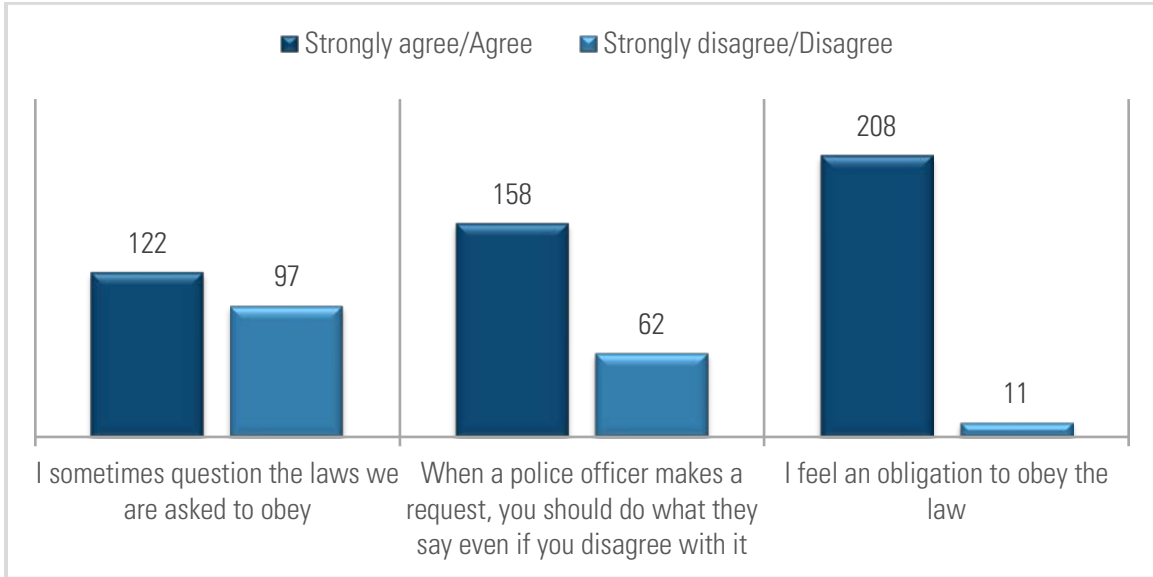
The majority of respondents **agree** that they trust their police department to make decisions that are good for everyone, that they have confidence in the department, and would feel comfortable calling them if needed. 64% **agree** that they believe that the agency would take complaints against officers seriously.

How likely would you be to do the following?



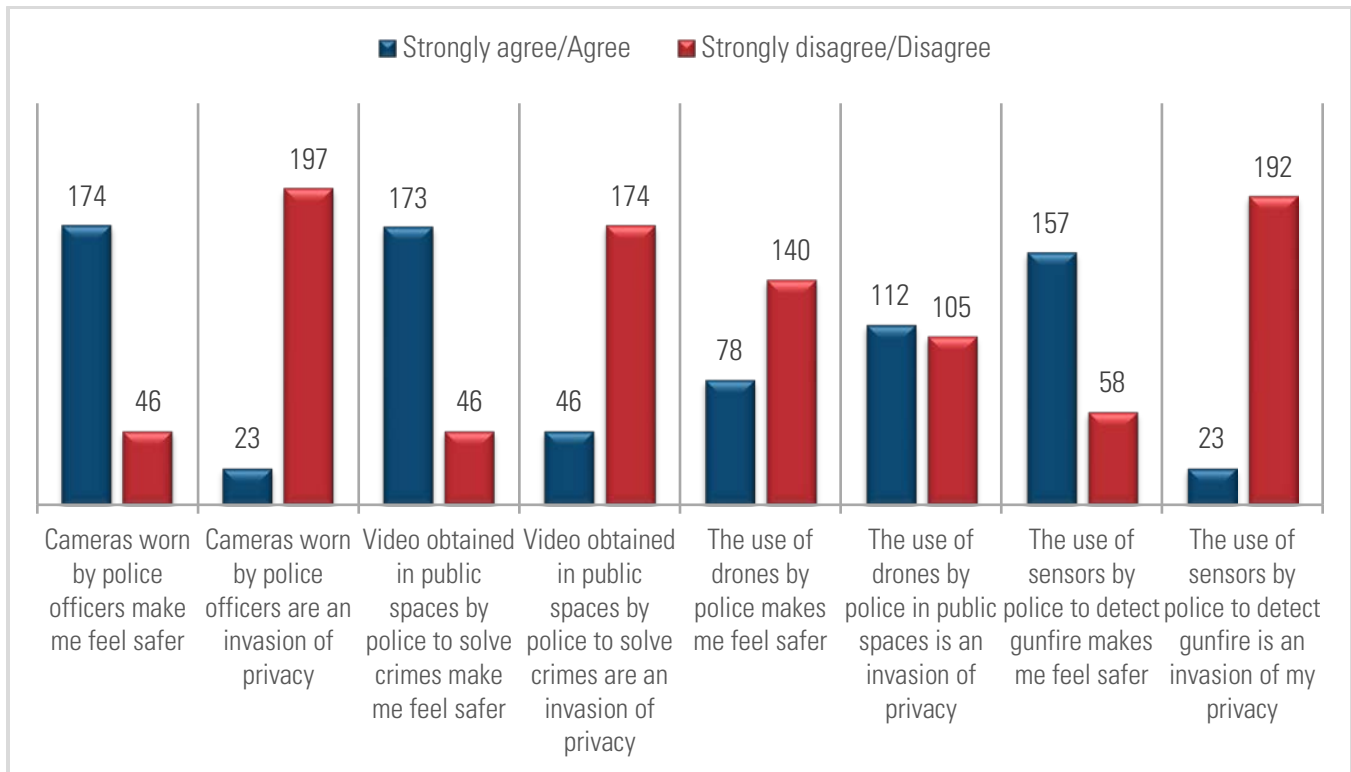
The majority of community members would be **likely or very likely** to work with the police to identify a person who has committed a crime, and to identify places where crimes have taken place, as well as attend a meeting of residents in their neighborhood to discuss crime prevention.

Please indicate how much you agree or disagree with the following:



A majority of respondents **agree** that they feel an obligation to obey the law and that, when a police officer makes a request, they should comply even if they disagree with it. 56% **agree** that they sometimes question the laws they are asked to obey, and 44% **disagree**.

Please indicate how much you agree or disagree with the following:



A majority of community members who responded **agree** that cameras worn by police officers make them feel safer, that video obtained in public by police make them feel safer, and that the use of sensors to detect gunfire makes them feel safer. 52% **agree** that the use of drones in public spaces is an invasion of privacy. 64% **disagree** that the use of drones makes them feel safer. The majority **disagree** that cameras worn by police are an invasion of privacy, that video obtained in public spaces are an invasion of privacy, and that the use of sensors to detect gunfire is an invasion of privacy.

Open-Ended

Is there anything you would like to share about your local agency and/or its officers, good or bad?

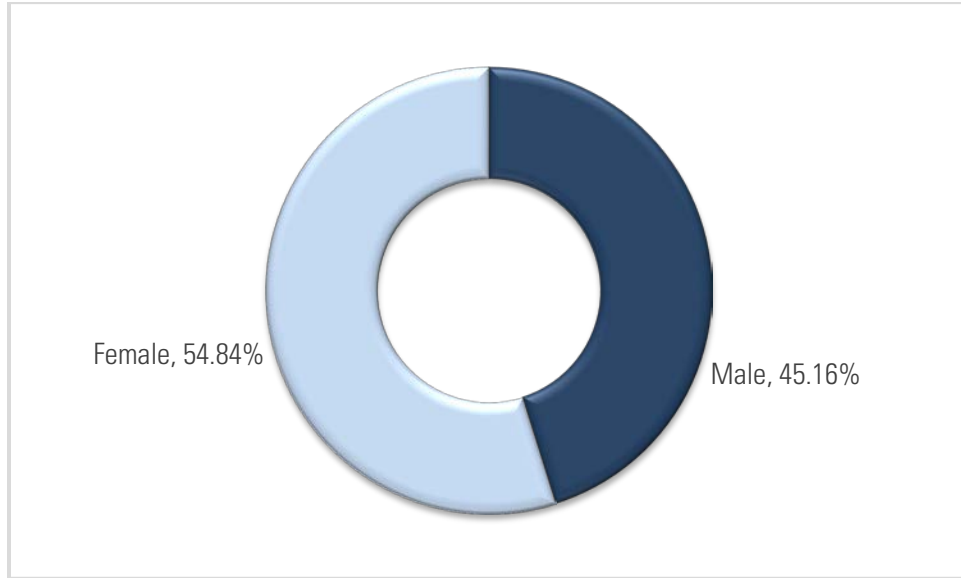
Themes

Several overarching themes surfaced through the open-ended question that provide insight into the respondent’s perspectives of the police department and its operations: positive comments, constructive comments and generally negative comments. Overall, 109 people provided comments, and from those comments, 134 messages were identified (some comments included more than one message). 42 (31%) of the open-ended responses are positive, affirming that the Burlington PD is doing a good job; 27% of the open-ended comments (36 comments) indicate that the respondents think that police need to do more enforcement (examples included traffic enforcement and enforcement of drug activity), have more training (examples include working with individuals with mental health issues), increase community engagement (be more visible, exit cars more) and follow up on cases. Finally, 42% (56 comments) indicated that they were unhappy with the department – most commonly indicating concerns around racial bias and use of force.

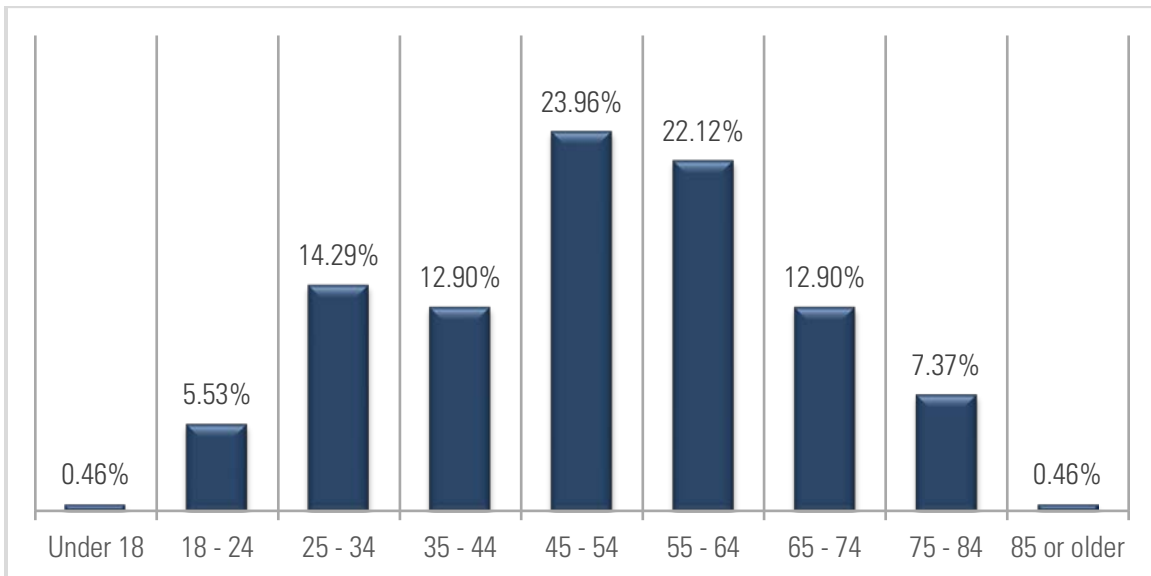
Demographics

The demographics of this survey represent the individuals that participated in the survey. They do not necessarily represent the demographics of the jurisdiction of the department.

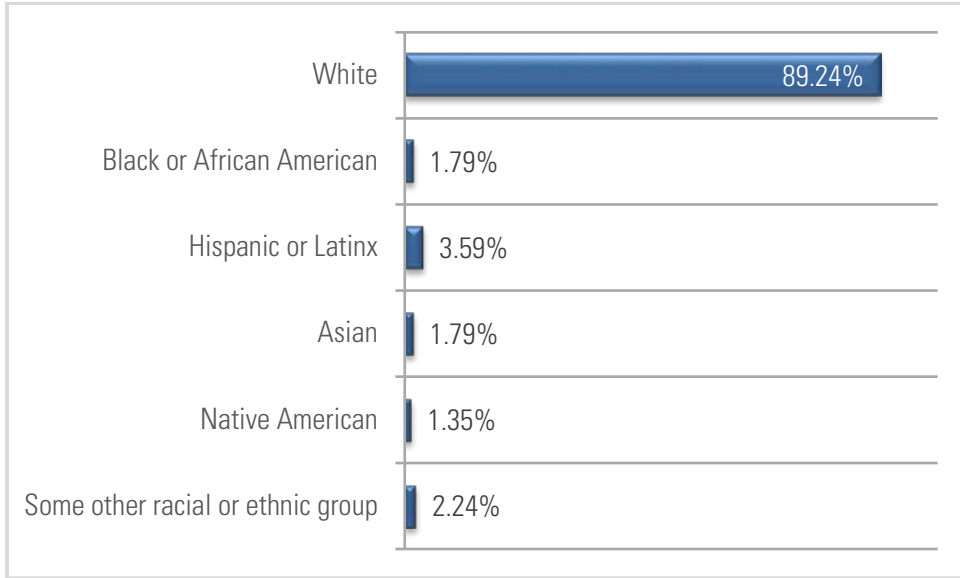
Gender:



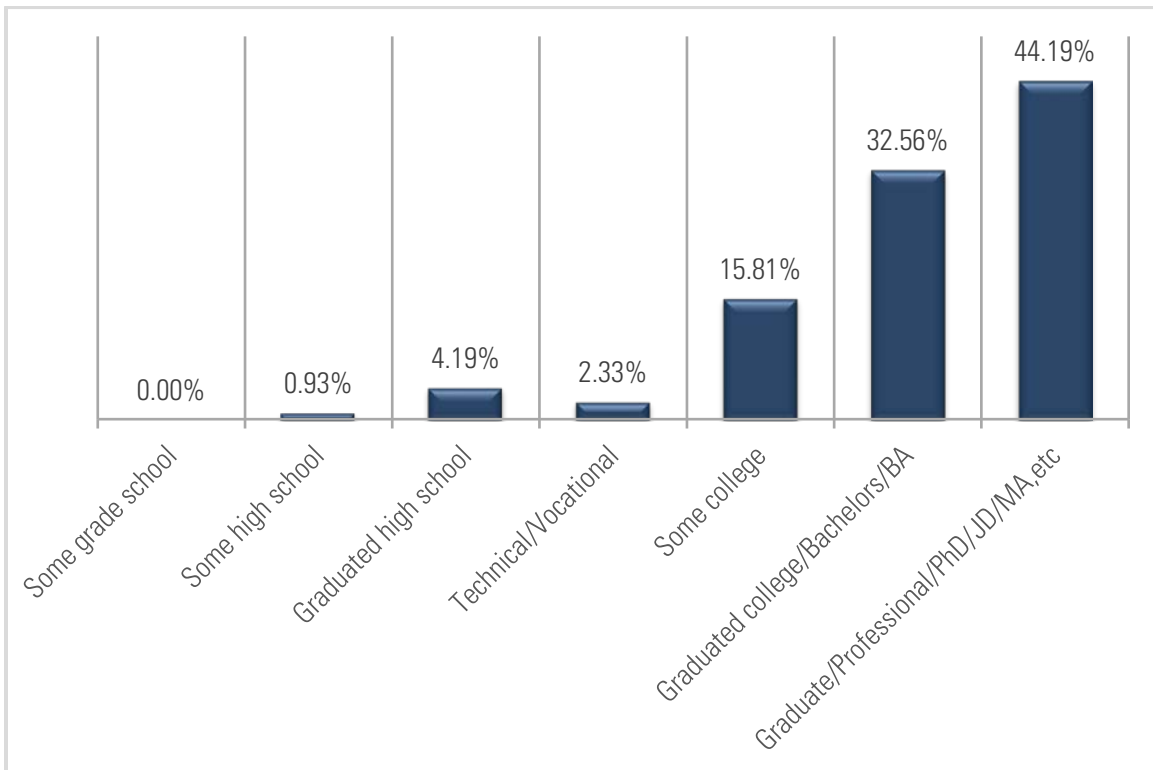
Age:



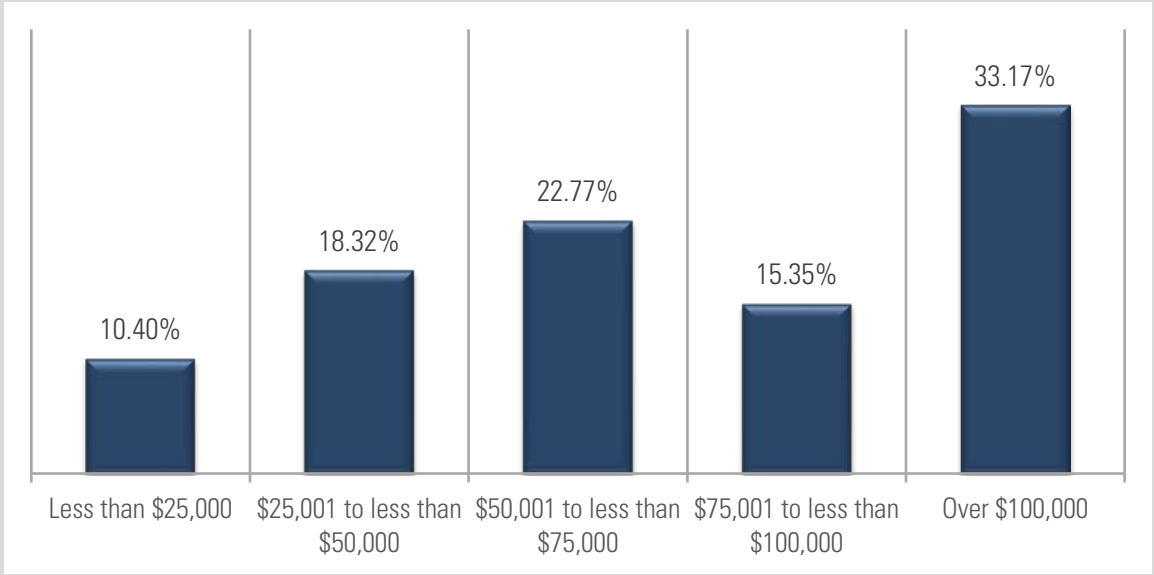
Race:



Education:

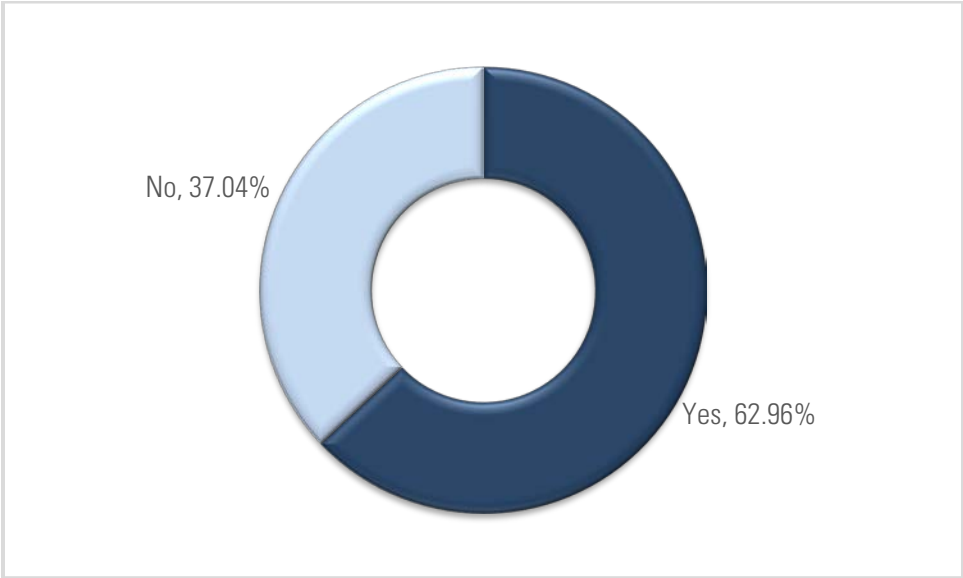


Household Income:

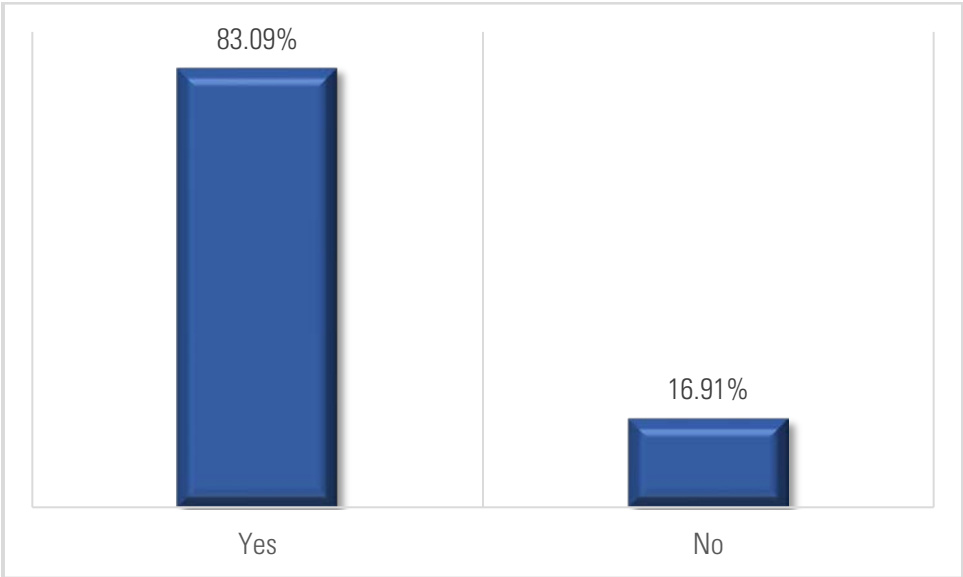


Interactions

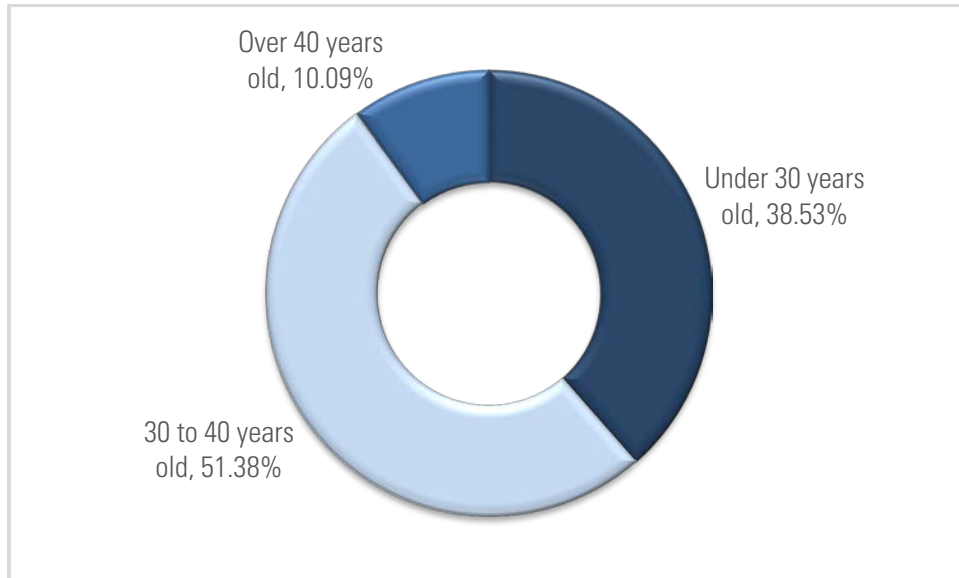
Have you had an interaction with the Burlington Police Department over the past year?



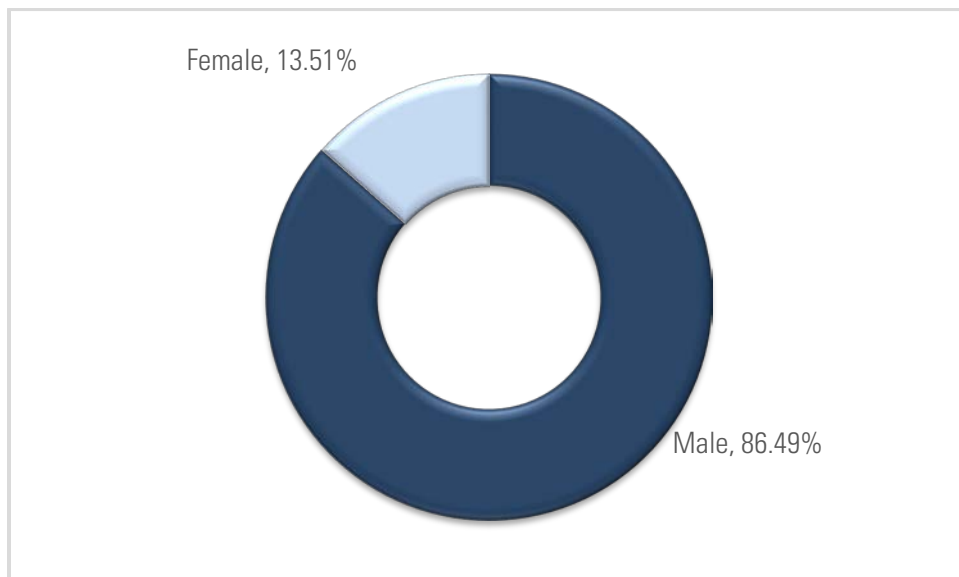
Are you willing to answer some additional questions about that interaction?



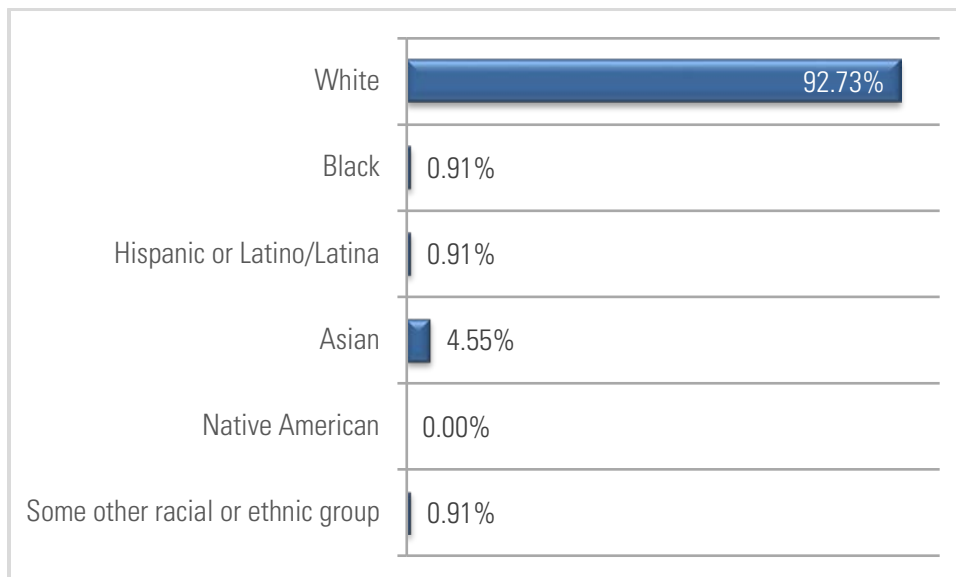
What was the age of the officer you interacted with the most?



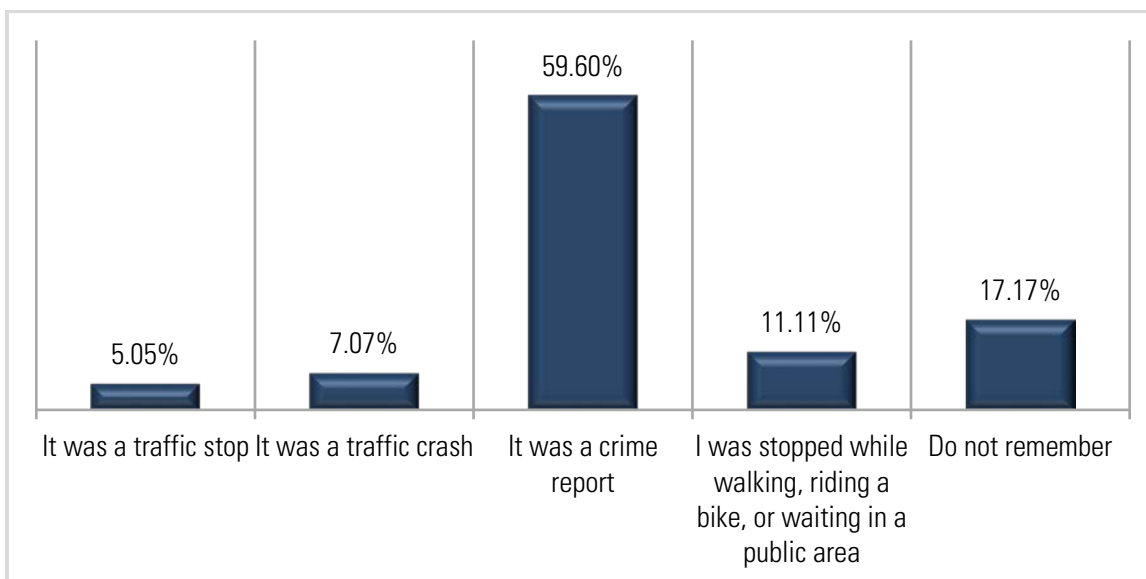
Was the officer you interacted with the most a male or female?



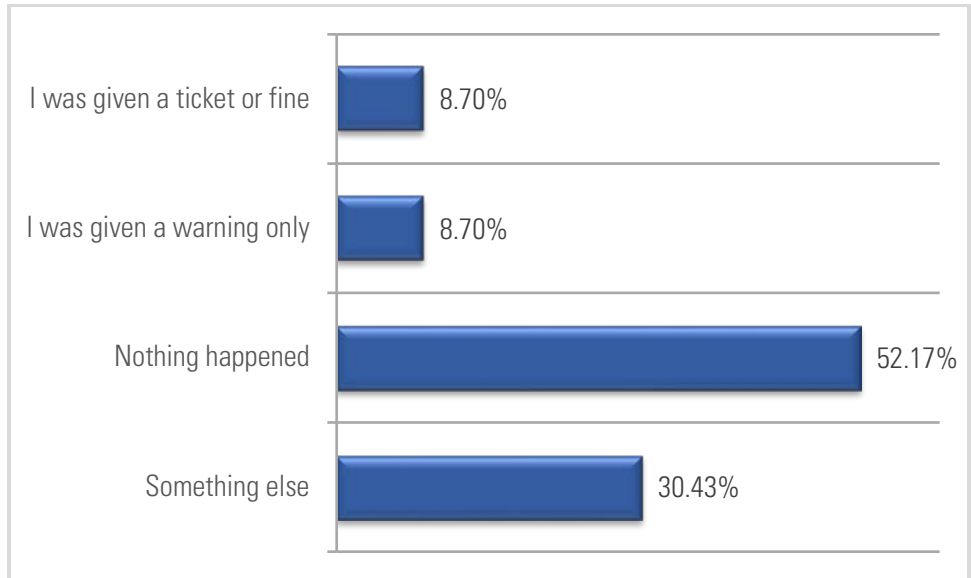
To the best of your knowledge, what was this officer's race or ethnicity?



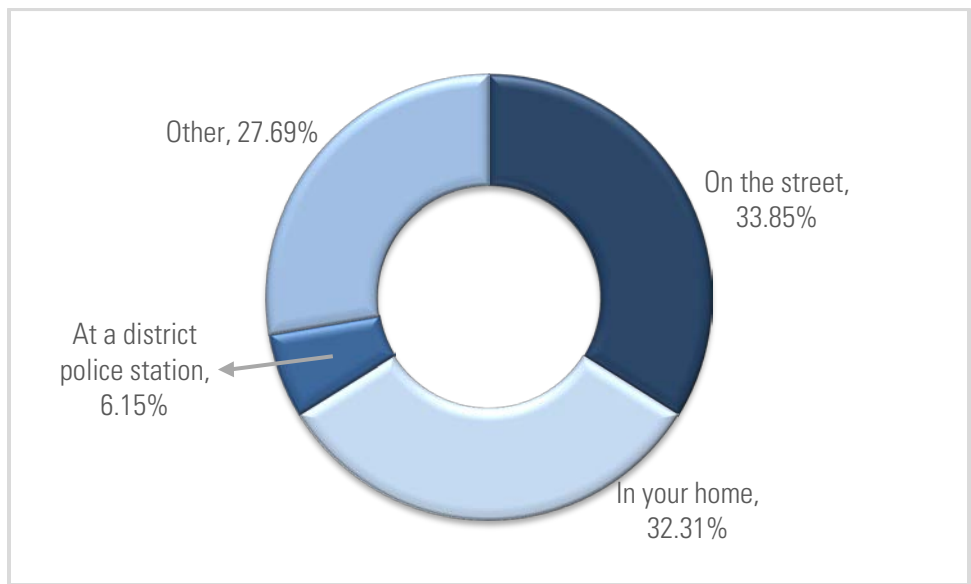
How did your face-to-face contact with a police officer occur?



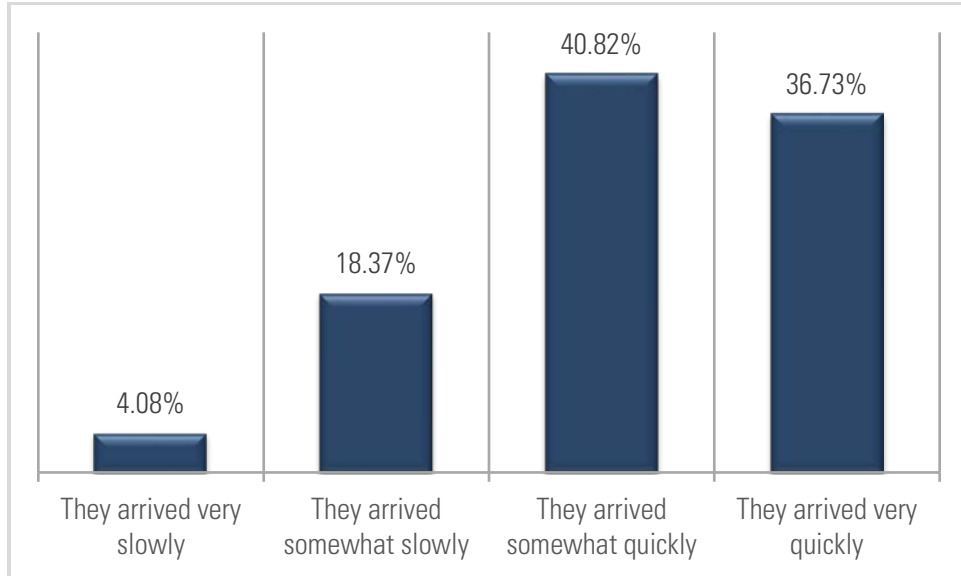
What happened as a result of this police contact?



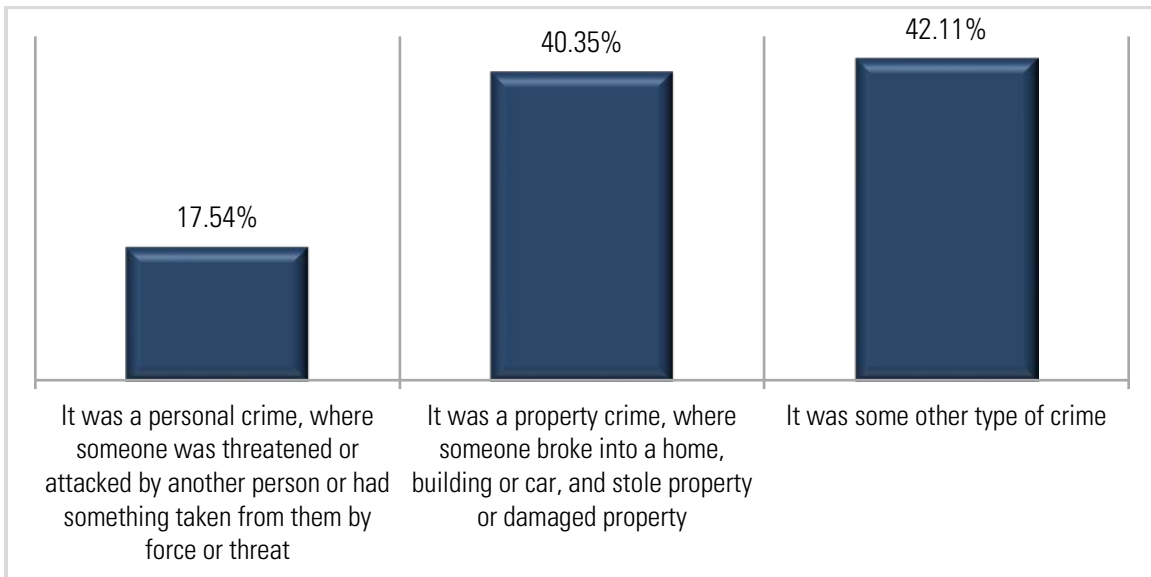
Where did your police contact occur?



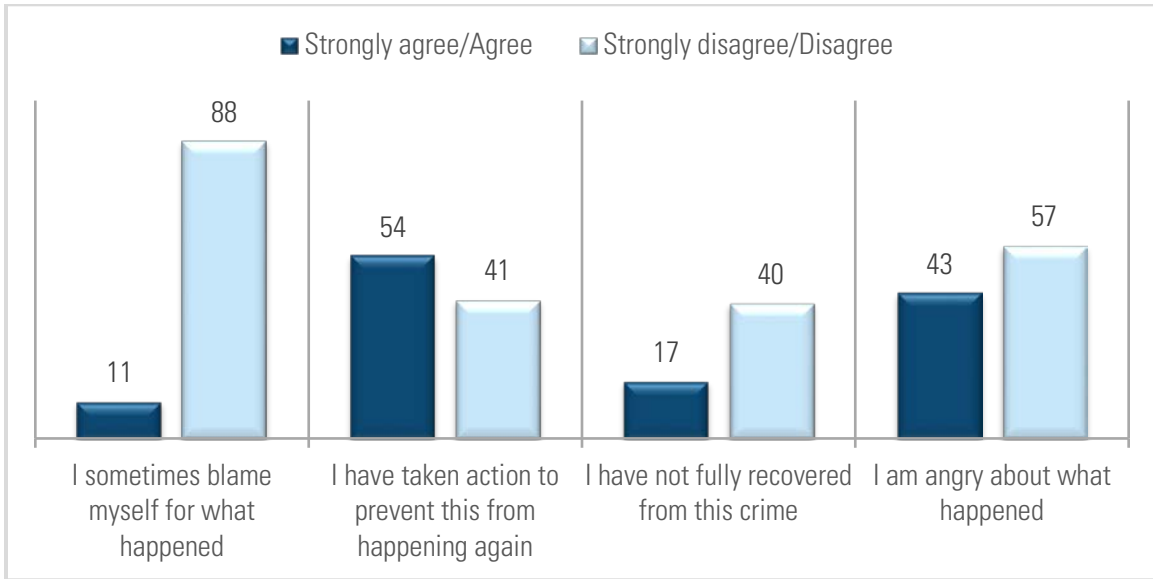
How long did it take for the police to arrive?



What type of crime incident was it?

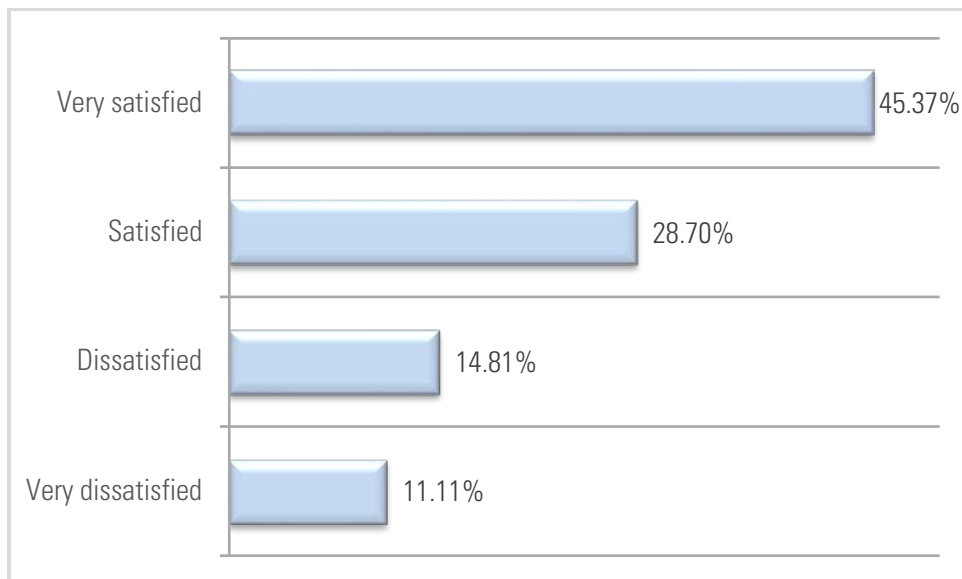


Please indicate how much you agree or disagree with the following statements that may describe your feelings since this incident occurred.

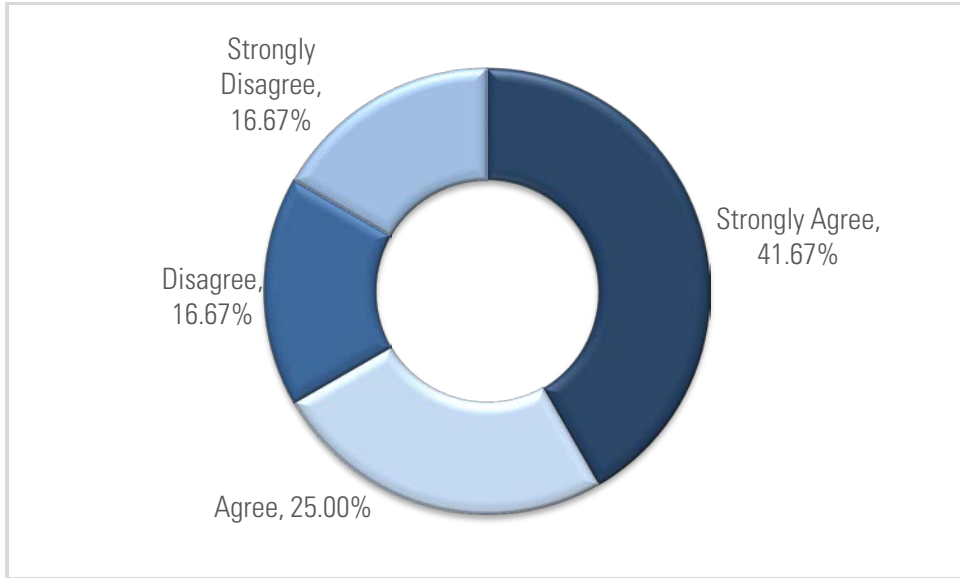


Most respondents **disagree** that they blame themselves for what happened and that they have not fully recovered from the crime. 57% **agree** that they have taken action to prevent it from happening again, and 57% **disagree** that they are angry about what happened. Note, however, that the response rate for “I have not fully recovered from this crime” is much lower than the other three because it was only asked of respondents indicating their contact was the result of a crime.

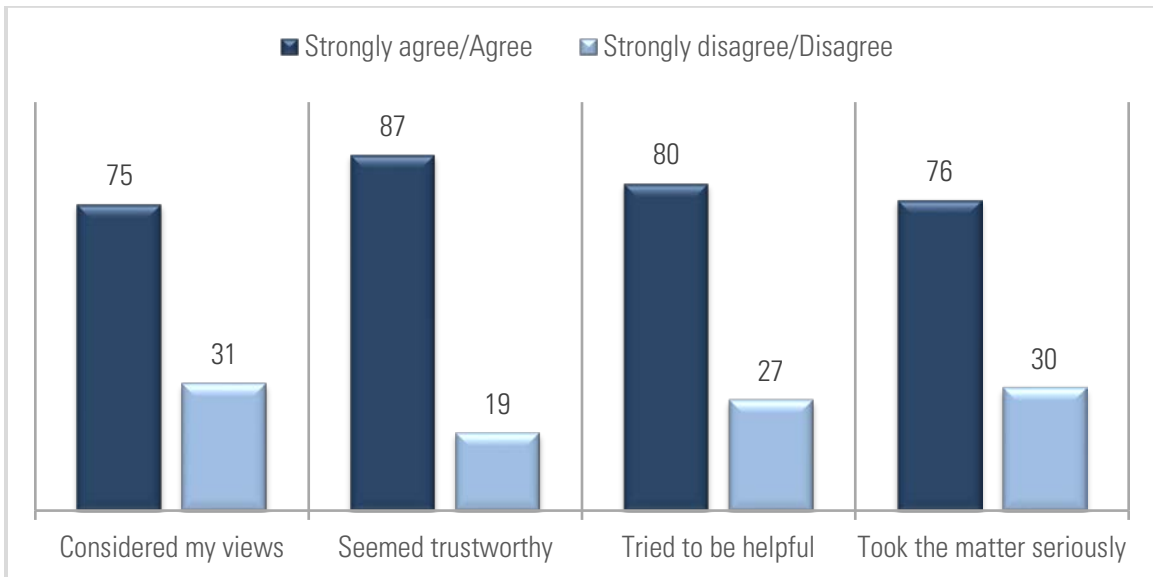
Taking the whole experience into account, how satisfied are you with the way you were treated by the officer in this case?



The outcome I received was fair:

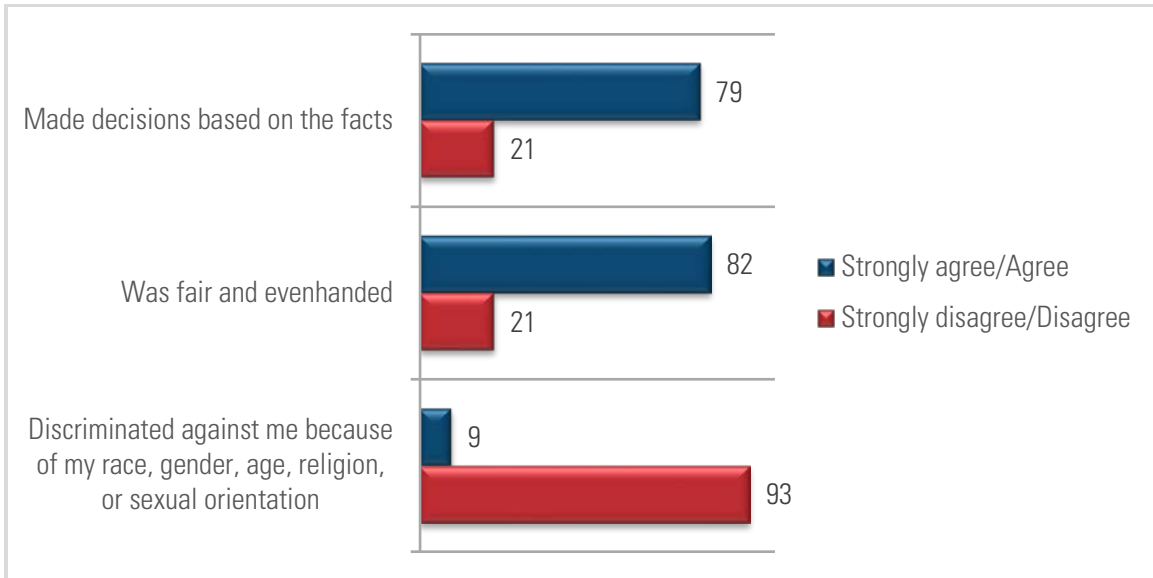


During the encounter, the officer...



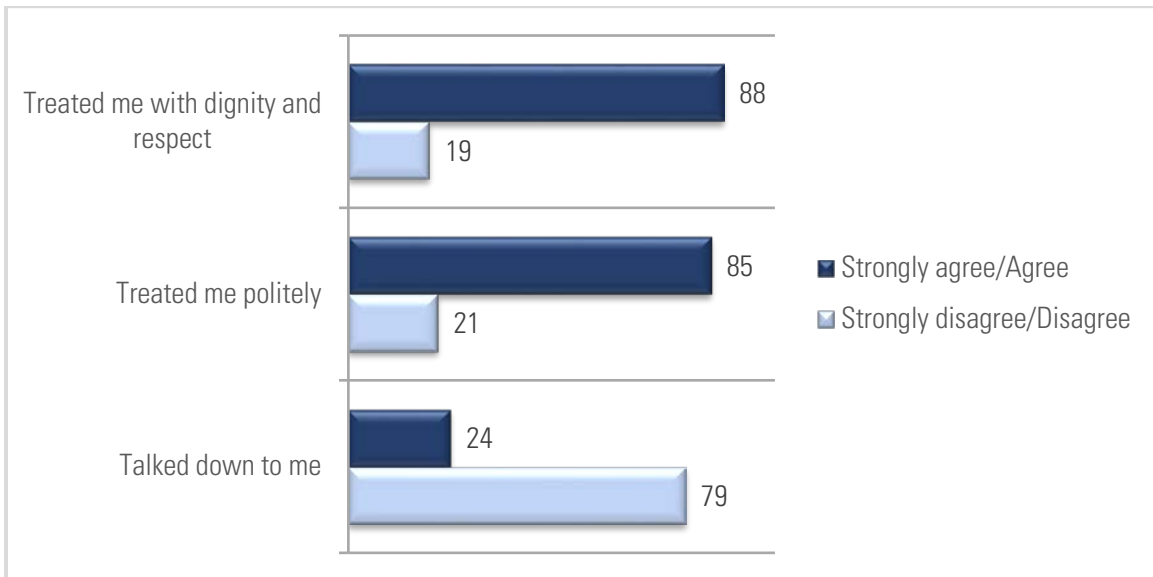
Most respondents **agree** that the officer considered their views, seemed trustworthy, tried to be helpful, and took the matter seriously.

During the encounter, the officer...



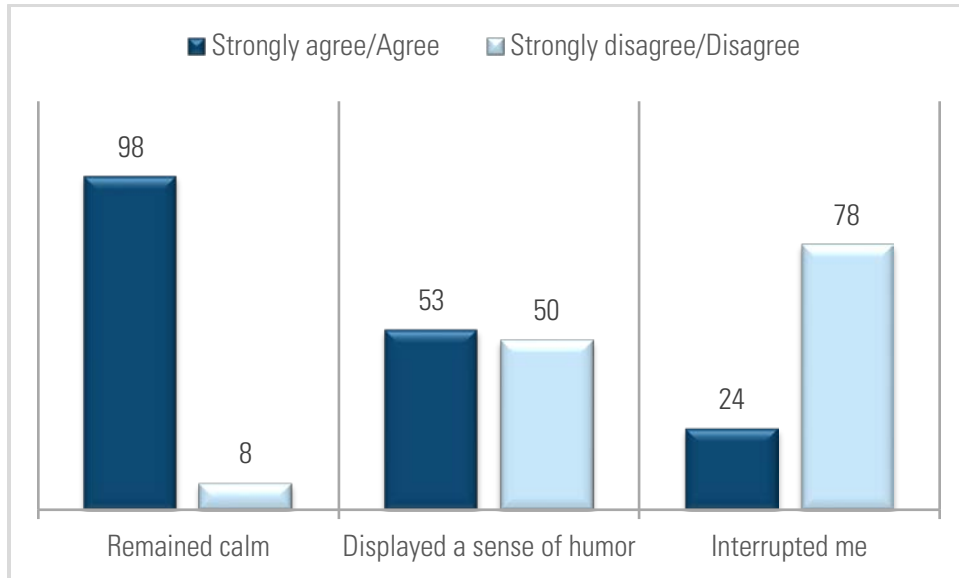
Most respondents **agree** that the officer made decisions based on the facts, and was fair and evenhanded. They primarily **disagree** that the officer discriminated against them.

During the encounter, the officer...



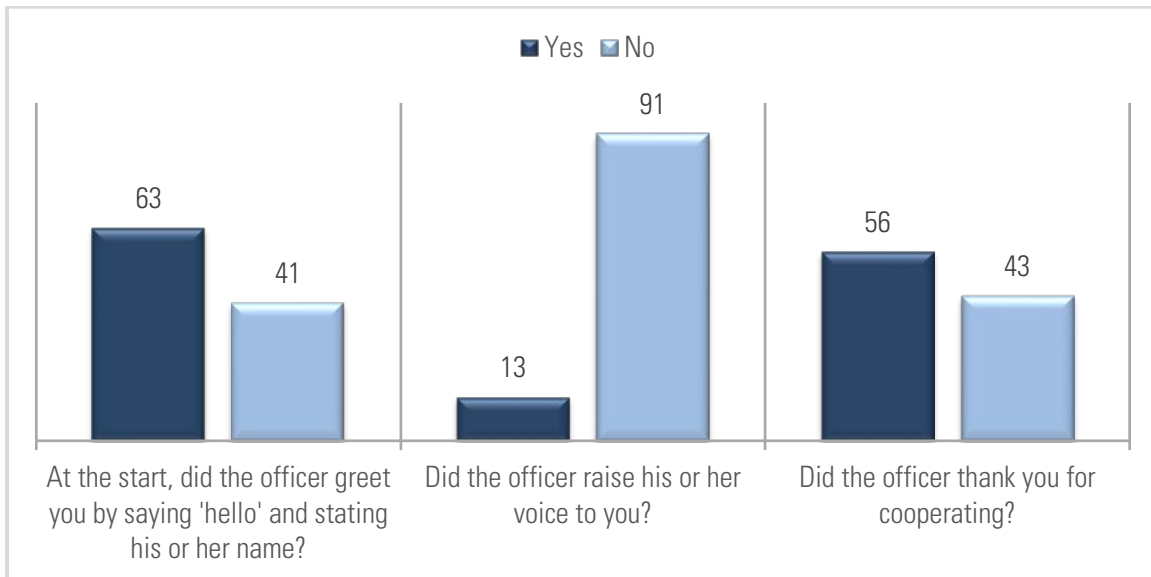
The majority of respondents **agree** that the officer treated them politely, and with dignity and respect. They mostly **disagree** that the officer talked down to them.

During the encounter, the officer...



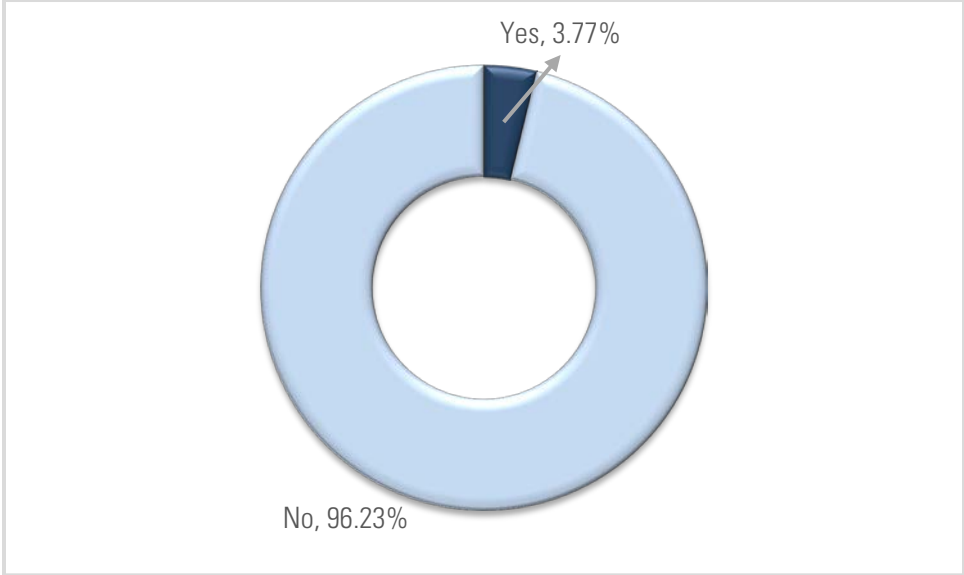
Most respondents **agree** that the officer remained calm. 51% **agree** that the officer displayed a sense of humor. They mostly **disagree** that the officer interrupted them.

During the encounter with the police...

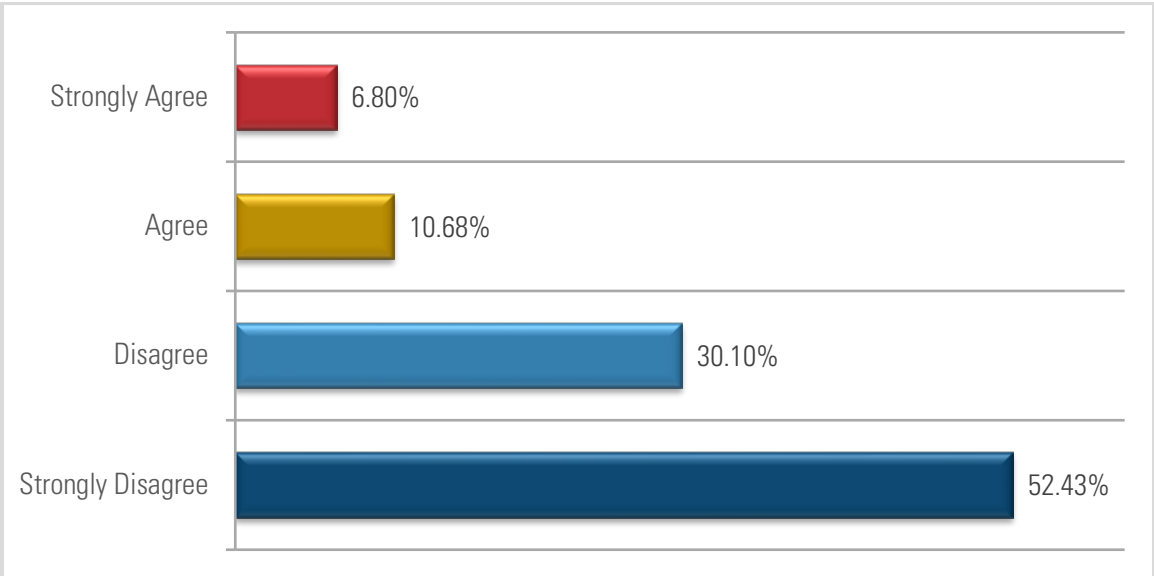


61% of respondents indicate that the officer **did** begin the interaction with a "hello" and stating their name, and 57% say that the officer **did** thank them for cooperating. According to respondents, the officer **did not** raise their voice.

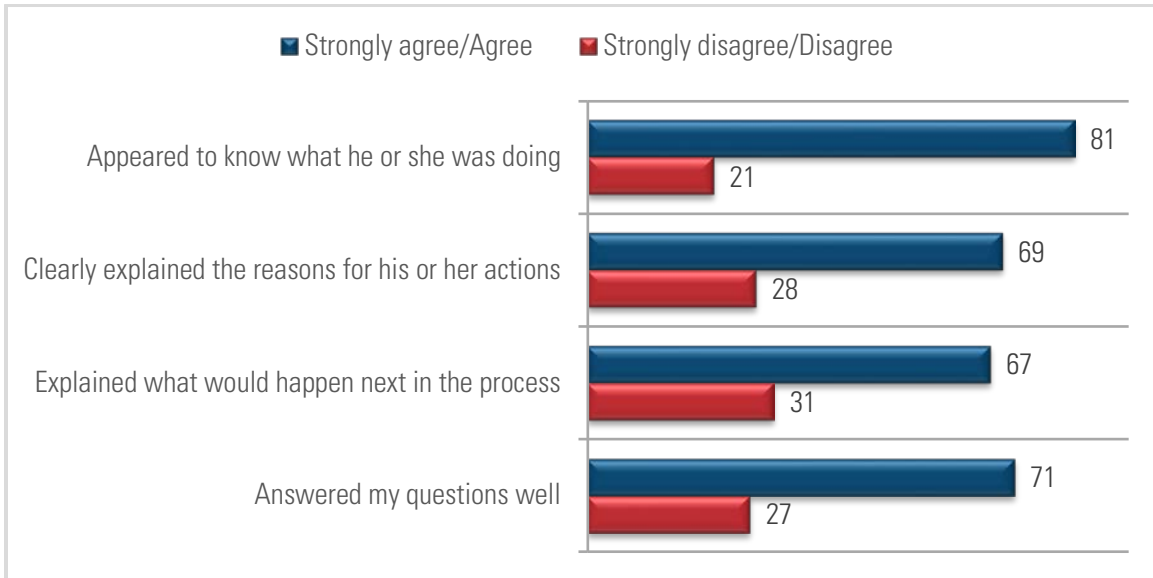
During your encounter with the police, did you raise your voice to the officer?



During the encounter, the officer seemed to blame me for what happened:

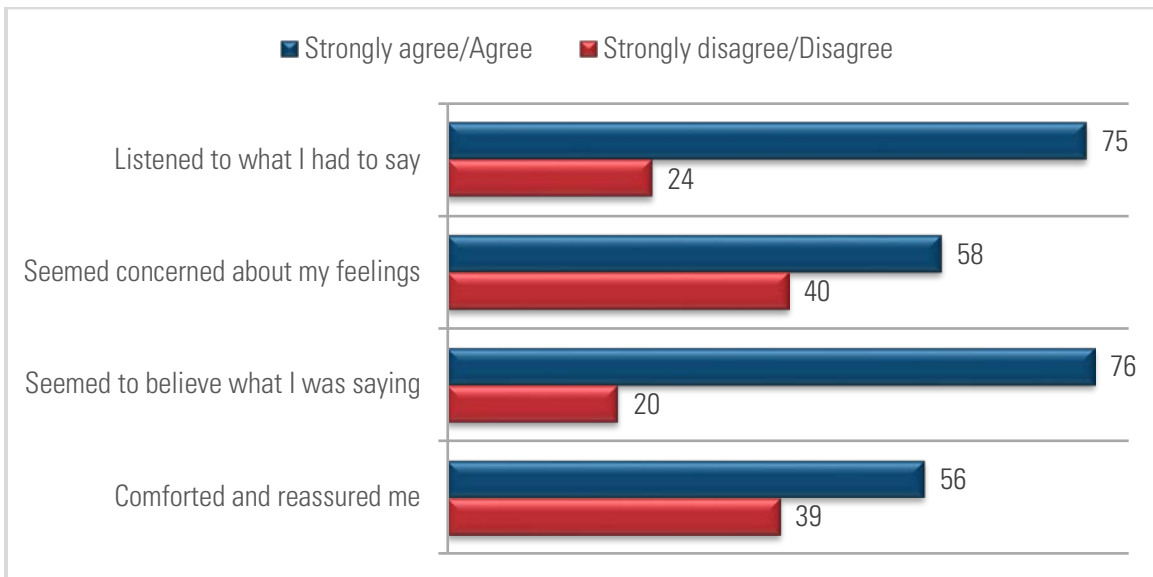


During the encounter, the officer...



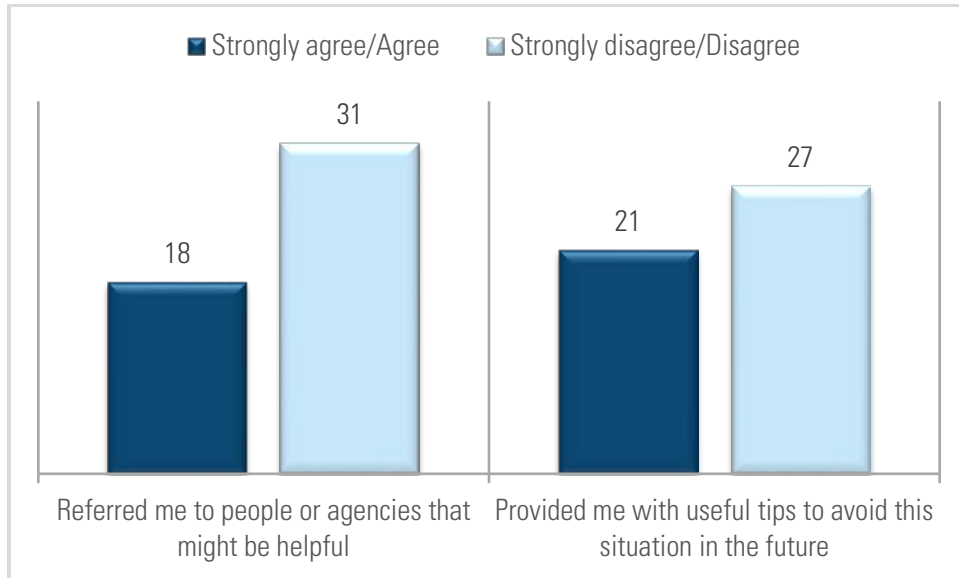
Respondents primarily **agree** that the officer appeared to know what they were doing, clearly explained the reasons for their actions, and what would happen next, and answered questions well.

During the encounter, the officer...



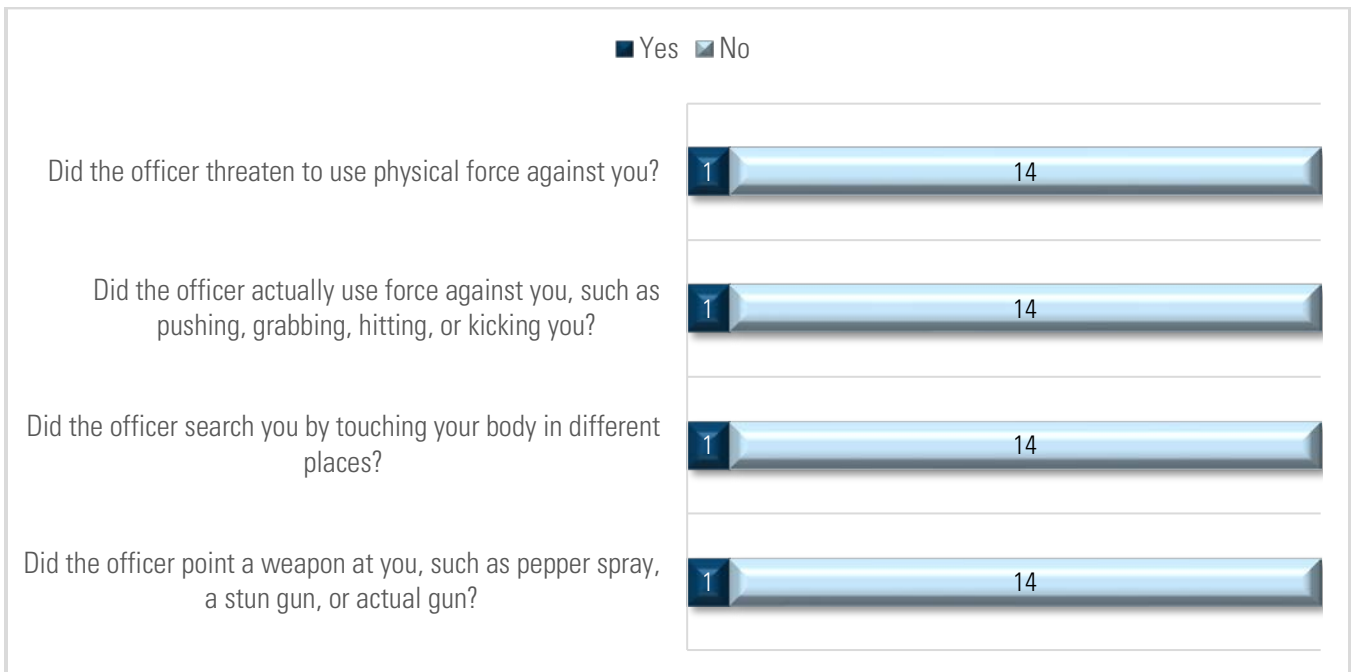
The majority of respondents **agree** that the officer listened to them and seemed to believe them. 59% **agree** that the officer seemed concerned about their feelings, and that they comforted and reassured them.

During the encounter, the officer...



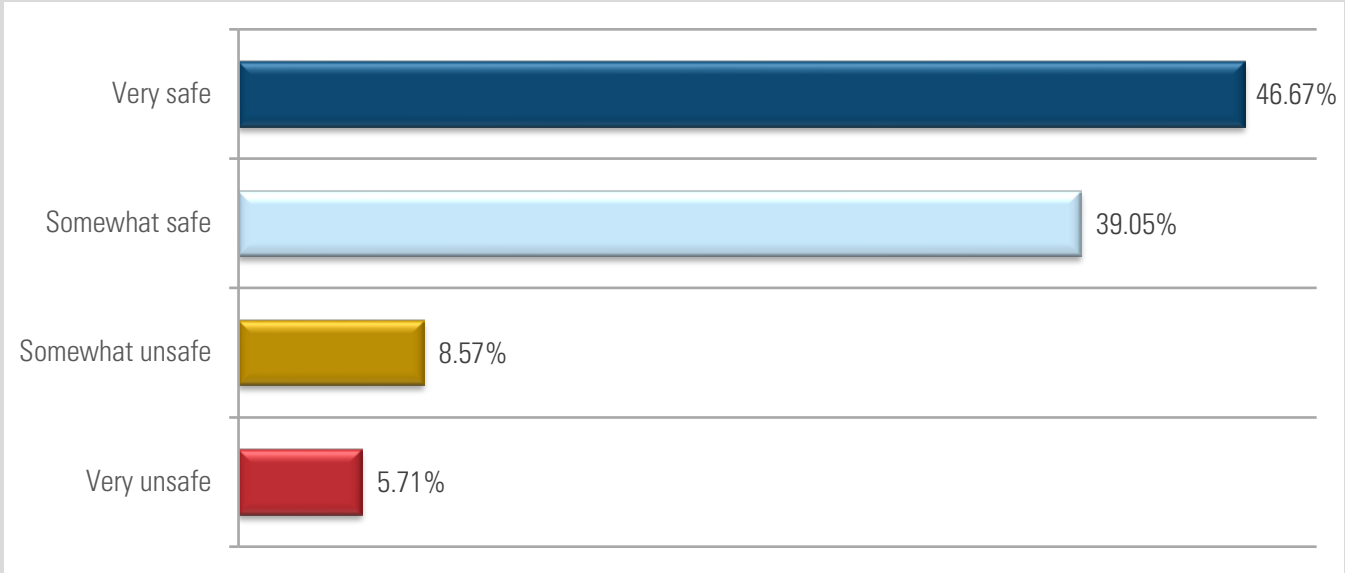
63% **disagree** that the officer referred them to people or agencies that might be helpful, and 56% of respondents **disagree** that the officer provided them with useful tips to avoid similar situations in the future.

During the encounter...

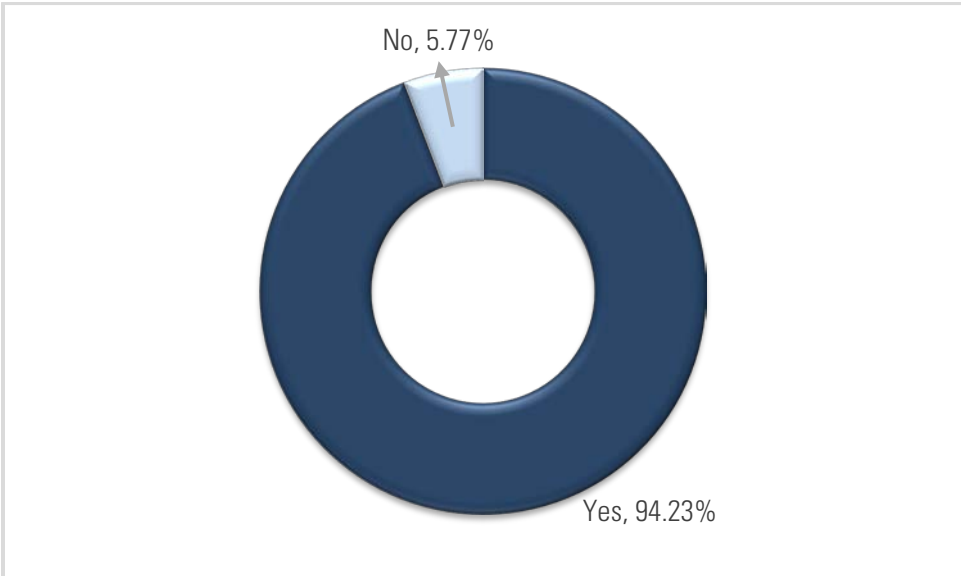


The large majority of respondents indicated that the officer **did not** engage in any of the use of force behaviors inquired about.

How safe do you feel, or would you feel, being alone outside in your community at night?

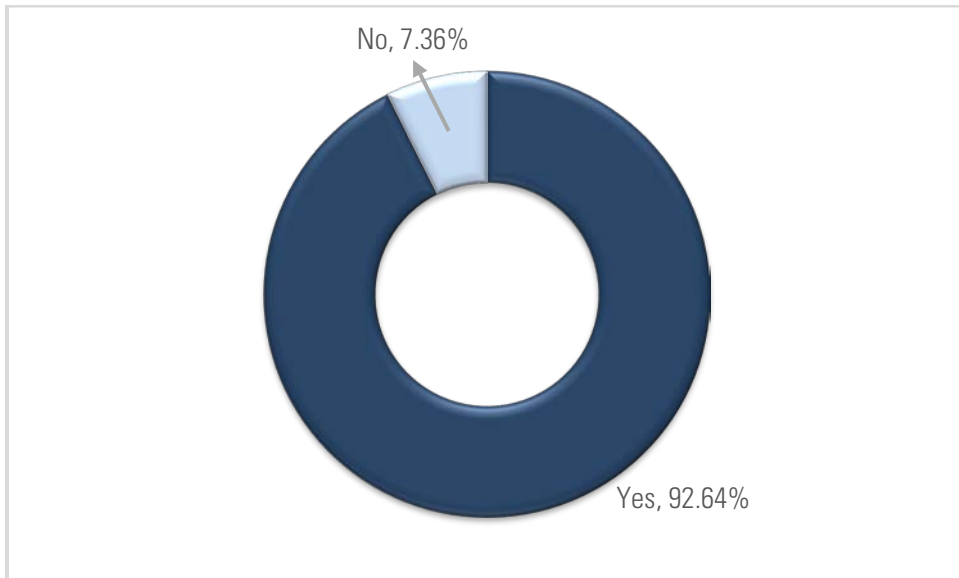


Are you a resident of the city where you had the police encounter?

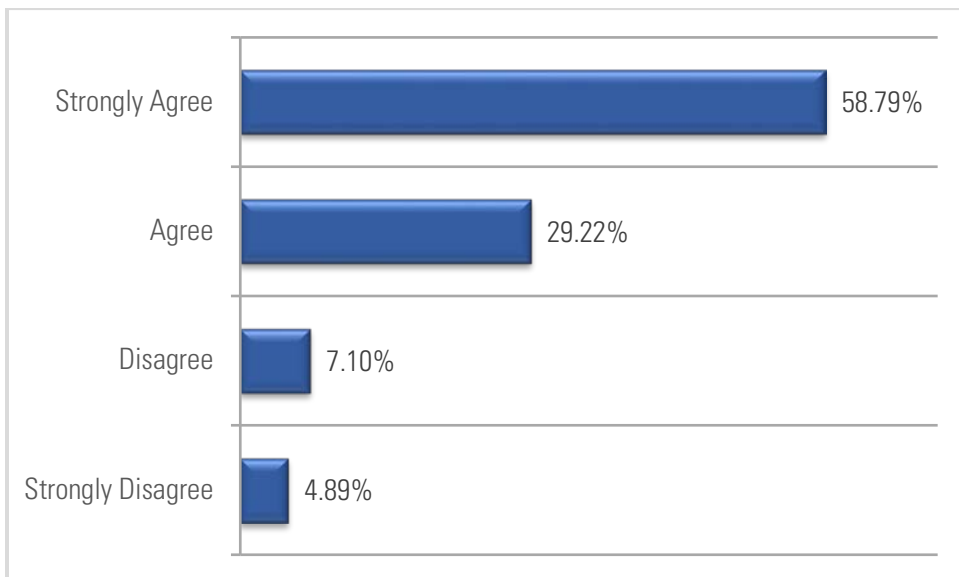


SMS Survey: Police-Community Interactions

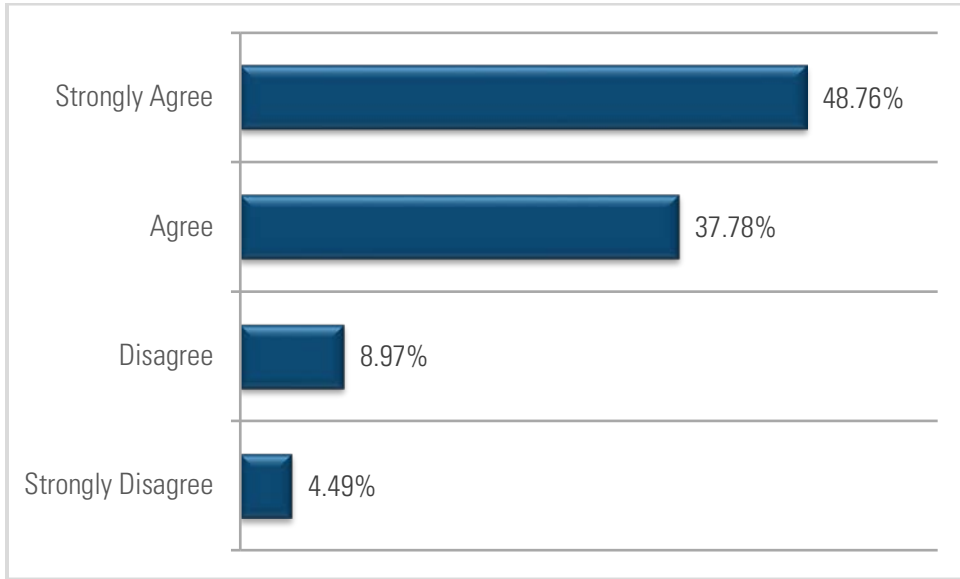
Have you had a contact with the Burlington Police Department in any capacity?



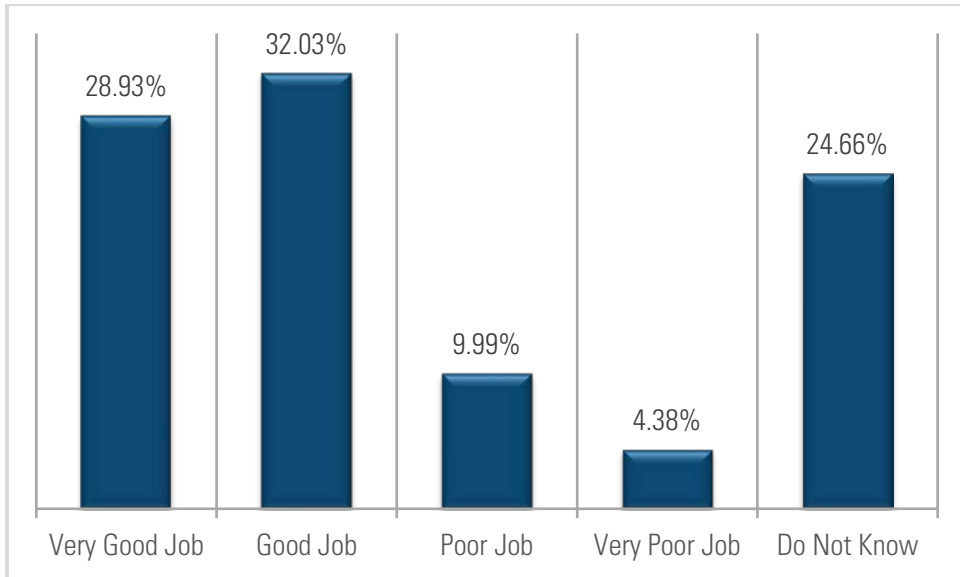
How much do you agree with the following statement: During the encounter, the officer treated me with dignity and respect?



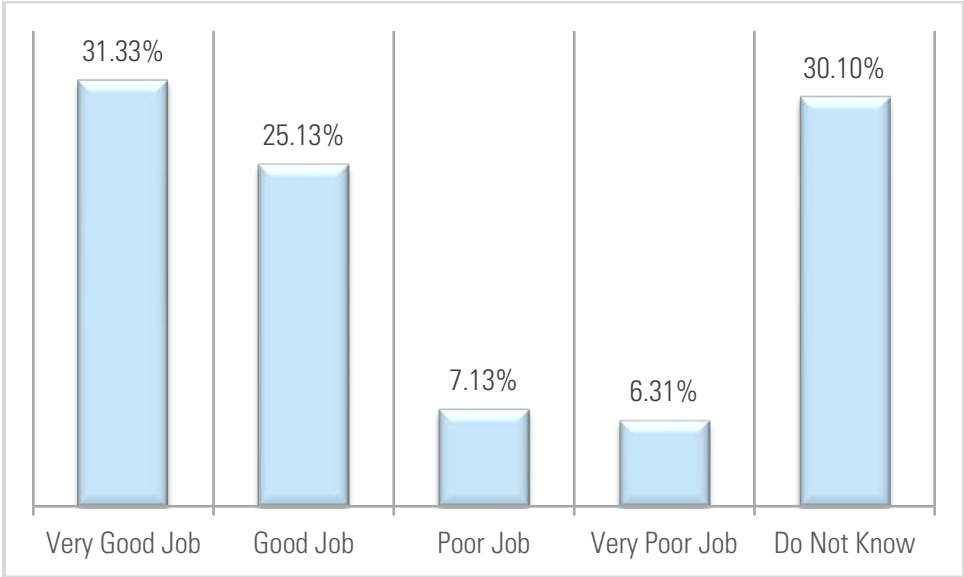
How much do you agree with the following statement: During the encounter, the officer clearly explained the reason for his or her actions?



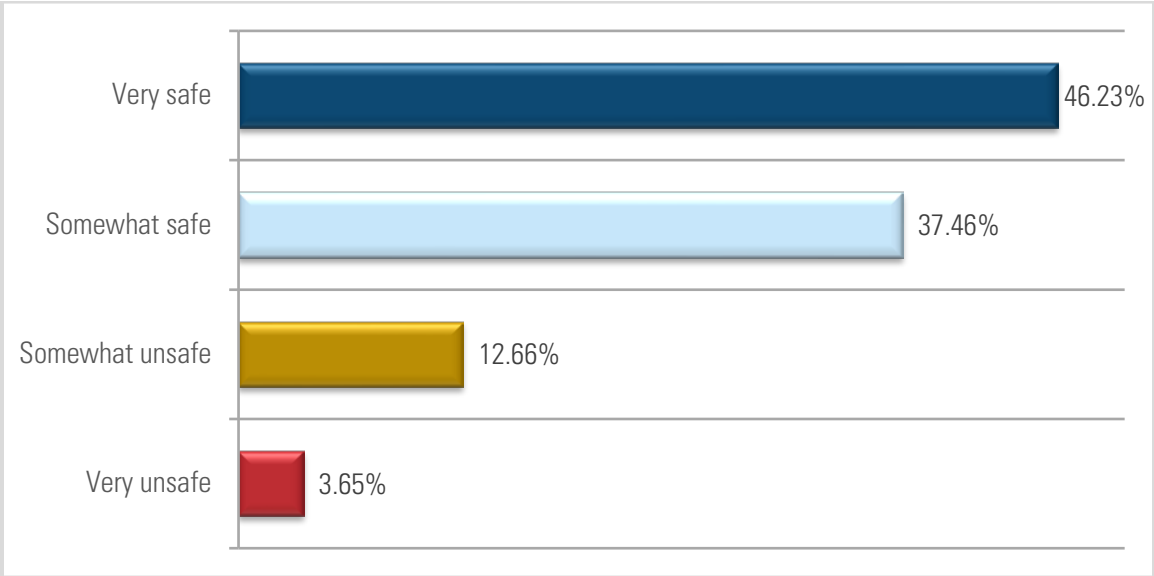
How well are the police who work in your neighborhood doing at dealing with problems that concern your neighborhood?



How well are the police who work in your neighborhood doing at treating people fairly regardless of who they are?



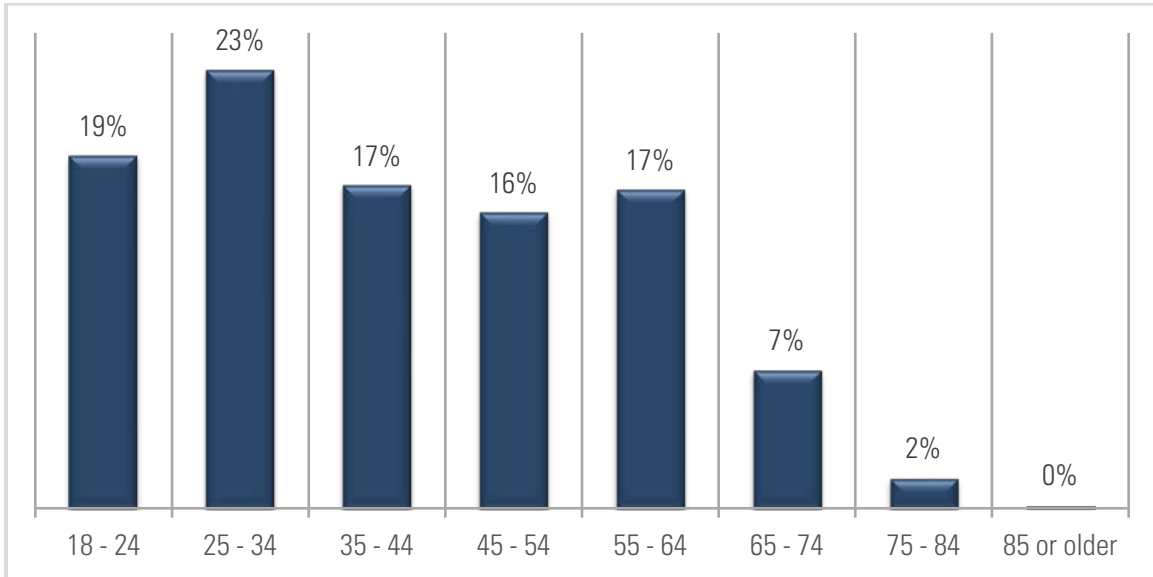
How safe do you feel, or would you feel, being alone outside in your neighborhood at night?



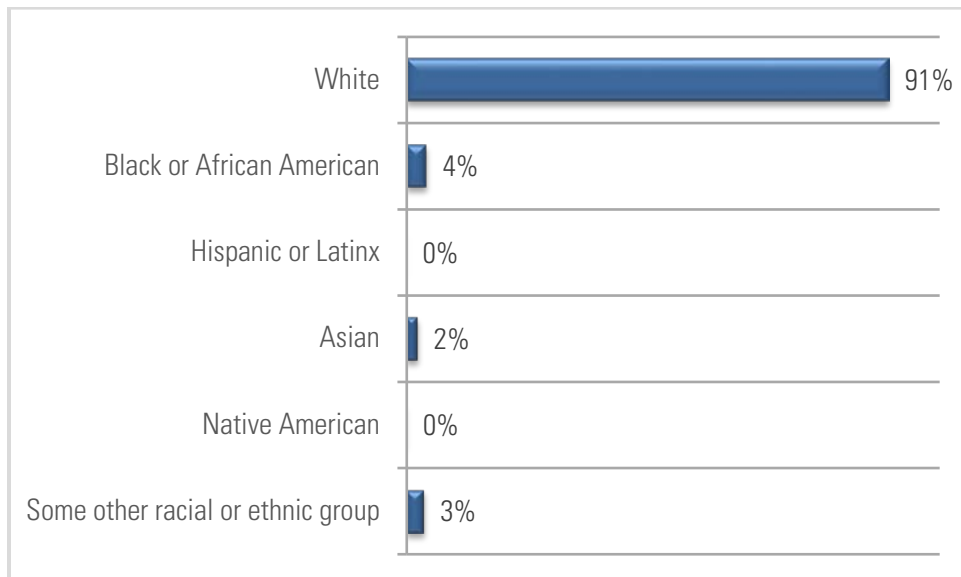
SMS Survey: Police-Community Interactions (continued)

Demographics

Age



Race



APPENDIX

How well are they doing...	Very Good Job	Good Job	Poor Job	Very Poor Job	Do Not Know	Total
Fighting Crime	53	99	29	12	36	229
Dealing with problems that concern your neighborhood	50	93	36	21	28	228
Being visible on the streets	60	106	37	13	13	229
Being available when you need them	80	79	16	13	41	229
Responding promptly to calls for assistance	77	77	13	13	49	229
Helping victims of crime	50	48	25	19	87	229
Treating people fairly regardless of who they are	56	52	33	39	49	229

How common is it for the police to...	Very Uncommon	Somewhat Uncommon	Somewhat Common	Very Common	Do Not Know	Total
Stop people on the street or in cars without good reason	86	27	33	19	62	227
Use excessive force	72	43	41	26	44	226
Use offensive language	72	41	26	33	56	228
Break the law or break police rules	75	24	22	31	75	227
Treat people differently depending on race, ethnicity, gender identification, religion or immigration status	62	39	28	49	50	228
Act professionally	22	26	43	122	14	227

When you are in Burlington, how worried are you about...	Very Worried	Somewhat Worried	Not At All Worried	Total
Having your car broken into or stolen	19	114	90	223
Having your home broken into	21	113	92	226
Being assaulted or robbed	16	92	117	225
Being outside in the location where you work or go to school	6	40	178	224
People selling or using drugs	67	76	81	224
People using or selling guns	55	82	88	225
Being hassled by youths or others drinking, loitering, or panhandling	44	75	107	226

Please indicate how much you agree or disagree with the following statements	Strongly Agree	Agree	Disagree	Strongly Disagree	Total
I trust my police department to make decisions that are good for everyone in my city	57	93	46	28	224
I have confidence that my police department can do its job well	74	85	41	24	224
I would feel comfortable calling the police department if I needed help	125	58	20	20	223
I believe that if I complained about an officer to my police department, that the agency would take it seriously	71	72	46	35	224

How likely would you be to . . .	Very Likely	Likely	Unlikely	Very Unlikely	Total
Work with the Burlington Police Department to identify a person who has committed a crime in your neighborhood	127	61	17	16	221
Work with the Burlington Police Department to identify places for example - houses, businesses, parks - where crimes are taking place	125	59	17	20	221
Attend a meeting of residents in your neighborhood to discuss crime prevention	80	82	48	11	221

Please indicate how much you agree or disagree with the following statements	Strongly Agree	Agree	Disagree	Strongly Disagree	Total
I sometimes question the laws we are asked to obey	24	98	75	22	219
When a police officer makes a request, you should do what they say even if you disagree with it	61	97	53	9	220
I feel an obligation to obey the law	116	92	8	3	219

Please indicate how much you agree or disagree with the following statements	Strongly Agree	Agree	Disagree	Strongly Disagree	Total
Cameras worn by police officers make me feel safer	88	86	33	13	220
Cameras worn by police officers are an invasion of privacy	5	18	101	96	220
Video obtained in public spaces by police to solve crimes make me feel safer	75	98	31	15	219
Video obtained in public spaces by police to solve crimes are an invasion of privacy	12	34	92	82	220
The use of drones by police makes me feel safer	21	57	82	58	218
The use of drones by police in public spaces is an invasion of privacy	52	60	64	41	217
The use of sensors by police to detect gunfire makes me feel safer	59	98	41	17	215
The use of sensors by police to detect gunfire is an invasion of my privacy	8	15	104	88	215

Gender	%	Count
Male	45.16%	98
Female	54.84%	119
Total	100%	217

Age	%	Count
Under 18	0.46%	1
18 - 24	5.53%	12
25 - 34	14.29%	31
35 - 44	12.90%	28
45 - 54	23.96%	52
55 - 64	22.12%	48
65 - 74	12.90%	28
75 - 84	7.37%	16
85 or older	0.46%	1
Total	100%	217

Race	%	Count
White	89.24%	199
Black or African American	1.79%	4
Hispanic or Latinx	3.59%	8
Asian	1.79%	4
Native American	1.35%	3
Some other racial or ethnic group	2.24%	5
Total	100%	223

Highest level of education	%	Count
Some grade school	0.00%	0
Some high school	0.93%	2
Graduated high school	4.19%	9
Technical/Vocational	2.33%	5
Some college	15.81%	34
Graduated college/Bachelors	32.56%	70
Graduate/Professional degree	44.19%	95
Total	100%	215

Household Income	%	Count
Less than \$25,000	10.40%	21
\$25,001 to less than \$50,000	18.32%	37
\$50,001 to less than \$75,000	22.77%	46
\$75,001 to less than \$100,000	15.35%	31
Over \$100,000	33.17%	67
Total	100%	202

Have you had an interaction with the Burlington Police Department over the past year?	%	Count
Yes	62.96%	136
No	37.04%	80
Total:	100%	216

Are you willing to answer some additional questions about that interaction?	%	Count
Yes	83.09%	113
No	16.91%	23
Total:	100%	136

Officer Age	%	Count
Under 30 years old	38.53%	42
30 to 40 years old	51.38%	56
Over 40 years old	10.09%	11
Total	100%	109

Officer Gender	%	Count
Male	86.49%	96
Female	13.51%	15
Total	100%	111

Officer Race	%	Count
White	92.73%	102
Black	0.91%	1
Hispanic or Latino/Latina	0.91%	1
Asian	4.55%	5
Native American	0.00%	0
Some other racial or ethnic group	0.91%	1
Total	100%	110

How did your face-to-face contact with a police officer occur?	%	Count
It was a traffic stop	5.05%	5
It was a traffic crash	7.07%	7
It was a crime report	59.60%	59
I was stopped while walking, riding a bike, or waiting in a public area	11.11%	11
Do not remember	17.17%	17
Total	100%	99

What happened as a result of this police contact?	%	Count
I was given a ticket or fine	8.70%	2
I was given a warning only	8.70%	2
Nothing happened	52.17%	12
Something else	30.43%	7
Total	100%	23

Where did your police contact occur?	%	Count
On the street	33.85%	22
In your home	32.31%	21
At a district police station	6.15%	4
Other	27.69%	18
Total	100%	65

How long did it take for the police to arrive?	%	Count
They arrived very slowly	4.08%	2
They arrived somewhat slowly	18.37%	9
They arrived somewhat quickly	40.82%	20
They arrived very quickly	36.73%	18
Total	100%	49

What type of crime incident was it?	%	Count
It was a personal crime, where someone was threatened or attacked by another person or had something taken from them by force or threat	17.54%	10
It was a property crime, where someone broke into a home, building or car, and stole property or damaged property	40.35%	23
It was some other type of crime	42.11%	24
Total	100%	57

Please indicate how much you agree or disagree with the following statements that may describe your feelings since this incident occurred.	Strongly Agree	Agree	Disagree	Strongly Disagree	Total
I sometimes blame myself for what happened	5	6	19	69	99
I have taken action to prevent this from happening again	20	34	14	27	95
I have not fully recovered from this crime	4	13	8	32	57
I am angry about what happened	20	23	22	35	100

Taking the whole experience into account, how satisfied are you with the way you were treated by the officer in this case?	%	Count
Very satisfied	45.37%	49
Satisfied	28.70%	31
Dissatisfied	14.81%	16
Very dissatisfied	11.11%	12
Total	100%	108

The outcome I received was fair	%	Count
Strongly Agree	41.67%	5
Agree	25.00%	3
Disagree	16.67%	2
Strongly Disagree	16.67%	2
Total	100%	12

During the encounter, the officer...	Strongly Agree	Agree	Disagree	Strongly Disagree	Total
Considered my views	34	41	21	10	106
Seemed trustworthy	45	42	10	9	106
Tried to be helpful	43	37	17	10	107
Took the matter seriously	38	38	18	12	106

During the encounter, the officer...	Strongly Agree	Agree	Disagree	Strongly Disagree	Total
Made decisions based on the facts	32	47	13	8	100
Was fair and evenhanded	34	48	10	11	103
Discriminated against me because of my race, gender, age, religion, or sexual orientation	5	4	24	69	102

During the encounter, the officer...	Strongly Agree	Agree	Disagree	Strongly Disagree	Total
Treated me with dignity and respect	45	43	12	7	107
Treated me politely	48	37	15	6	106
Talked down to me	12	12	33	46	103

During the encounter, the officer...	Strongly Agree	Agree	Disagree	Strongly Disagree	Total
Remained calm	63	35	3	5	106
Displayed a sense of humor	21	32	34	16	103
Interrupted me	11	13	46	32	102

During your encounter with the police...	Yes	No	Total
At the start, did the officer greet you by saying 'hello' and stating his or her name?	63	41	104
Did the officer raise his or her voice to you?	13	91	104
Did the officer thank you for cooperating?	56	43	99

During your encounter with the police, did you raise your voice to the officer?	%	Count
Yes	3.77%	4
No	96.23%	102
Total:	100%	106

During the encounter, the officer seemed to blame me for what happened	%	Count
Strongly Agree	6.80%	7
Agree	10.68%	11
Disagree	30.10%	31
Strongly Disagree	52.43%	54
Total	100%	103

During the encounter, the officer...	Strongly Agree	Agree	Disagree	Strongly Disagree	Total
Appeared to know what he or she was doing	42	39	15	6	102
Clearly explained the reasons for his or her actions	32	37	20	8	97
Explained what would happen next in the process	31	36	20	11	98
Answered my questions well	36	35	15	12	98

During the encounter, the officer...	Strongly Agree	Agree	Disagree	Strongly Disagree	Total
Listened to what I had to say	38	37	16	8	99
Seemed concerned about my feelings	31	27	25	15	98
Seemed to believe what I was saying	38	38	12	8	96
Comforted and reassured me	24	32	21	18	95

During the encounter, the officer...	Strongly Agree	Agree	Disagree	Strongly Disagree	Total
Referred me to people or agencies that might be helpful	6	12	21	10	49
Provided me with useful tips to avoid this situation in the future	5	16	21	6	48

During the encounter...	Yes	No	Total
Did the officer threaten to use physical force against you?	1	14	15
Did the officer actually use force against you, such as pushing, grabbing, hitting, or kicking you?	1	14	15
Did the officer search you by touching your body in different places?	1	14	15
Did the officer point a weapon at you, such as pepper spray, a stun gun, or actual gun?	1	14	15

How safe do you feel, or would you feel, being alone outside in Burlington at night?	%	Count
Very safe	46.67%	49
Somewhat safe	39.05%	41
Somewhat unsafe	8.57%	9
Very unsafe	5.71%	6
Total	100%	105

Are you a resident of the city where you had the police encounter?	%	Count
Yes	94.23%	98
No	5.77%	6
Total:	100%	104

Survey Statistics		
Survey Dates		Count
December 5, 2019 – January 6, 2020		349

SMS APPENDIX

Have you had a contact with the Burlington Police Department in any capacity?	%	Count
Yes	92.64%	2038
No	7.36%	162
Total:	100%	2200

How much do you agree with the following statement: During the encounter, the officer treated me with dignity and respect?	%	Count
Strongly Agree	58.79%	1010
Agree	29.22%	502
Disagree	7.10%	122
Strongly Disagree	4.89%	84
Total	100%	1718

How much do you agree with the following statement: During the encounter, the officer clearly explained the reason for his or her actions?	%	Count
Strongly Agree	48.76%	826
Agree	37.78%	640
Disagree	8.97%	152
Strongly Disagree	4.49%	76
Total	100%	1694

How well are the police who work in your neighborhood doing at dealing with problems that concern your neighborhood?	%	Count
Very Good Job	28.93%	495
Good Job	32.03%	548
Poor Job	9.99%	171
Very Poor Job	4.38%	75
Do Not Know	24.66%	422
Total	100%	1711

How well are the police who work in your neighborhood doing at treating people fairly regardless of who they are?	%	Count
Very Good Job	31.33%	536
Good Job	25.13%	430
Poor Job	7.13%	122
Very Poor Job	6.31%	108
Do Not Know	30.10%	515
Total	100%	1711

How safe do you feel, or would you feel, being alone outside in your neighborhood at night?	%	Count
Very safe	46.23%	785
Somewhat safe	37.46%	636
Somewhat unsafe	12.66%	215
Very unsafe	3.65%	62
Total	100%	1698

Age	%	Count
18 - 24	18.52%	404
25 - 34	23.05%	503
35 - 44	17.00%	371
45 - 54	15.58%	340
55 - 64	16.77%	366
65 - 74	7.29%	159
75 - 84	1.60%	35
85 or older	0.18%	4
Total	100.00%	2182

Race	%	Count
White	90.45%	1716
Black or African American	3.80%	72
Hispanic or Latinx	0.05%	1
Asian	2.16%	41
Native American	0.11%	2
Some other racial or ethnic group	3.32%	63
Total	99.89%	1895

Survey Statistics

Survey Dates		Count
November 7, 2019 – January 6, 2019		2253