

City of Burlington
Office of Public Information
425 South Lexington Avenue
Burlington, North Carolina 27215



MEDIA ADVISORY

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Contact: Rachel Hawley
(o) 336-222-5076 (c) 336-516-1532

Burlington Police Department Shares Resident Feedback From 2014 Community Survey

During the months of January and February of 2014, the Burlington Police Department solicited input from residents through a brief survey available online and in paper at select locations. The Police Department's management team wanted to know how residents felt about the work of the Department.

Almost 300 residents took the time to participate in the survey. While the survey data shows that the Department is generally perceived as professional and well trusted, room for improvement exists in proactive policing measures and making residents feel safer in their neighborhoods. View the survey results in their entirety here:

<http://burlingtonnc.gov/DocumentCenter/View/6643>

Compared to school letter-grades, the survey indicates that the Department is making A's and B's. Police Chief Jeffrey Smythe commented that, "always being the over achiever, I would like my police department to have straight A's."

To help the executive staff at the Burlington Police Department reach the goal of being a "straight A" department, residents will soon notice an ongoing effort to survey customers on their experiences with the Department as they have them. These very brief online surveys will be available to every individual that has an interaction with the Burlington Police Department. The web address for the relevant surveys will be given

to individuals by the Burlington Police Officers with whom they have had an interaction.

The information collected through this ongoing feedback gathering effort will be used to modify the Department's deployment and patrol techniques as well as to help draft a five-year strategic plan for growth.

If you have questions about the 2014 Community Survey or the ongoing feedback efforts, please contact Burlington Police Accreditation Manager, Kim Biebel, at 229-3545 regarding in questions you may have.

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