

# DOWNTOWN SAFETY AND SECURITY GUIDE

Business Name: \_\_\_\_\_ Address: \_\_\_\_\_ Manager/Owner: \_\_\_\_\_

## FOR AN IMMEDIATE EMERGENCY, CALL 911

FIRE · MEDICAL EMERGENCY · ROBBERY/BURGLARY · VIOLENCE · IMMINENT THREAT TO LIFE

ILLEGAL/AGGRESSIVE/  
THREATENING BEHAVIOR?

### Call Burlington Police Department (BPD)

Uniformed, fully armed  
patrol officers.

**802-658-2700**  
**(EXT 9)**

ORDINANCE VIOLATION/NOISE  
COMPLAINT/NON-INJURY  
CRASHES?

### Call a Community Service Officer (CSO)

BPD uniformed  
civilian employees.  
CPR and first-aid  
trained.

**802-540-2375**

MENTAL HEALTH/SUBSTANCE  
USE ISSUE?

### Call Street Outreach

Howard Center's outreach  
specialists work with police  
and service providers to  
coordinate support for adults,  
young adults, and families.

**802-488-7013**

#### Hours

- Monday/Tuesday/Friday: 8am – 8pm
- Wednesday/Thursday: 8am – 6pm
- Saturday/Sunday: 10:30am – 6pm

CONNECTION TO RESOURCES/  
COMPLEX SOCIAL SERVICE  
NEEDS/NEIGHBOR DISPUTES?

### Call a Community Support Liaison (CSL)

BPD social workers.

**802-540-2395**

#### Hours

- Monday-Sunday, 8am-8pm

### NEED TO ISSUE A TRESPASS? >

- Trespass Form: [burlingtonvt.gov/Police](http://burlingtonvt.gov/Police)
- Name and description of person is required to accurately report a trespass.
- If you are concerned for your safety when issuing the trespass, please call BPD.



### TIPS ON TALKING TO BPD AND CSO:

- Give your name, address, and phone number.
- Describe why you are calling.
- Pay attention to physical details.

### SEE-CLICK-FIX >

#### Report an issue like:

- Found syringe/needle
- Graffiti
- Trash/illegal dumping
- Pothole

