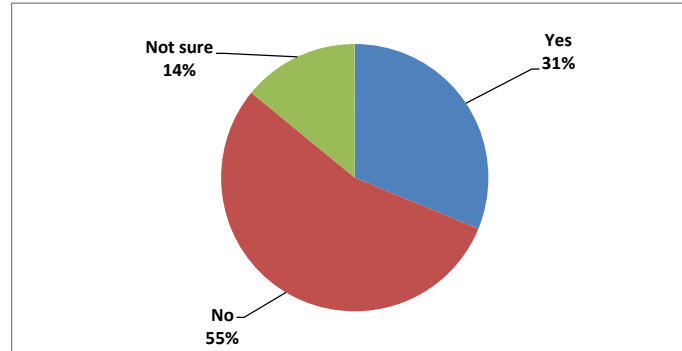


CITY OF LOUISVILLE
2022 BUSINESS SATISFACTION SURVEY

Survey Question Responses: Business Satisfaction

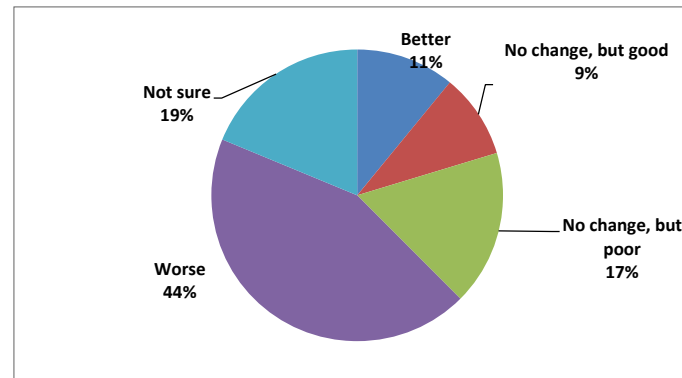
1. Do you think that the City of Louisville is a "business friendly" community?

	<i>Response</i>	<i>Count</i>
Yes	31.25%	20
No	54.69%	35
Not sure	14.06%	9
TOTAL		64



2. Which of the following best describes the current environment for doing business compared to 3 years ago?

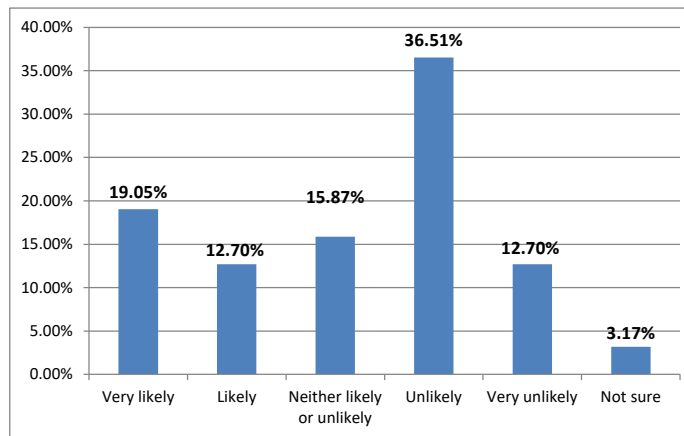
	<i>Response</i>	<i>Count</i>
Better	10.94%	7
No change, but good	9.38%	6
No change, but poor	17.19%	11
Worse	43.75%	28
Not sure	18.75%	12
TOTAL		64



**CITY OF LOUISVILLE
2022 BUSINESS SATISFACTION SURVEY**

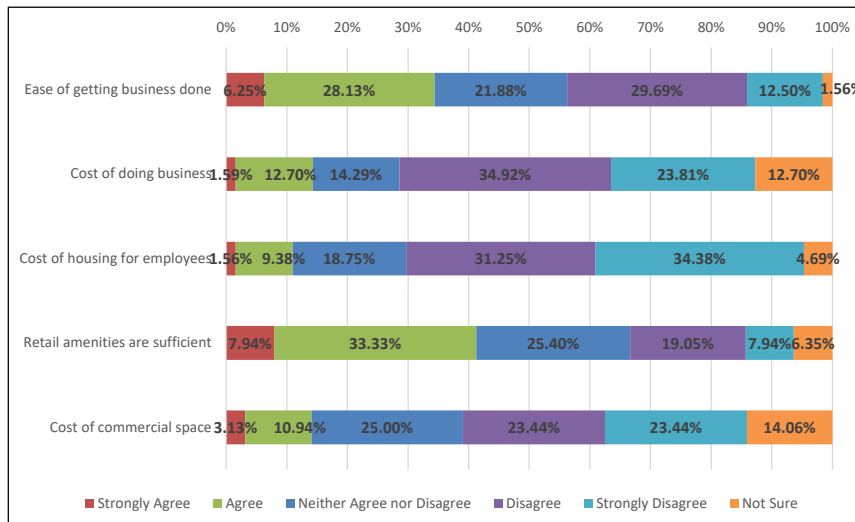
3. How likely are you to recommend the City of Louisville as a place to do business?

	<i>Response</i>	<i>Count</i>
	Very likely	12
	Likely	8
	Neither likely or unlikely	10
	Unlikely	23
	Very unlikely	8
	Not sure	2
	TOTAL	63



4. Please indicate your agreement with each of the statements listed below.

	<i>Count</i>
<i>Ease of getting business done</i>	64
<i>Cost of doing business</i>	63
<i>Cost of housing for employees</i>	64
<i>Retail amenities are sufficient</i>	63
<i>Cost of commercial space</i>	64



**CITY OF LOUISVILLE
2022 BUSINESS SATISFACTION SURVEY**

5. Please check all of the following sources you use to get information about the City of Louisville. (DISPLAYED IN ORDER OF MOST RESPONSE)

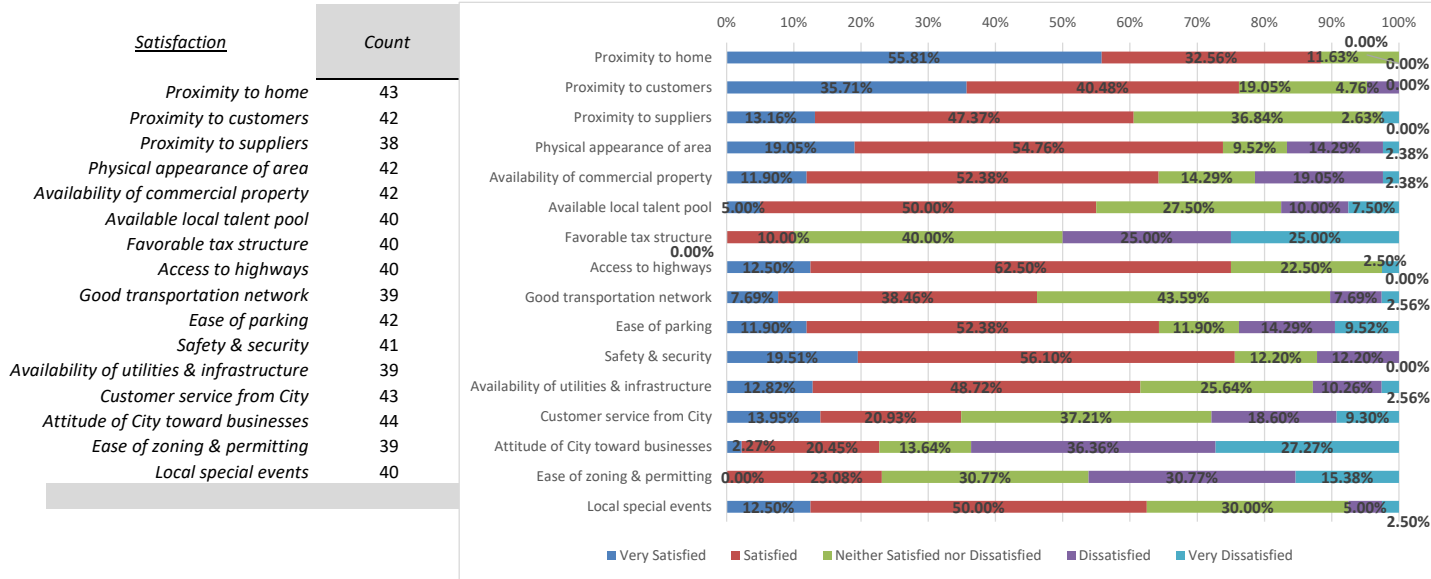
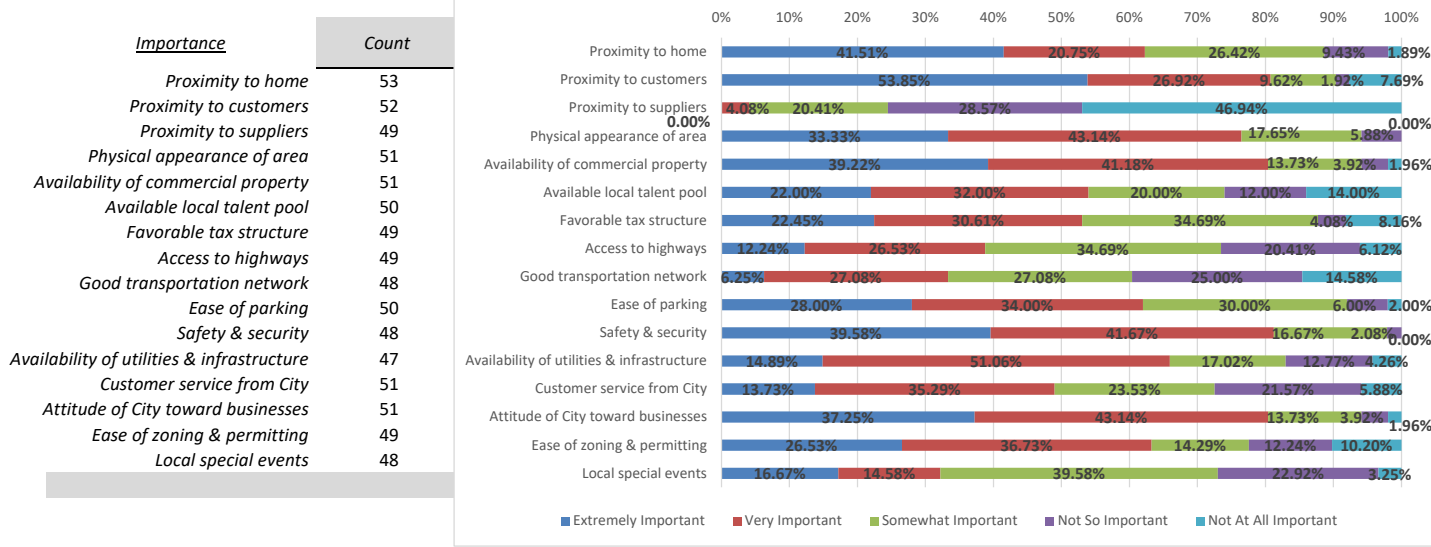
	Response	Count
<i>City Community Update newsletter (monthly)</i>	60.00%	39
<i>Local news outlets</i>	50.77%	33
<i>Louisville Biz newsletter (monthly)</i>	50.77%	33
<i>Word of mouth</i>	50.77%	33
<i>Social media</i>	38.46%	25
<i>City and Economic Vitality e-blasts</i>	33.85%	22
<i>City website</i>	33.85%	22
<i>Talking with City officials</i>	32.31%	21
<i>Public meetings</i>	27.69%	18
<i>Chamber of Commerce e-blasts</i>	27.69%	18
<i>Downtown Business Association "Downtown Dialogue"</i>	27.69%	18
<i>Call or visit to City Hall</i>	12.31%	8
<i>Chamber of Commerce social media</i>	10.77%	7
<i>None of the above</i>	1.54%	1
<i>Not sure</i>	1.54%	1
TOTAL		299
<i>Total Respondents</i>		55

6. Of the information sources you use, how do you most prefer to get information about the City of Louisville?
(1 is most used source, 13 being the least used source)

	Score
<i>City Community Update newsletter (monthly)</i>	10.84
<i>Louisville Biz newsletter (monthly)</i>	9.88
<i>Local news outlets</i>	8.36
<i>City and Economic Vitality e-blasts</i>	8.27
<i>Word of mouth</i>	8.20
<i>City website</i>	7.98
<i>Social media</i>	7.36
<i>Talking with City officials</i>	6.48
<i>Chamber of Commerce e-blasts</i>	6.43
<i>Public meetings</i>	6.05
<i>Call or visit to City Hall</i>	5.70
<i>Downtown Business Association "Downtown Dialogue"</i>	5.65
<i>Chamber of Commerce social media</i>	3.76
<i>Total Respondents</i>	59

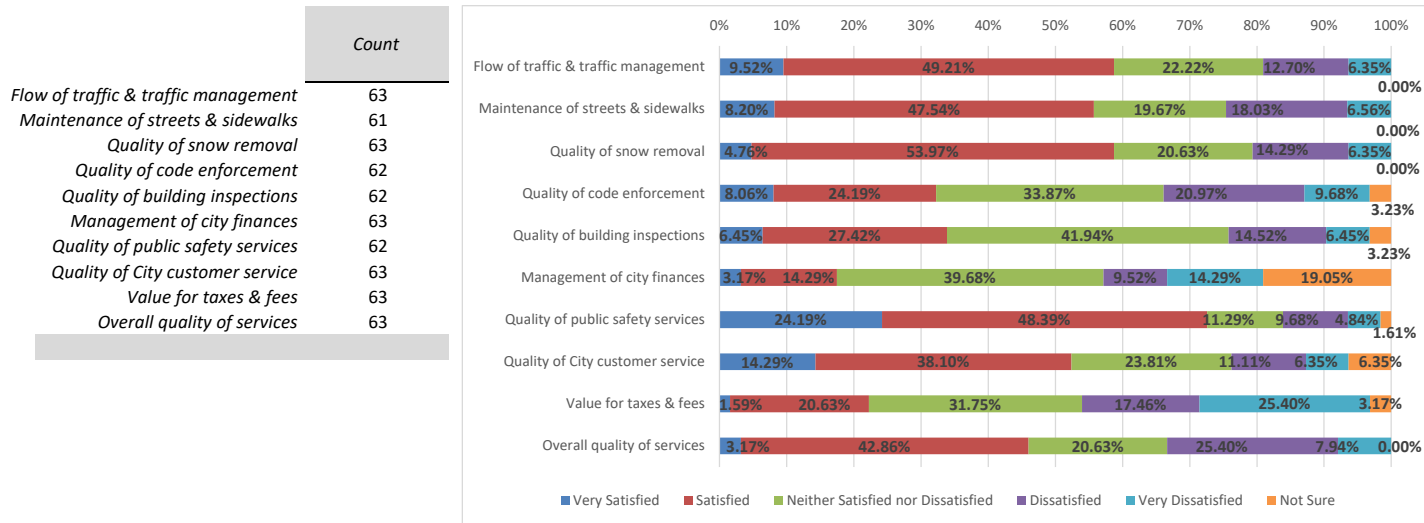
**CITY OF LOUISVILLE
2022 BUSINESS SATISFACTION SURVEY**

7. First, please indicate how important the following factors were in your decision to locate in Louisville. If there are other factors outside of those listed that you considered, please list those in the "Other" category. Second, for each of the factors, please indicate your satisfaction with Louisville meeting your business needs.

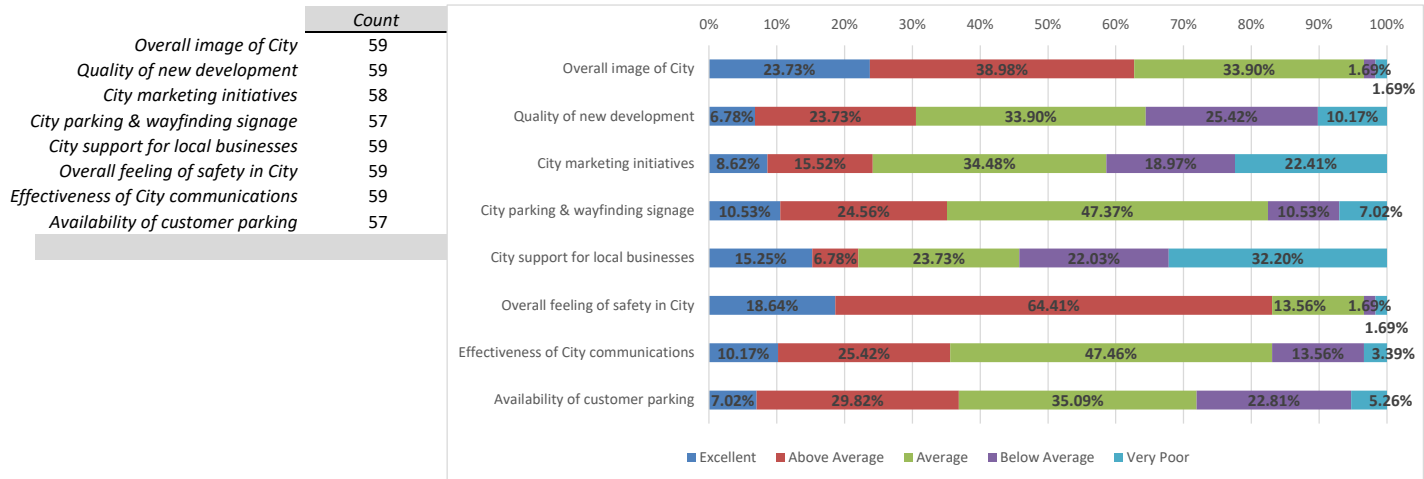


**CITY OF LOUISVILLE
2022 BUSINESS SATISFACTION SURVEY**

8. Please rate your overall satisfaction with major services provided by the City of Louisville.



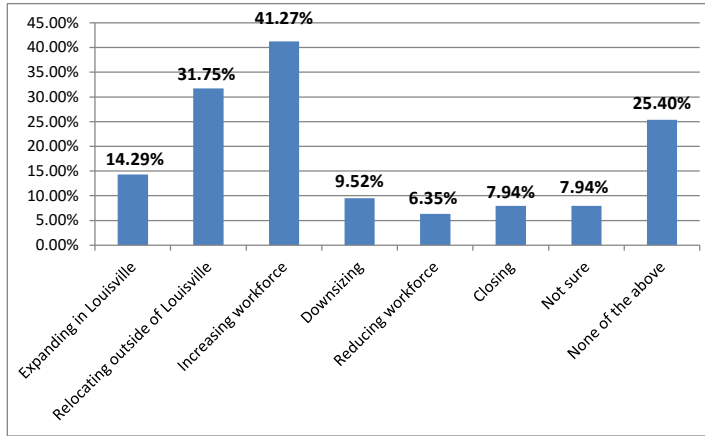
9. Several items that may influence your perception of the City of Louisville are listed below; please rate the City in regard to each of them.



**CITY OF LOUISVILLE
2022 BUSINESS SATISFACTION SURVEY**

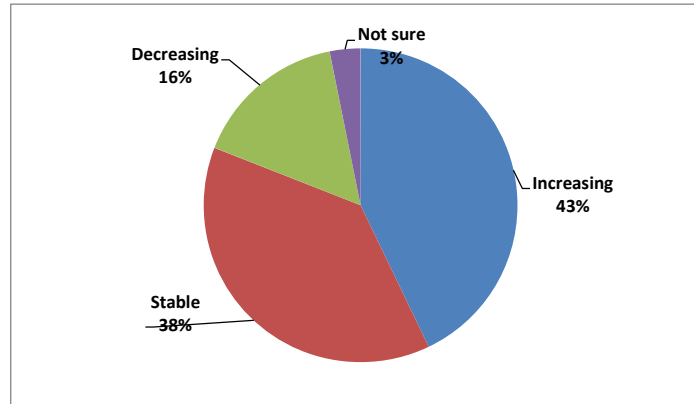
10. In the next 12 months, is your business considering any of the following? (check all that apply)

	<i>Response</i>	<i>Count</i>
<i>Expanding in Louisville</i>	14.29%	9
<i>Relocating outside of Louisville</i>	31.75%	20
<i>Increasing workforce</i>	41.27%	26
<i>Downsizing</i>	9.52%	6
<i>Reducing workforce</i>	6.35%	4
<i>Closing</i>	7.94%	5
<i>Not sure</i>	7.94%	5
<i>None of the above</i>	25.40%	16
Total Respondents		63



11. Please indicate the status of your current company sales.

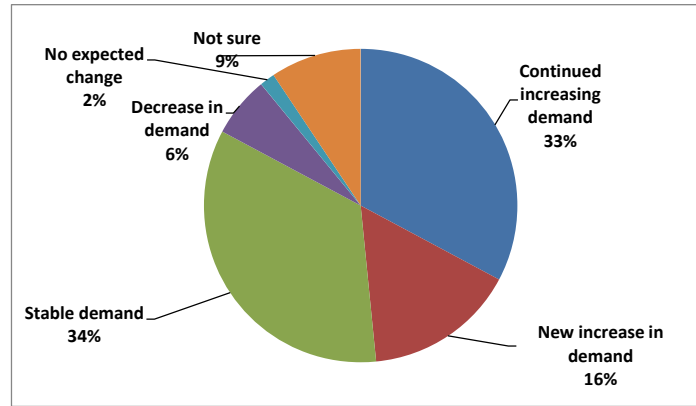
	<i>Response</i>	<i>Count</i>
<i>Increasing</i>	42.86%	27
<i>Stable</i>	38.10%	24
<i>Decreasing</i>	15.87%	10
<i>Not sure</i>	3.17%	2
TOTAL		63



**CITY OF LOUISVILLE
2022 BUSINESS SATISFACTION SURVEY**

12. In the next 12 months, what is your business projecting for demand of your products and services?

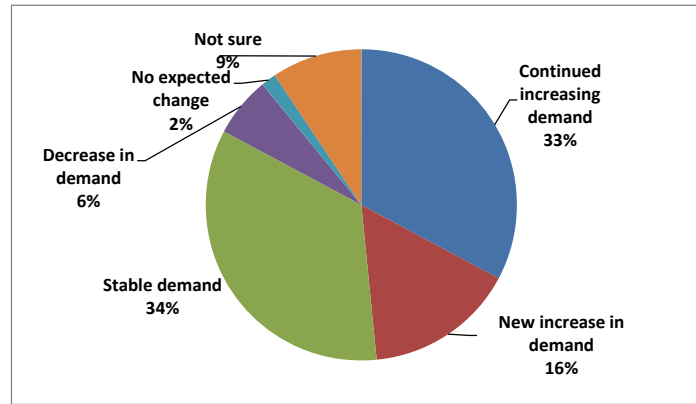
	<i>Response</i>	<i>Count</i>
<i>Continued increasing demand</i>	32.81%	21
<i>New increase in demand</i>	15.63%	10
<i>Stable demand</i>	34.38%	22
<i>Decrease in demand</i>	6.25%	4
<i>No expected change</i>	1.56%	1
<i>Not sure</i>	9.38%	6
TOTAL		64



Survey Question Responses: Current Trends & Issues

13. What impact do you anticipate the COVID-19 pandemic will continue to have on your business in 2022?

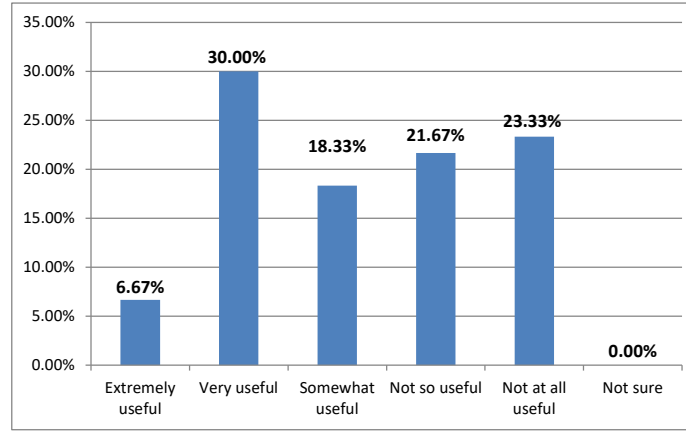
	<i>Response</i>	<i>Count</i>
<i>Significant negative impact</i>	13.11%	8
<i>Some negative impact</i>	42.62%	26
<i>Significant positive impact</i>	1.64%	1
<i>Some positive impact</i>	3.28%	2
<i>Little or no impact</i>	36.07%	22
<i>Not sure</i>	3.28%	2
TOTAL		61



**CITY OF LOUISVILLE
2022 BUSINESS SATISFACTION SURVEY**

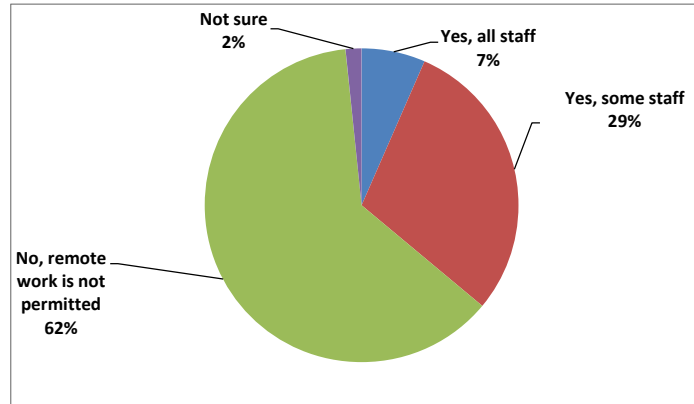
14. Based on your experience, how would you rate Louisville's overall reaction and policies to COVID-19 and the reopening/recovery process?

	<i>Response</i>	<i>Count</i>
<i>Extremely useful</i>	6.67%	4
<i>Very useful</i>	30.00%	18
<i>Somewhat useful</i>	18.33%	11
<i>Not so useful</i>	21.67%	13
<i>Not at all useful</i>	23.33%	14
<i>Not sure</i>	0.00%	0
TOTAL		60



15. Do you currently allow any of your Louisville-based workforce to work partly or fully remotely?

	<i>Response</i>	<i>Count</i>
<i>Yes, all staff</i>	6.56%	4
<i>Yes, some staff</i>	29.51%	18
<i>No, remote work is not permitted</i>	62.30%	38
<i>Not sure</i>	1.64%	1
TOTAL		61



**CITY OF LOUISVILLE
2022 BUSINESS SATISFACTION SURVEY**

16. What percentage of your Louisville-based workforce do you anticipate will be working remotely by the end of 2022?

	<i>Response</i>	<i>Count</i>
<i>Average Number</i>	13.00%	60

**Please reference the comments section, by question, in the next part of the survey report.*

17. Please describe any return-to-work policies you have adopted or your current thoughts on a return to work plan to help us understand long-term local employment trends.

**Please reference the comments section, by question, in the next part of the survey report.*

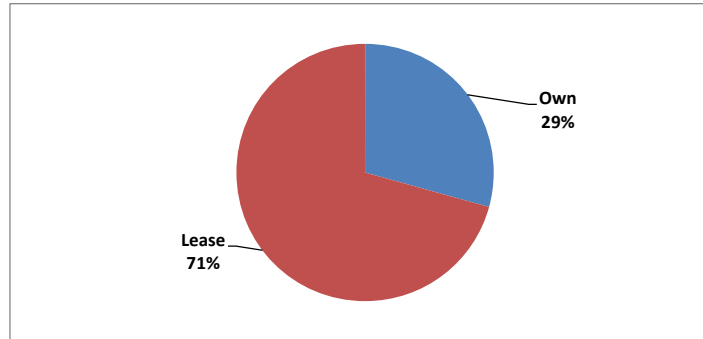
18. Was your business impacted by the December 2021 Marshall Fire? If so, please describe the impact below.

**Please reference the comments section, by question, in the next part of the survey report.*

Survey Question Responses: Demographics

19. Do you own or lease your business location?

	<i>Response</i>	<i>Count</i>
<i>Own</i>	29.31%	17
<i>Lease</i>	70.69%	41
	TOTAL	58

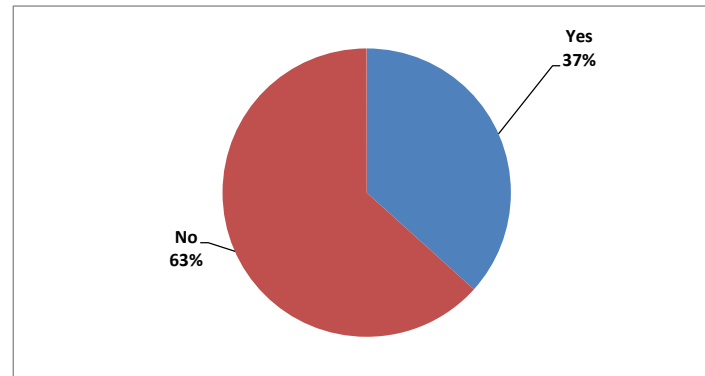


CITY OF LOUISVILLE
2022 BUSINESS SATISFACTION SURVEY

20. Do you have additional locations?

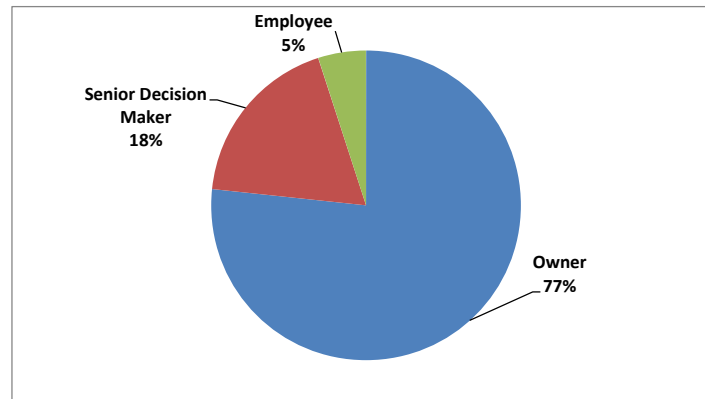
*If "Yes" answers provided in the next part of the survey report.

	Response	Count
Yes	36.67%	22
No	63.33%	38
TOTAL		60



21. What is your role in the business?

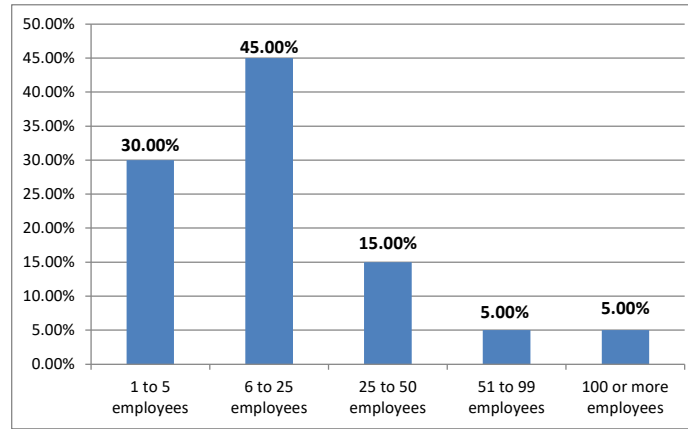
	Response	Count
Owner	76.67%	46
Senior Decision Maker	18.33%	11
Employee	5.00%	3
TOTAL		60



**CITY OF LOUISVILLE
2022 BUSINESS SATISFACTION SURVEY**

22. Approximately how many employees does your business have?

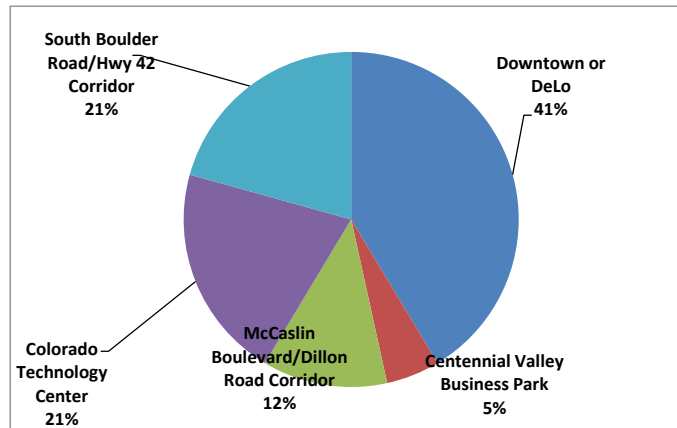
	<i>Response</i>	<i>Count</i>
1 to 5 employees	30.00%	18
6 to 25 employees	45.00%	27
25 to 50 employees	15.00%	9
51 to 99 employees	5.00%	3
100 or more employees	5.00%	3
TOTAL		60



23. Where is your business located in Louisville?

	<i>Response</i>	<i>Count</i>
Downtown or DeLo	40.68%	24
Centennial Valley Business Park	5.08%	3
McCasin Boulevard/Dillon Road Corridor	11.86%	7
Colorado Technology Center	20.34%	12
South Boulder Road/Hwy 42 Corridor	20.34%	12
Other (please specify)	1.69%	1
TOTAL		59

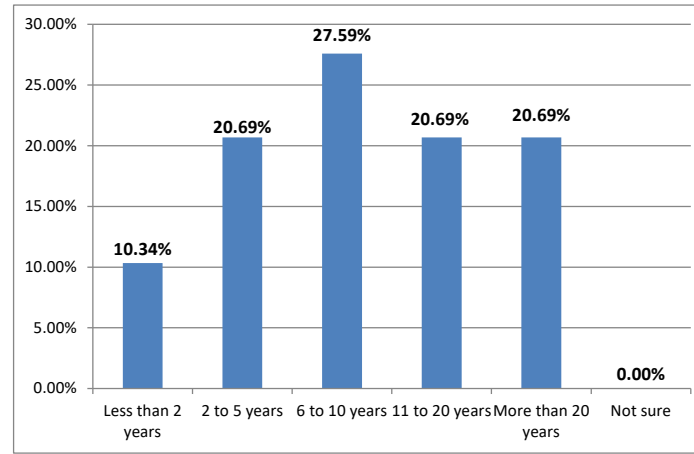
"Other" Response: Coal Creek Station



**CITY OF LOUISVILLE
2022 BUSINESS SATISFACTION SURVEY**

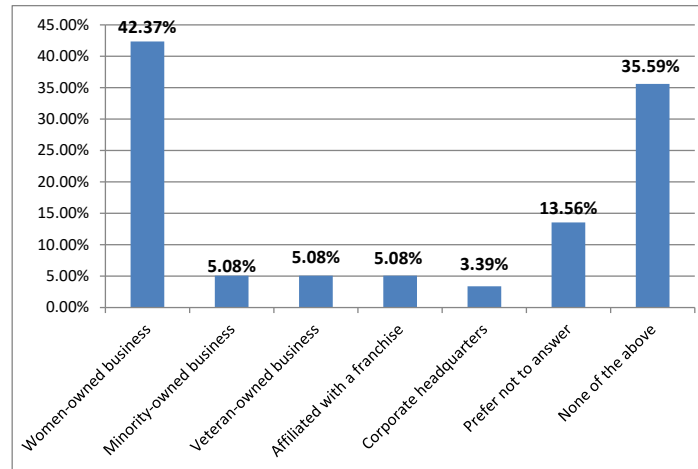
24. About how long has your business been operating in the City of Louisville?

	<i>Response</i>	<i>Count</i>
<i>Less than 2 years</i>	10.34%	6
<i>2 to 5 years</i>	20.69%	12
<i>6 to 10 years</i>	27.59%	16
<i>11 to 20 years</i>	20.69%	12
<i>More than 20 years</i>	20.69%	12
<i>Not sure</i>	0.00%	0
TOTAL		58



25. Which of the following, if any, applies to your business in Louisville?

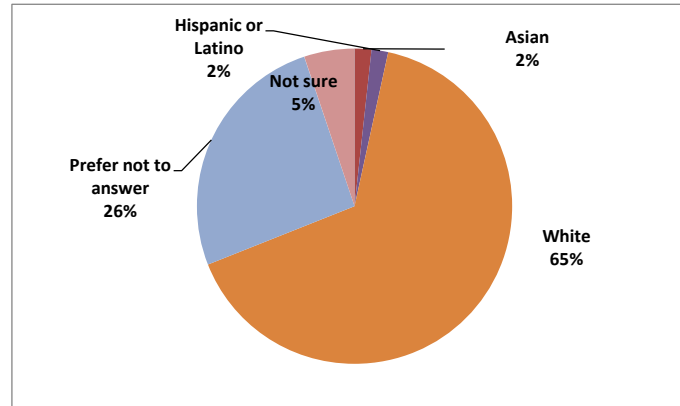
	<i>Response</i>	<i>Count</i>
<i>Women-owned business</i>	42.37%	25
<i>Minority-owned business</i>	5.08%	3
<i>Veteran-owned business</i>	5.08%	3
<i>Affiliated with a franchise</i>	5.08%	3
<i>Corporate headquarters</i>	3.39%	2
<i>Prefer not to answer</i>	13.56%	8
<i>None of the above</i>	35.59%	21
TOTAL		65
<i>Total Respondents</i>		59



**CITY OF LOUISVILLE
2022 BUSINESS SATISFACTION SURVEY**

26. Which of the following racial and ethnic categories apply to the ownership of your business?

	<i>Response</i>	<i>Count</i>
American Indian or Alaska Native	0.00%	0
Asian	1.72%	1
Black or African American	0.00%	0
Hispanic or Latino	1.72%	1
Native Hawaiian or Other Pacific Islander	0.00%	0
White	65.52%	38
Prefer not to answer	25.86%	15
Not sure	5.17%	3
TOTAL		58



27. Which of the following industry categories represents your business in Louisville?

	<i>Response</i>	<i>Count</i>
Arts and entertainment	0.00%	0
Advanced technology	0.00%	0
Automotive trade	0.00%	0
Child care or educational services	3.64%	2
Construction	1.82%	1
Finance, insurance, or real estate	5.45%	3
Fitness and recreation	3.64%	2
Hair care and other personal services	0.00%	0
Healthcare	9.09%	5
Information, medial, and publishing	1.82%	1
Lodging and hospitality	0.00%	0
Manufacturing	9.09%	5
Nonprofit	0.00%	0
Professional and technical services	10.91%	6
Repair or maintenance	3.64%	2
Restaurant, food service, or bar	20.00%	11
Retail	18.18%	10
Service	1.82%	1
Transportation and warehousing	0.00%	0
Wholesale	1.82%	1
Other	9.09%	5
TOTAL		55
Total Respondents		55

"Other" Responses: Therapy
Mental Health Counseling
other
other
Mental health services

28. Please provide any additional comments or concerns.

**Please reference the comments section, by question, in the next part of the survey report.*

**CITY OF LOUISVILLE
2022 BUSINESS SATISFACTION SURVEY**

16. What percentage of your Louisville-based workforce do you anticipate will be working remotely by the end of 2022?

1	10%
2	25%
3	50%
4	0%
5	50%
6	40%
7	0%
8	20%
9	0%
10	77%
11	76%
12	11%
13	0%
14	0%
15	100%
16	49%
17	0%
18	50%
19	25%
20	0%
21	0%
22	20%
23	0%
24	0%
25	0%
26	0%
27	10%
28	0%
29	0%
30	0%
31	0%
32	7%
33	0%
34	50%
35	0%
36	0%
37	1%
38	0%
39	1%
40	10%
41	0%
42	0%
43	80%
44	5%
45	0%
46	0%
47	0%

**CITY OF LOUISVILLE
2022 BUSINESS SATISFACTION SURVEY**

16. What percentage of your Louisville-based workforce do you anticipate will be working remotely by the end	
48	0%
49	0%
50	0%
51	0%
52	0%
53	11%
54	0%
55	0%
56	0%
57	0%
58	0%
59	0%
60	0%

**CITY OF LOUISVILLE
2022 BUSINESS SATISFACTION SURVEY**

17. Please describe any return-to-work policies you have adopted or your current thoughts on a return to work plan to help us understand long-term local employment trends.	
1	Half of our staff is on a hybrid work from home/work in office schedule with the other half in full time based on job duties.
2	Hybrid is here to stay.
3	Please come back to office, but if you don't want to, then be productive at WFH.
4	We allow 100% return to work, but also allow remote work 1-2 days/week
5	Nearly all of workforce come to the office 80% of the time. 100% of the workforce can work remotely after travel, exposure, and/or having symptoms.
6	I am a therapist. I came back to the office as soon as the quarantine was lifted, but still saw clients who preferred to see me remotely online. Now all of my clients are in-person unless they are out of state.
7	Letting employees and customers make there own decisions
8	It's hard to ask workers to return to an office when they have become used to working from home. It does not appear to be a reasonable ask.... however... the efficiency of employee time spent in a home office - and paid for by the business - is always an issue.
9	State needs to get folks off unemployment and subsidies. There are plenty of jobs, just too many folks sitting at the coffee shop working on their "job Search" aka Fun-employment.
10	n/a
11	Our services must be provided on site, so working from home is not an option
12	Never stoped working in office
13	My staff has been in-office the whole time Covid restrictions were in place. We just took appropriate precautions and never had an outbreak.
14	we have ended mask requirement in building
15	Currently following CDC guidelines
16	NA
17	N/A
18	We have not had to deal with this.
19	It's only me and I work in office
20	For therapy we intend to keep hybrid options available long term but all therapists will also have in person clients.
21	none
22	There are no people to work for retail store. Lack of staff
23	Supporting our employees, as we always have, by encouraging them to do what they feel are the best things they can do to safeguard their health and safety.
24	We have been working face to face with people this entire time other than the two weeks the state shut us down.
25	We are a brick and mortar boutique. We need our employees to be in the shop to run the business and serve customers. We are here, the customers are not. We have had to open online business and pursue to make up from lost business from lack of walk in traffic.
26	none
27	We are encouraging employees to come into work, bu giving them the freedom of a hybrid schedule to fit their needs.
28	We, as a company are done with Covid
29	Na
30	Flex. 3 days a week.
31	none
32	Sales are slowly increasing. Hopefully this trend continues. Hiring will improve if we see this in the weeks to come.
33	None

**CITY OF LOUISVILLE
2022 BUSINESS SATISFACTION SURVEY**

17. Please describe any return-to-work policies you have adopted or your current thoughts on a return to work plan	
34	not applicable
35	n/a
36	Na
37	We are retail and customer-facing, so all staff must be on site to help customers.
38	None
39	none
40	We are retail, thus no remote work, and cannot find enough employees as it is, housing cost cited as main reason.
41	We do not have opportunities for work from home because we are a restaurant.
42	The owners have been sick since before the pandemic. The negative implications of local and federal Covid strategies significantly affects the way we do sales and the way employees work. Because of the pandemic we are seeing more people making more excuses not to work but expecting more money for the work they do. There's been no relief from the city for the owners, and little to no support.
43	Employees must be vaccinated
44	n/a

**CITY OF LOUISVILLE
2022 BUSINESS SATISFACTION SURVEY**

18. Was your business impacted by the December 2021 Marshall Fire? If so, please describe the impact below.	
1	Fortunately, we were not directly impacted. We are in the construction business so our business will increase in the coming years during the rebuilding process.
2	No. Fortunately no employees nor the business were impacted.
3	Significant time money and effort expended to remediate buildings.
4	Yes. 30% approximate decline in business that is not recovering.
5	Business not directly affected, but two key employees lost their homes causing significant disruption in their ability to work, lost time and productivity dealing with emotional loss, distraction to buy new cars, find new shelter, deal with insurance, FEMA, home builders, SBA and others
6	Several employees live in Louisville and dealt with the emotional and physical impact of the fire. Fortunately, no one lost their homes. But many had to deal with extensive cleaning and smoke mitigation. Minimal issues with the office itself.
7	My clients were deeply impacted but my business was not, other than needing to close during the worst of it.
8	Just loss of utilities
9	Not so much, but our advertisers were.
10	Slightly, both on water and two to three weeks without natural gas. Fortunately public works provided pertinent information to allow for us to remain operational. We appreciate all public works and Xcel efforts.
11	Many of my customers were affected by the fire. I have donated over \$12,000 to victims of the of the fires. I work very hard to help the victims and many of them have moved out of Louisville. My customer base is so strong, that they still come into my store to support my business.
12	One third of our families and staff lost their homes, so there was a significant loss of income due to sustained closures and some families not returning.
13	No
14	No
15	We were closed for 10 days
16	We were closed for a week and then some patients relocated, so our business was slower.
17	Yes, day of event was difficult to get all employees evacuated. Aftermath was devastating for many of our customers.
18	1,000 homes burned within our primary service area. Fires caused us to evacuate which resulted in closure for 19 days.
19	Huge decrease in sales
20	No
21	Yes. Business diminished, access cut off, water supplies compromised.
22	Closed for three weeks for smoke remediation. Landscaping was 100% destroyed. Don't know how we will be able to afford to replace that.
23	It had a positive effect on our business, we have goods and services that people needed.
24	More clients
25	We had many clients cancel therapy temporarily so there was a loss of income for about a month. We had no long-term impacts other than we already had a waitlist for residents seeking therapy services, and now have a longer list.
26	Only personal. My house is still in shambles.
27	We had to close for a period due to loss of utilities, smoke damage and subsequent clean-up. The area still needs significant clean-up. Loss of revenue for January was significant.
28	Yes, we had to close down due to smoke mitigation. And we lost about 30% of our clients due to fire
29	Yes. We begin to see increased demand for products and services with some limitation by insurance payouts.
30	Yes. We had to close during some of the best days of the winter, resulting in financial loss. However, this is nothing compared to the impact on those who lost their homes. Many of them are our customers and we are doing all we can to support them.

**CITY OF LOUISVILLE
2022 BUSINESS SATISFACTION SURVEY**

18. Was your business impacted by the December 2021 Marshall Fire? If so, please describe the impact below.	
31	We lost a lot of business because we had a lot of patients that lost their homes or were displaced... We offered support to them but a lot of them are still struggling and that is making us struggle as well.
32	None
33	We donated \$40,000 of clothing in the first 3 days after the Marshall fire to those families affected. We had hoped that the gratitude would be returned and families that we helped would do their shopping with us to replace their goods. This did not happen. We have also lost business from customers from outside the Louisville area because they do not want to travel to Louisville post Marshall Fire. Our business was down significantly in January and February causing our inventory to be larger than we can sell in a season. The Marshall Fire has hurt our business greatly.
34	we had to close for 2 weeks due to lack of utilities
35	Closed for ten days and lost a good percentage of our clientele
36	no
37	Yes, we were 100 ft away from a major burn area. Closed the area, and had intense smoke damage to the office which required mitigation.
38	We lost about two weeks of business and had a losing month
39	Yes.
40	Closed for a week
41	Closed for 2 weeks without potable water.
42	Yes my building was closed for 2 weeks. I also find that people from outside of the area find Louisville to be extremely depressing and those people who are more local are traumatized and negatively impacted by driving by the damage that is still all over the place from the fire... The dog park is still closed, the fences are still in shambles, the properties have not been cleared, lots of the spot fires and commercial areas have not been cleaned up. It is very depressing and terrible for our town and the residence as well as those coming here for various things. It makes it look like the city is not capable or does not care about repairing the damage, as we are now in May.
43	Yes. Smoke, Ash and Soot Contamination. We were closed for business from Dec 30 to March 21st. We just had our grand re-opening celebration on April 28th.
44	That is a silly question. Every business in Louisville will be impacted. We lost 600+ houses (consumers that moved to other towns) in Louisville. It will 100% have an impact on business and local sales.
45	no
46	1000 fewer families means 1000 fewer families to provide services to.
47	Many of the homes lost contained families with children. We are a family-focused retailer. We lost a significant number of customers and we are hearing that customers who live in surrounding areas are avoiding Louisville because they don't know what to expect when they visit and they are afraid it will be a depressing visit. We need the clean-up effort to have been done months ago so it's not such a vivid reminder of what happened. Customers are also unsure of what insurance coverage they will receive, so they are saving money instead of spending. This on top of the current inflation problem across the US. Our physical business building was not impacted, but our customer base has constricted. We need good news and PR to shop in Louisville to bring customers back.
48	No
49	Yes, by water shut off had to cancel some jobs.
50	We were closed for 10 days. numbers are down due to many people gone.
51	Yes. We closed because of water. And now we are not being reimbursed by insurance. We lost a week's worth of sales.
52	Yes! We lost 500 homes near our business. That's a handful of regular customers and potential customers. If they were that many less people in the community, how would Business be affected positively?
53	Not directly and only very temporarily
54	closed due to evacuation.

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20. Do you have additional locations? If "Yes" responses listed below.	
1	Centennial, CO
2	subsidiary in Boulder. other offices in UK and China and California
3	5 Louisville Locations - 10 Other Colorado locations
4	Boulder City
5	Longmont and Glenwood Springs
6	LA, PA, WA, NC
7	Lafayette
8	outside of Louisville
9	Erie, Westminster, Boulder
10	Boulder And Broomfield
11	Louisville
12	Our second location is in Rocky River Ohio.
13	boulder
14	Other cities
15	Denver
16	Lafayette
17	Mobile
18	boulder
19	I work special events and do side work just to make ends meat
20	mobile

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28. Please provide any additional comments or concerns.	
1	Wish the city offered more support on fire recovery. Businesses that were not physically damaged are still experiencing heavy economic damage. I don't think the city has done much of anything to help. I'd love to see organization of a coupon mailer or marketing campaign about revitalizing Louisville businesses during this time when the population has been relocated or some kind of Louisville strong fair.
2	Stop with all woke agendas! Stop all COVID government overreach! Stop all business unfriendly practices! Stop all socialism practices! Stop kissing up to our criminal governor! Stop trying to be a county commissioner based on your eagerness to take away citizens rights! Louisville has had some unconstitutional leadership that needs to be shown the door! Power hunger has to stop!
3	My concern with the current leadership of Louisville is the complete lack of imagination and the inability to let the city flourish. It has become a stagnant pond of people doing nothing and spaces being wasted. Business property is at an all time high but the City of Louisville would rather have vacant buildings and wasted space than allow a developer with imagination and initiative to build something of value. The city should be promote, not hinder, innovation and revitalization. I'm all for community planning and setting standards/requirements for sustainability and clean energy, accessible open-space, etc. But at some point you have to get out of the way. Other topic: Who decided it was a good idea to throw obstacles for cyclists in all the city streets? We can either swerve into the traffic lane or go over the handlebars in the dark. Thanks!!!
4	Taxes - not just Louisville, but CO needs to sort this out. Sales taxes by each jurisdiction and individual filings are a bureucratic mess, costly, ridiculous. Come on Colorado, fix this for the sake of your businesses! We can pay taxes, bill them to customers, but make it simple. Also the mix of residential vs corporate property taxes doesn't work and needs fixing. Again, CO legislature time to design a system that really works. Too high and increasing burden on businesses is not viable in the long run. Finally utilities - the CTC has really poor wireless signal and internet options. The city needs to address this with the providers, as it is not a "tech" center at all with the current state of telecom utilities.
5	City council, mayor Stoltzman and the city are AWESOME!
6	City actions seem more concerned with maximizing city "profitability" than helping business to prosper which will ultimately help the City. Just backwards.
7	Louisville law/code enforcement has been inconsistent. For no reason armed officers have entered the premises and justify their presence with "just saying hi." We have a ton of families and children as patrons that react poorly to this kind of interaction. Recently, someone purporting to be from Louisville PD informed one of my staff that a trailer we have on site used for catering and events was "illegal". The stated reason was people have been "living in trailers." Like most of our interactions with the Louisville authorities, there is nothing about solving problems going on here. Just creating them.
8	We appreciate living and working in Louisville - thanks for all you do!
9	No one else taxes molds. I have lost opportunities with new customers and old because they resent a tax not collected anywhere else.
10	The bag tax was, in part, poorly thought through. We used to re-use packaging bags that products came in. Now we have to throw them away rather than give them a second life.
11	We need help in business community
12	Multiple choice surveys are the worst, as the person responding is confined to only answering the questions (in a format that can influence the answer) and with answers that may or may not answer the question. Example: Why ask if a business has more than one location, then only allow one answer for the location of the business? What if the business fits more than one category? Finally, since we have been in Louisville, the city council has gone from supporting business somewhat, mostly large businesses, to finally realizing that small businesses are the heart of Louisville, to a city council that blatantly shows its opposition to business in general. Our small businesses are the heart of the city. They are the places people go to meet each other, to enjoy each other and to shop. Driving them away will destroy this city as we know it.
13	We would just really appreciate it if our town would continue to (as of late) let us make the decisions on how we want to handle covid in our personal business.

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28. Please provide any additional comments or concerns.

14	<p>It has always been hard to own and operate a successful business in Louisville. I feel that now more than ever this is true. I feel like the town around us is crumbling. Everyone is struggling and failing and the town as a whole has terrible energy. At the same time, towns like Longmont, Lafayette, and Erie are thriving and taking the retail and dining business and that is hurting us. I decided years ago after being involved in several city issues to just put my head down and operate my own business...that is what I do now. It would be easier if the town around us were thriving, walking traffic were more, more successful business and new restaurants were here.</p>
15	<p>Unfriendly environment for business owners. The city council kowtows to a tiny minority in the community. Businesses do so much to support the community. Unfortunately, the city council seems ignorant of business's impact on the community and what they need to do to help businesses. It was hugely negative to allow the Retail Ridge to fail. I see the city as responsible for the failure. This is due to the lack of adequate and accurate communication on the potential impacts. This is so terrible for the future of Louisville. Small towns either grow or die. Unfortunately, we seem to be moving towards "die" Strong government overreach during covid. The town should never put restrictions on how businesses operate. Business owners are capable of operating safely without government restrictions. There was no reason to open up the main street during covid. Those restaurants needed every opportunity to operate their businesses. Rerouting busses is hardly an inconvenience to the town rather than allowing businesses to serve more clients. No reason not to do this survey during covid. This is a survey. Why miss the opportunity to get feedback from businesses during a time when you were making it more difficult for business to operate. Was that intentional? So stop seeking feedback when you are in the process of making business more difficult?</p>
16	<p>none</p>
17	<p>32 years in business. Worst business atmosphere from the City I have ever seen</p>
18	<p>The lack of leadership starting with our anti business mayor has been appalling. Poorly implemented plans like the bag tax are annoying. Chasing large businesses away like red tail ridge are offensive and the wasted tax payer dollars with vote and loss of tax dollars a pity. Seeing so many businesses relocate to neighboring towns or close is just sad. Making it harder for our customers to rebuild their homes is terrible. Having an anti anything mayor speak at a business meeting and not giving those business an opportunity to t speak was offensive to many.</p>
19	<p>Thank you.</p>
20	<p>The current mayor of Louisville was all to eager to apply government overreach during the pandemic. Terrible! She is either ignorant, does not care about the constitution, or is a fascist. She is way too cozy with the county and state government who will be eventually be found to be corrupt. The Redtail ridge project has been messed up from the mayor down to the town council. It never should have gotten to a vote by the citizens - unless you could ensure the citizens had better information to make a decision. All of the towns communications about Covid measures were over the top. Give it a break. Stop being tyrants. Stop trying to take away rights. And stop being so darn woke. I do not appreciate the questions on this survey about if I am a woman or minority and such- give it a rest. Also - the fact that a downtown parking garage was never built is horrible. Everybody at the city needs to get there act together and meet the needs of the silent majority instead of the whiny crybaby activists. Mayor and 1/2 the council need to lose their positions - or change their outlook on not truly representing their voters -before we become a has-been town. Very not impressed.</p>
21	<p>I am concerned that the value of the city does not meet the exorbitant real estate prices. Yes, Louisville is wonderful and we all love it dearly. But Louisville is not keeping up with trends, development, and revitalization. The town does not look good. It does not look cared for. There are way too many empty parking lots and structures. We need to figure out how to bring revenue into the town and to renovate many many areas. The fire cleanup has not gone quickly enough. It is not good for the town.</p>

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28. Please provide any additional comments or concerns.	
22	Louisville policies are forcing businesses to leave. City council and DBA need to be more supportive. We do not need new "One" signs, we need action. How about you visit the businesses periodically, get feedback and enact change against that feedback. Additionally, the process for great businesses to enter the city is riddled with ridiculous hoops (ie. anyone within a certain distance of the shop can veto and push to city hall for a decision- THIS DOES NOT HAPPEN IN LAFAYETTE). Additionally your tax system should mirror Lafayette if you want businesses to stop moving. You should be focused on sales tax and jobs and be proactive (not reactive) about getting new business here.
23	n/a
24	I do believe Megan Pierce is doing a great job and I'm glad she is in her role. I generally feel as if our city and its officials care more about the tech center and not about Main Street which is the heart and soul of Louisville. The city needs to do more to attract and retain business in Louisville, provide tax breaks and incentives for business (especially small business) to come and stay in our town. McCaslin business area is an embarrassment and if something doesn't change soon Main Street will look the same. I know of MANY small businesses that are considering leaving because rent prices are too high. Do you realize the price per square foot on Main is the same as it is down in Cherry Creek?!?! How is Lafayette attracting all of the good shops and restaurants? Why can't Louisville do the same???? I live in and operate my business in this town and there seems to be so much potential that is being squandered.
25	Louisville needs more quality retail. The city focuses on restaurants when talking about downtown businesses, but retailers also make a more complete experience for customers. The bag tax on ALL bags was a gut punch for local businesses that depend on our bags for advertising. The tax is too high and too vague. It almost seems the city tries to find ways to not support small businesses. And it can't seem to keep big business which also helps bring traffic to small businesses. There is a business problem in Louisville.
26	Overall I choose to do business in Louisville because of the people who live here. I'm really not satisfied or dissatisfied with the City of Louisville. However, I feel surrounding towns have done a much better job being supportive of local businesses and helping local businesses. I think the Louisville commercial real estate market got out of hand. The cost of rent is too much but it is hard to get people downtown. The infrastructure for further commercial development is bad. The people I deal with at the City are exceedingly nice and professional. I don't see the city impeding my business but I also don't see it as the best city to do business in right now.
27	You guys need to seriously consider all comments being made and all emails that have been sent regarding financial stability in our town. The city needs to be OK taking critiques and supporting their small businesses
28	Very concerned that the current climate within City leadership seems anti-business and anti-progress/growth. Smart, controlled, and sustainable growth is possible, but right now Louisville does not seem like a welcoming place to start or relocate a business. Also very concerned about the astronomical rise in property "values" and property taxes. The current real estate climate is completely unaffordable for an average middle class family and out of reach for many single people as well. Rents for commercial property continues to rise and it will drive businesses to either close or relocate.