



City of Louisville, CO

2024 Community Survey

Report of Results

July 2024

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Executive Summary

Summary of Survey Methods

The Louisville Community Survey gives residents the opportunity to rate their satisfaction with the quality of life in the city, the community's amenities, and satisfaction with local government. The survey gathers community-wide feedback on what is working well and what is not and helps map out residents' priorities for community planning and resource allocation. It serves as a consumer report card for Louisville; providing a check-in with residents to make sure City policies and services are on course. This is the sixth time Polco/National Research Center, Inc. (NRC) has conducted the Louisville Community Survey and the ninth iteration in a series of citizen survey projects completed by the City of Louisville since 1990.

The Louisville Community Survey was administered by mail to 3,500 randomly selected households within the city. Of those households receiving the survey, 570 residents responded to the mailed questionnaire, giving a high response rate of 17%. The margin of error is plus or minus four percentage points around any given percentage for all survey respondents. Survey results were weighted so that the characteristics of gender, age, tenure (rent versus own), housing unit type (attached versus detached) and Council Ward are represented in proportions reflective of the entire city.

Comparisons are made between 2024 responses and those from prior years, when possible. Louisville's results also are compared to those of other jurisdictions around the nation as well as to those of other Front Range jurisdictions. Comparisons are made possible through a national benchmark database created and maintained by Polco/National Research Center (NRC). This database contains resident perspectives gathered in resident surveys from over 500 jurisdictions over the past five years.

Key Findings

Highest-performing areas:

- Louisville residents continue to enjoy a high quality of life, with ratings for the City as a place to live, raise children, work, and retire all achieving marks higher than the national benchmark.
- The Louisville Public Library and Historical Museum are almost universally appreciated, with all related survey items receiving positive ratings by more than 90% of the community.
- The community's recreational centers are highly valued:
 - Overall performance of the Louisville Recreation Center (94% excellent or good)
 - Overall quality of the Louisville Recreation Center (94%)
 - Overall customer service at the Louisville Recreation Center (92%)
 - Overall performance of the Louisville Senior Center (92%)
 - Overall customer service at the Louisville Senior Center (91%)
 - Overall quality of the Louisville Senior Center (91%)

Lowest-performing areas:

- Every survey item regarding government performance saw decreases in the scores provided by residents, with the largest drop of 19% for the City response to citizen complains or concerns.
- Public Safety scores saw declines in all ratings but the overall performance of the Louisville Police Department, though all scores met or exceeded national benchmarks.
- All scores for Planning and Building Safety Department experienced declines from 2020:
 - Building permit process overall (16% decline)
 - Planning review process for new development (12% decline)
 - Overall customer service (10% decline)
 - The public input process on City planning issues (10% decline)
 - Overall performance of the Louisville Planning and Building Safety Department (9% decline)
 - Building/construction inspection process (8% decline)

Other notable results:

- Overall, Louisville residents rate their community higher than other residents across the country, even though several survey items have seen declines since the last iteration. Economic and political uncertainty post-COVID could play a role in shaping resident sentiment.
- The Louisville community's top sources for information about the city continue to be the quarterly community update newsletter, word of mouth, and the Louisville website. Notable increases were seen in the number of residents attending, watching, or streaming a City Council meeting and in the use of the City's engagement site.
- When asked to list their top priorities for the City to focus on in the next four years, respondents named economic prosperity, utilities, and public safety as their top three priorities.
- Residents similarly provided their top priorities for creating a vibrant economic climate. Half of residents wanted the City to meet the retail and services needs of local residents, attract businesses to locate or expand in Louisville, and pursue redevelopment of vacant or underused commercial sites.

Survey Background

Survey Purpose

The Louisville Community Survey gives residents the opportunity to rate their satisfaction with the quality of life in the city, the community's amenities and satisfaction with local government. The survey gathers community-wide feedback on what is working well and what is not and helps map out residents' priorities for community planning and resource allocation. It serves as a consumer report card for Louisville; providing a check-in with residents to make sure the City policies and services are on course.

This is the sixth time Polco/National Research Center, Inc. (NRC) conducted the Louisville Community Survey and the ninth iteration in a series of citizen survey projects completed by the City of Louisville since 1990.

Survey Administration

A postcard was mailed to 3,500 Louisville households, selected at random, notifying residents that they had been chosen to participate in the survey. A paper copy of the survey followed in the mail after one week. Both postcard and paper survey mailings included a web link so that residents could take the survey online, if desired. There were 294 respondents to the mailed questionnaire (with 135 undeliverable addresses), yielding a response rate of 17%. In addition to the scientific, random sample, a link to an online "opt-in" survey was publicized through various channels including the Louisville website and social media. This opt-in survey was identical to the scientific survey and open to all Louisville residents. A total of 246 online surveys were completed, yielding a total count of 570 survey responses. The margin of error is plus or minus four percentage points around any given percentage for all respondents.

Survey results were weighted so that respondent gender, age, housing unit type (attached or detached), and housing tenure (rent or own) were represented in the proportions reflective of the entire city. More information about the survey methodology can be found in *Appendix F: Survey Methodology*.

How the Results Are Reported

For the most part, the full set of frequencies or the "percent positive" are presented in the body and narrative of the report. The percent positive is the combination of the top two most positive response options (i.e., "excellent" and "good," "very safe" and "somewhat safe," "strongly support" and "somewhat support," etc.).

On many of the questions in the survey, respondents could give an answer of "don't know." The proportion of respondents giving this reply is shown in the full set of responses included in *Appendix B: Complete Survey Frequencies* and is discussed in the body of this report if it is 30% or greater. However, these responses have been removed from the analyses presented in the body of the report,

unless otherwise indicated. In other words, the majority of the tables and graphs in the body of the report display the responses from respondents who had an opinion about a specific item.

For some questions, respondents were permitted to select multiple responses. When the total exceeds 100% in a table for a multiple response question, it is because some respondents are counted in multiple categories. When a table for a question that only permitted, a single response does not total to exactly 100%, it is due to the customary practice rounding values to the nearest whole number.

Precision of Estimates

It is customary to describe the precision of estimates made from surveys by a “level of confidence” and accompanying “confidence interval” (or margin of error). The margin of error for this survey is generally no greater than plus or minus four percentage points around any given percent reported for the entire sample (N=570).

Comparison of Results Over Time and By Subgroups

Results from the 2008, 2012, 2016, and 2020 surveys are presented when comparisons to 2024 were available. Where differences in ratings from 2020 to 2024 are five percentage points or greater, they can be considered significantly higher or lower.

When reviewing comparisons to data prior to 2014, differences that surfaced may or may not be meaningful, as wording changes between survey versions and the switch in methodology to a self-administered survey from a telephone survey may account, at least in part, for any shift in ratings. NRC adjusted the findings from 2012 and prior in order to maximize the comparability of results over time. This way the reported trend line data are not influenced by the decline that is attributable to the change in data collection mode from phone to mail. For more information on comparing results over time, see *Appendix F: Survey Methodology*.

Selected survey results were compared by geographic location of a respondent’s home, length of residency, age, gender, housing unit type (attached or detached), and housing unit tenure (rent or own). These crosstabulations are summarized and presented in tabular form in *Appendix D: Responses to Selected Survey Questions by Respondent Characteristics*.

Comparing Survey Results to Other Communities

NRC’s database of comparative resident opinion comprises resident perspectives gathered in citizen surveys from approximately 500 communities whose residents evaluated their services. Communities to which Louisville was compared can be found in *Appendix E: Detailed Benchmark Comparisons*. National and Front Range benchmark comparisons have been provided when similar questions on the Louisville survey are included in NRC’s database, and there were at least five communities in which the question was asked.

Where comparisons for quality ratings were available, Louisville’s results were generally noted as being “higher” than the benchmark, “lower” than the benchmark or “similar” to the benchmark. In

instances where ratings are considerably higher or lower than the benchmark, these ratings have been further demarcated by the attribute of “much,” (for example, “much lower” or “much higher”). These labels come from a comparison of Louisville’s rating to the benchmark where a rating is considered “similar” if it is within the standard margin of error (10 points or less on the 100-point scale); “higher” or “lower” if the difference between Louisville’s rating and the benchmark is greater than 10 points but 20 points or less; and “much higher” or “much lower” if the difference between Louisville’s rating and the benchmark is more than twice the standard margin of error (greater than 20 points). Comparisons for a number of items on the survey are not available in the benchmark database. These items are excluded from the benchmark tables.

Quality of Life and Community

The 2024 City of Louisville Community Survey included a number of questions that can be used to create a portrait of how residents view their community. Answers to questions about the overall quality of life, specific community characteristics, and feelings of safety are the brushstrokes that contribute to a picture of a vibrant community.

Quality of Life

Louisville residents continue to rate the quality of life highly, with 92% awarding excellent or good marks in 2024. Only 1% of respondents felt the quality of life was poor. This rating was higher than national and regional peer benchmarks (see *Appendix E: Detailed Benchmark Comparisons* for detailed information on the benchmark comparisons). This rating is on par with previous years.

Survey results were compared by geographic location of residency and select respondent demographic characteristics. Survey participants who lived in Louisville for fewer than five years gave higher evaluations to the overall quality of life in Louisville than those residents living in the City for more than fifteen years (see *Appendix D: Responses to Selected Survey Questions by Respondent Characteristics*).

Figure 1: Overall Quality of Life in Louisville, 2024

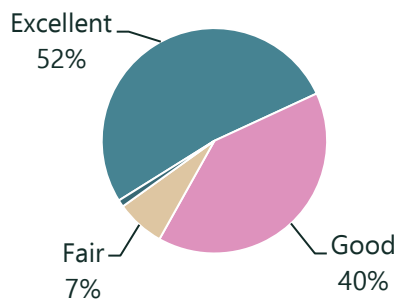
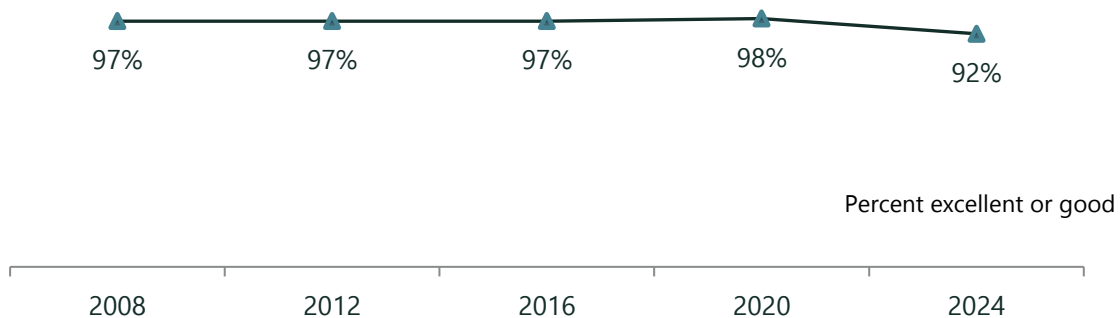


Figure 2: Overall Quality of Life Compared by Year

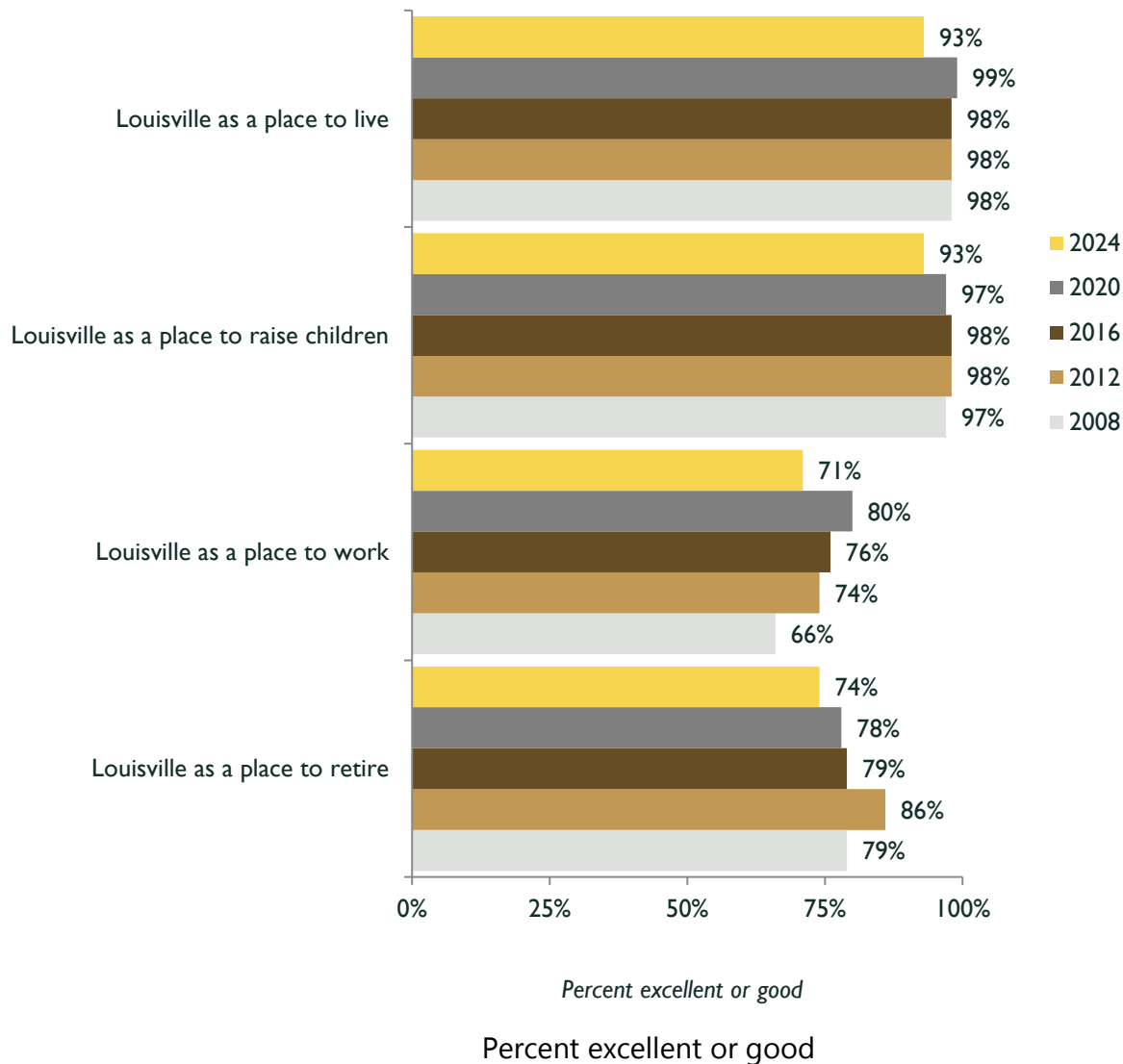


Regarding other aspects that contribute to a high quality of life, about 9 in 10 participants gave high marks to Louisville as a place to live (93% excellent or good) and as a place to raise children (93%). At least 7 in 10 of respondents rated the community as a place to retire and to work as excellent or good, the latter of which experienced notable declines in scores from 2020 to 2024.

Ratings for these measures were higher in Louisville than in national and Front Range comparison communities. Notably, the ratings for Louisville as a place to raise children and the overall quality of life brought the City above other Front Range communities (see *Appendix E: Detailed Benchmark Comparisons*)

Figure 3: Aspects of Quality of Life Compared by Year

Please rate each of the following aspects of quality of life in Louisville.



The full set of responses, including “don’t know”, can be found in Appendix B: Complete Survey Frequencies.

Community Characteristics

A wide variety of characteristics contribute to how residents view and experience their community. In the Louisville survey, respondents were asked to evaluate the quality of 13 specific characteristics of their city.

Overall, residents gave high marks to many of the 13 characteristics of Louisville. About 9 in 10 respondents rated recreational opportunities (89%) and quality of overall natural environment (87%). Additionally, about 8 in 10 respondents favorably rated the overall appearance of Louisville and opportunities to participate in special events and community activities. Three-quarters of respondents felt opportunities to participate in community matters and the preservation of the historic character of the old town were excellent or good.

Out of the 13 community characteristics listed, ratings for ten items declined from 2020 to 2024. Louisville’s openness and acceptance of the community towards people of diverse backgrounds, the availability of affordable quality housing, and the preservations of the historical character of the old town remained stable; all others in the table below experienced a statistically significant decline.

Despite the decline in ratings, some marks for community characteristics were higher when compared to the national and Front Range benchmarks. Evaluations of the openness and acceptance of the community towards people of diverse backgrounds, opportunities to participate in special events and community activities shopping opportunities and variety of housing options were similar to communities across the nation as well as the Front Range, and ratings for the availability of affordable quality housing were lower or much lower than jurisdictions elsewhere in the country and the Front Range (see *Appendix E: Detailed Benchmark Comparisons*).

Table 1: Community Characteristics Compared by Year

Please rate Louisville as a community on each of the items listed below: (Percent rating as "excellent" or "good")	Year of survey					
	2024	2020	2016	2012	2008	2004
Openness and acceptance of the community towards people of diverse backgrounds	78%	79%	70%	81%	67%	80%
Overall appearance of Louisville	83%	91%	90%	89%	89%	NA
Opportunities to attend cultural activities	66%	72%	68%	69%	60%	85%
Shopping opportunities	39%	55%	58%	53%	46%	NA
Opportunities to participate in special events and community activities	85%	90%	87%	87%	73%	NA
Opportunities to participate in community matters	74%	86%	84%	78%	75%	NA
Recreational opportunities	89%	95%	84%	90%	85%	NA
Employment opportunities	42%	47%	41%	39%	33%	68%

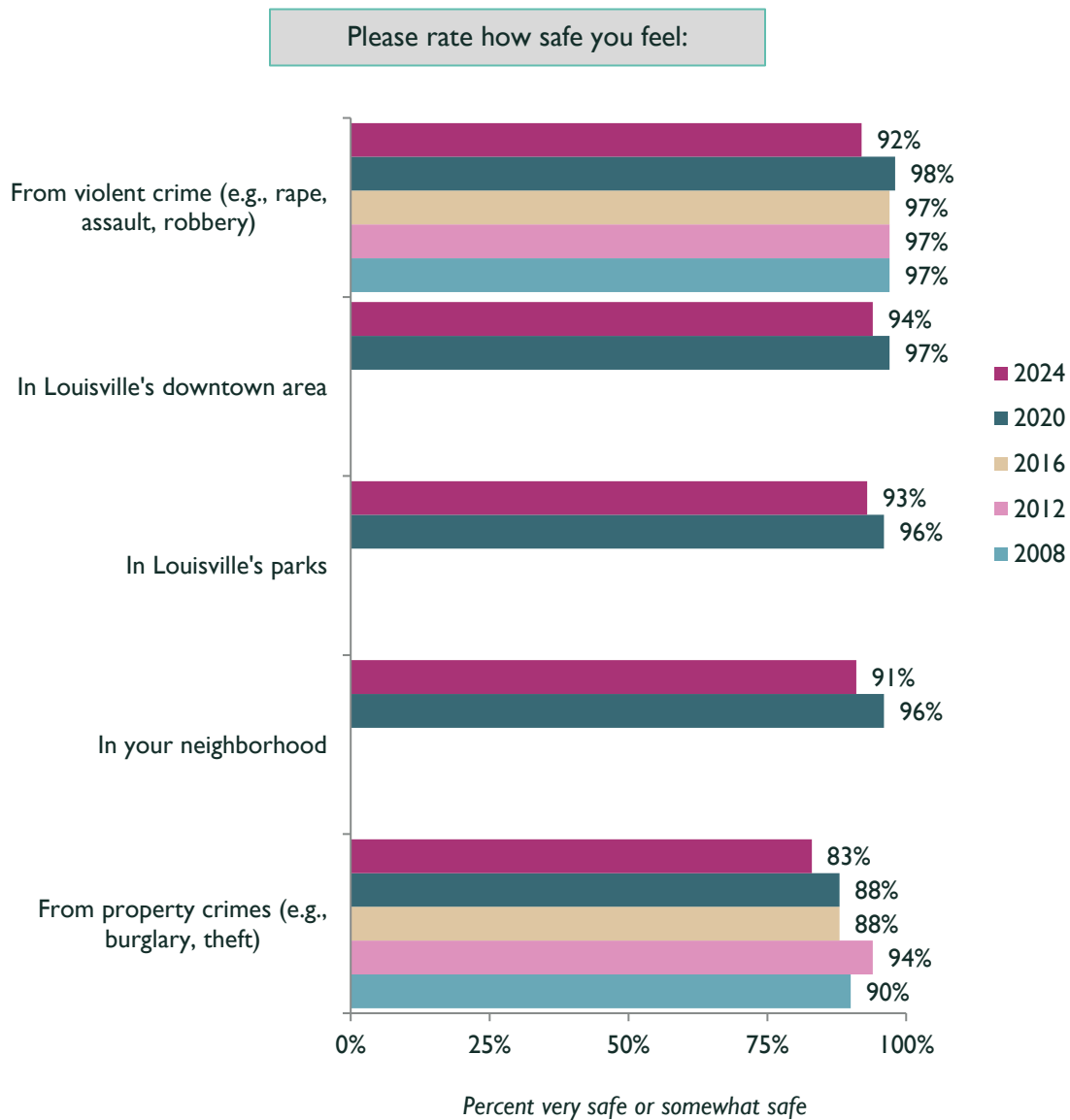
Please rate Louisville as a community on each of the items listed below: (Percent rating as "excellent" or "good")	Year of survey					
	2024	2020	2016	2012	2008	2004
Variety of housing options	31%	44%	42%	68%	61%	49%
Availability of affordable quality housing	16%	16%	17%	42%	39%	60%
Preservation of the historic character of old town	76%	79%	NA	NA	NA	25%
Quality of overall natural environment in Louisville	87%	93%	90%	92%	87%	NA
Overall economic health of Louisville	65%	84%	NA	NA	NA	30%

Safety in Louisville

Almost 9 in 10 Louisville residents indicated they felt safe from violent crime and felt safe in Louisville’s downtown area, in their neighborhood, and in City parks. Nearly 8 in 10 also reported they felt safe from property crimes.

Almost all safety ratings for which benchmark comparisons were available were similar those given by residents in other communities across the nation and in the Front Range, except for feeling safe in from violent crime, which was higher.

Figure 4: Ratings of Safety from Crime and in Public Areas by Year



City Services and Departments

Gauging residents’ perceptions about the quality of City services and the job City departments are doing can be invaluable for local governments to set budget priorities and determine which, if any, specific services and departments offer opportunities for improvement.

Quality of Services

About 9 in 10 Louisville residents rated the overall quality of City services as excellent or good, which was similar to ratings awarded in previous years.

Compared to other jurisdictions across the U.S. and those in Colorado’s Front Range, Louisville’s overall quality of services rating was higher than both benchmarks (see *Appendix D: Responses to Selected Survey Questions by Respondent Characteristics*).

Figure 5: Overall Quality of City Services, 2024

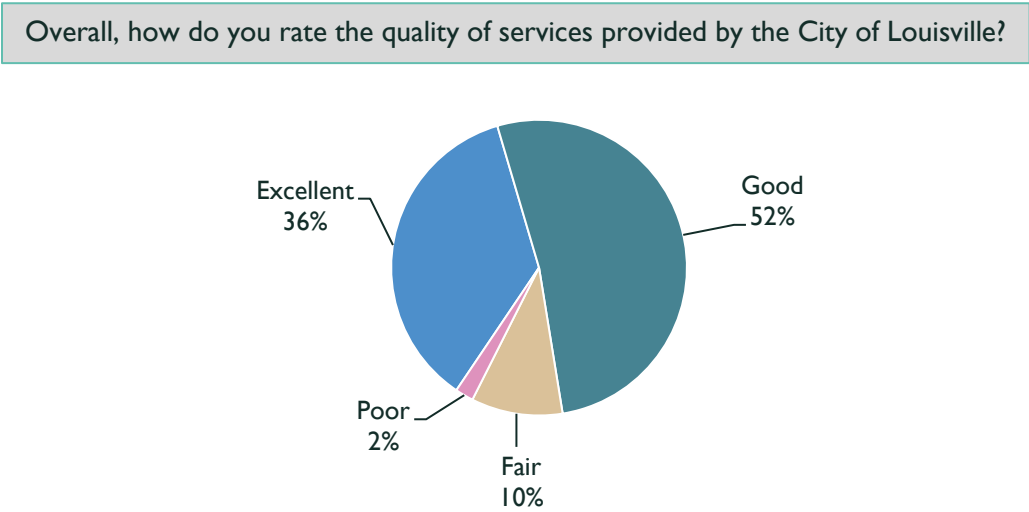
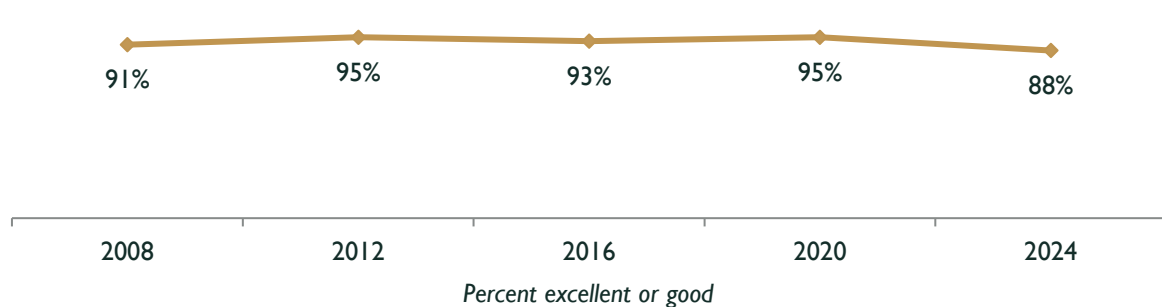


Figure 6: Overall Quality of City Services by Year



Government Performance

Approximately 7 in 10 survey participants rated the overall customer service of City Administration, overall performance of Louisville City government, information about City meetings (Council, Planning Commission and other official meetings), and the Louisville website as excellent or good. About 6 in 10 rated the City’s response to citizen complaints or concerns and information about City’s strategic plan and budget highly, while half awarded high marks to programming on Louisville cable TV.

Ratings in 2024 for government performance experienced notable declines in all areas. The largest decline occurred for the score given to the City’s response to citizen complaints or concerns, which declined 19% from 75% to 56%.

Two items could be compared to the national benchmarks (the overall customer service and overall performance of the Louisville City government). Ratings for the former were higher than both national and Front Range benchmarks whereas the former was similar to both comparison groups (see *Appendix E: Detailed Benchmark Comparisons*).

Figure 7: Government Performance by Year

Please rate the following areas of the City of Louisville Administration: (Percent excellent or good)	2024	2020	2016	2012	2008
Overall customer service (knowledgeable, available, responsive, courteous)	76%	85%	NA	NA	NA
Overall performance of Louisville City government	67%	83%	78%	84%	76%
Information about City Council, Planning Commission and other official City meetings	68%	81%	80%	78%	73%
Louisville website (www.louisvilleco.gov)	72%	80%	78%	78%	71%
City response to citizen complaints or concerns	56%	75%	67%	74%	66%
Information about City's strategic plan and budget	59%	74%	NA	NA	NA
Programming on Louisville cable TV, municipal channel 8	46%	61%	57%	66%	66%

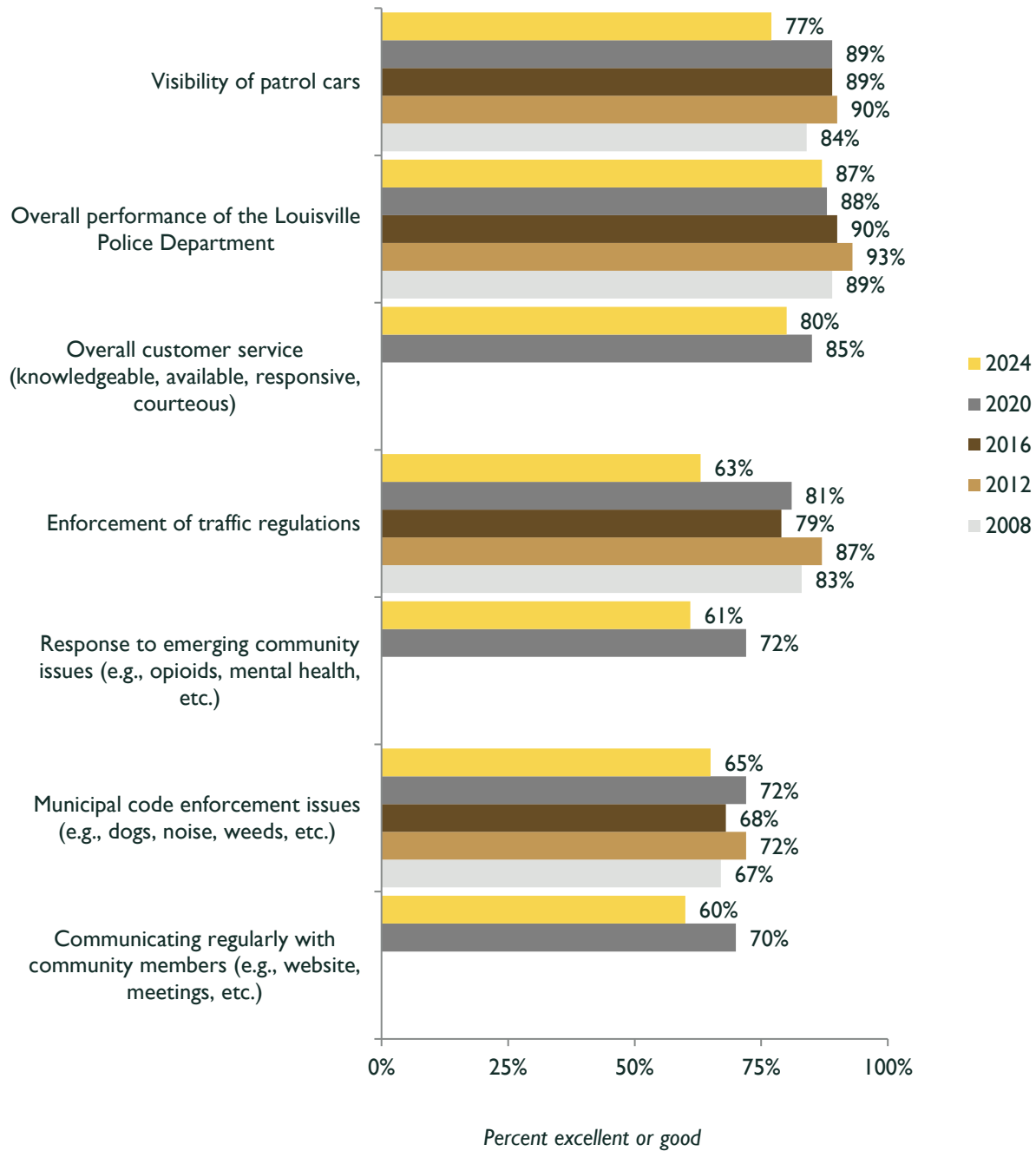
Public Safety Services

Survey participants were also asked to evaluate the Louisville Police Department (see the figure on the following page). About 9 in 10 rated overall performance of the Louisville Police Department highly, while three-quarters said the same about the overall customer service of the police and the visibility of patrol cars. About 6 in 10 of residents named other aspects of public safety excellent or good. The overall performance of the Police Department remained stable; all other public safety items experienced a decline since the 2020 iteration.

When comparisons could be made, all but one rating for police were similar to the national and Front Range benchmarks; the feeling of safety was higher than other communities. (see *Appendix D: Responses to Selected Survey Questions by Respondent Characteristics* for all comparisons).

Figure 8: Louisville Police Department and Public Safety by Year

Please rate the following areas of the Louisville Police Department and public safety:

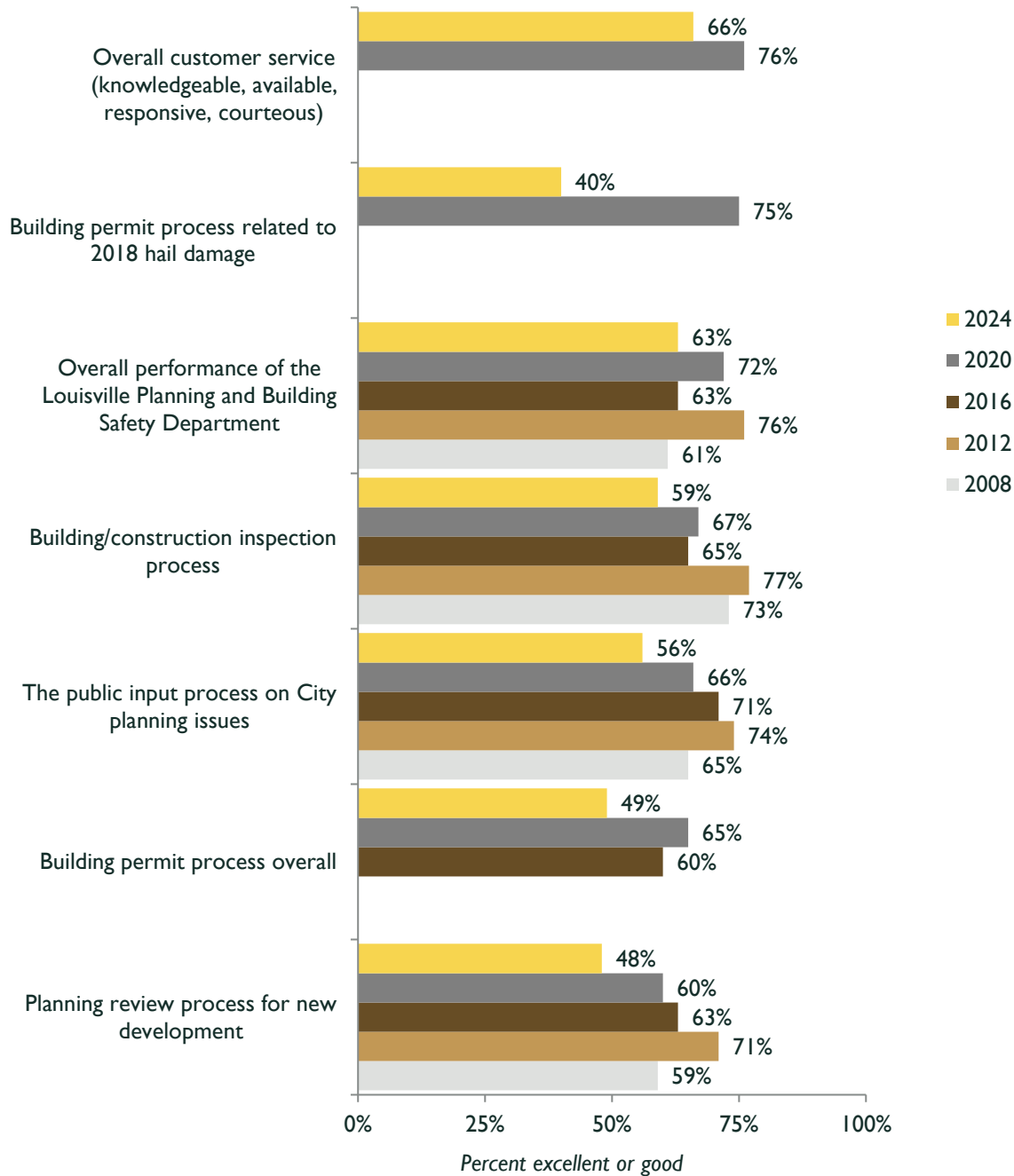


Planning and Building Safety Department

About two-thirds of those with an opinion rated the services provided by the overall customer service and overall performance of the Louisville Planning and Building Safety Department as excellent or good. Around 6 in 10 participants provided favorable marks to the building/construction inspection process and the public input process. Half positively rated the building permit process overall, and planning review process for new development. All survey items below experienced a decline in score since 2020.

Figure 9: Louisville Planning and Building Safety Department and Community Design by Year

Please rate the following areas of community design and the Louisville Planning and Building Safety Department:



Prior to 2020, there was one item labelled building permit process; this was split into two items on the 2020 survey: building permit process overall and building permit process related to 2018 hail damage. Prior to 2020, Louisville Planning and Building Safety Department was Louisville Planning Department.

Public Library and Historical Museum

Of those who had an opinion, virtually all Louisville residents gave favorable ratings to all survey items relating to the Louisville Public Library and Historical Museum. All of these ratings remained stable from 2020 to 2024.

Figure 10: Louisville Public Library and Historical Museum by Year

Please rate the following areas of the Louisville Public Library and Historical Museum and their services: (Percent excellent or good)	2024	2020	2016	2012	2008
Louisville Public Library programs (e.g., story time, One Book program, etc.)	96%	98%	98%	96%	93%
Louisville Public Library building	97%	98%	97%	97%	96%
Services at the Louisville Public Library (e.g., reference desk, check out, etc.)	96%	97%	98%	97%	92%
Louisville Public Library services online at www.louisville-library.org accessed from home or elsewhere (e.g., book holds, access databases, research, etc.)	95%	97%	93%	93%	NA
Overall customer service at the Library (knowledgeable, available, responsive, courteous)	98%	97%	NA	NA	NA
Overall performance of the Louisville Public Library	97%	97%	96%	96%	94%
Internet and computer services at the Louisville Public Library	96%	95%	92%	93%	90%
Overall customer service at the Historical Museum (knowledgeable, available, responsive, courteous)	98%	95%	NA	NA	NA
Overall performance of the Louisville Historical Museum	97%	95%	89%	NA	NA
Louisville Historical Museum programs (e.g., lectures, walking tours, newsletters, expanded/new programming)	96%	93%	90%	NA	NA
Archival materials (e.g., historic photographs, newspapers, etc.)	96%	92%	NA	NA	NA
Louisville Public Library materials and collections	91%	91%	85%	84%	77%
Louisville Historical Museum campus	93%	90%	88%	NA	NA

Prior to 2020, "Louisville Historical Museum programs (e.g., lectures, walking tours, newsletters, expanded/new programming)" did not include expanded/new programming in the parenthetical.

Recreation and Senior Center and the Coal Creek Golf Course

Almost all residents were pleased with various aspects of and services provided by the Louisville Recreation and Senior Center. Approximately 9 in 10 respondents awarded excellent or good ratings to the overall performance of, overall quality of, and overall customer service at the Louisville Recreation Center; overall quality of and overall customer service at the Louisville Senior Center; current recreation programs for youth; and current programs and services for seniors. Coal Creek Golf Course also earned high marks with at least 8 in 10 responses being positive for the overall quality of, performance of, and customer service at the golf course. Three-quarters of respondents provided positive scores for the Recreation Center fees in Louisville.

Five survey items related to recreation experienced declines in scores from 2020: overall quality of the Louisville Senior Center, current programs and services for seniors, overall performance of the Coal Creek Golf Course, overall customer service at the Coal Creek Golf Course (knowledgeable, available, responsive, courteous), and Recreation Center fees in Louisville

Benchmark comparisons were available for just one of the 13 services: overall quality of the Louisville Recreation Center. Louisville’s score for the Recreation Center was #2 out of 504 municipalities in the national benchmark database that asked a similar question and #1 out of 25 Front Range communities that have asked a similar question (see *Appendix E: Detailed Benchmark Comparisons*).

Figure 11: Louisville Recreation and Senior Center, and the Coal Creek Golf Course by Year

Please rate the following areas of the Louisville Recreation and Senior Center, and the Coal Creek Golf Course: (Percent excellent or good)	2024	2020	2016	2012	2008
Overall performance of the Louisville Recreation Center	94%	97%	NA	NA	NA
Overall quality of the Louisville Recreation Center	94%	96%	67%	87%	82%
Overall quality of the Louisville Senior Center	91%	96%	81%	87%	89%
Overall customer service at the Louisville Senior Center (knowledgeable, available, responsive, courteous)	92%	96%	NA	NA	NA
Current recreation programs for youth (e.g., swim lessons, sports, preschool, camps)	91%	95%	85%	88%	88%
Overall customer service at the Louisville Recreation Center (knowledgeable, available, responsive, courteous)	92%	95%	NA	NA	NA
Current programs and services for seniors	89%	95%	87%	91%	89%
Overall performance of the Louisville Senior Center	92%	95%	NA	NA	NA
Current recreation programs for adults (e.g., fitness classes, sports, general interests)	91%	92%	77%	87%	79%
Overall performance of the Coal Creek Golf Course	83%	89%	NA	NA	NA

Please rate the following areas of the Louisville Recreation and Senior Center, and the Coal Creek Golf Course: (Percent excellent or good)	2024	2020	2016	2012	2008
Overall quality of the Coal Creek Golf Course	86%	88%	80%	76%	75%
Overall customer service at the Coal Creek Golf Course (knowledgeable, available, responsive, courteous)	81%	88%	NA	NA	NA
Recreation Center fees in Louisville	77%	83%	75%	73%	64%

Prior to 2020, current recreation programs for youth and for adults did not include any items in parenthesis and Recreation Center fees was recreation fees.

Parks and Open Space

The Louisville Parks and Open Space Divisions are responsible for a variety of programs and amenities that contribute to the overall health and wellbeing of the community. Their services provide opportunities for things such as exercise, alternatives to using automobiles for commuting, connections to nature and to other community members.

Survey respondents were asked to rate the quality of 10 services provided by the Parks and Open Space Divisions and at least 8 in 10 gave positive reviews to all aspects (ranging from 78% excellent or good for maintenance of medians and street landscaping to 94% for maintenance of parks, e.g., landscaping, turf areas, playgrounds, and picnic areas).

When compared to 2020 results, three experienced declines while the rest remained stable (maintenance of parks, overall customer service of the Parks Division, and maintenance of medians and street landscaping).

Figure 12: Louisville Parks and Open Space Divisions by Year

Please rate the following areas of the Louisville Parks and Open Space Divisions: (Percent rating as excellent or good)	2024	2020	2016	2012	2008
Maintenance of parks (e.g., landscaping, turf areas, playgrounds, picnic areas)	85%	95%	90%	NA	NA
Adequacy of parks, bike paths, playing fields and playgrounds	94%	94%	91%	94%	91%
Maintenance of the trail system	92%	94%	90%	90%	92%
Maintenance of open space (e.g., trash bins, trailheads, habitat, etc.)	89%	93%	87%	87%	87%
Overall performance of the Open Space Division	91%	93%	NA	NA	NA
Overall customer service of the Parks Division (knowledgeable, available, responsive, courteous)	87%	92%	NA	NA	NA

Please rate the following areas of the Louisville Parks and Open Space Divisions: (Percent rating as excellent or good)	2024	2020	2016	2012	2008
Overall performance of the Parks Division	89%	92%	NA	NA	NA
Overall customer service of the Open Space Division (knowledgeable, available, responsive, courteous)	90%	90%	NA	NA	NA
Maintenance of the Louisville Cemetery	91%	87%	NA	NA	NA
Maintenance of medians and street landscaping	78%	86%	84%	NA	NA

Prior to 2020, "maintenance of open space" did not include any items in parenthesis and a single question was asked about the "overall performance of the Louisville Parks and Recreation Department" whereas the 2024 survey listed each division of the department separately, therefore a comparison over time is not available for those items.

Public Works

Most services offered by the Louisville Public Works Department received favorable ratings from a majority of residents. About 9 in 10 residents rated waste water, quality of City water, storm drainage, and the Louisville Public Works Department as excellent or good. At least 8 in 10 respondents also awarded positive marks for overall performance of the overall customer service, solid waste/trash service, and street lighting, signage and street markings. Seven in 10 gave favorable marks to street sweeping while two-thirds awarded high scores to street maintenance in Louisville and in their neighborhood. About 6 in 10 positively rated fees for water, sewer, and trash; half of participants evaluated snow removal/street sanding highly.

Most ratings for public works services remained stable from 2020 to 2024, except for street maintenance in your neighborhood, which increased by six percent, and fees for water, sewer and trash, which decreased seven percentage points since the 2020 iteration of the survey.

Six of the 12 services could be compared to the national and Front Range benchmarks. All of these services received ratings similar to or higher than both peer groups (see *Appendix E: Detailed Benchmark Comparisons*).

Figure 13: Louisville Public Works Department by Year

Please rate the following areas of the Louisville Public Works Department: (Percent rating as excellent or good)	2024	2020	2016	2012	2008
Waste water (e.g., sewage system)	93%	91%	92%	90%	NA
Storm drainage (e.g., flooding management)	87%	88%	89%	88%	NA
Quality of Louisville water	88%	88%	91%	89%	89%
Overall performance of the Louisville Public Works Department	87%	85%	88%	89%	84%

Please rate the following areas of the Louisville Public Works Department: (Percent rating as excellent or good)	2024	2020	2016	2012	2008
Overall customer service (knowledgeable, available, responsive, courteous)	82%	83%	NA	NA	NA
Street lighting, signage and street markings	80%	81%	82%	86%	82%
Solid waste/trash service (e.g., trash, recycle, compost)	80%	81%	NA	NA	NA
Street sweeping	72%	72%	71%	78%	74%
Fees for water, sewer and trash	63%	70%	NA	NA	NA
Street maintenance in Louisville (e.g., paving and concrete replacement)	67%	64%	70%	80%	78%
Street maintenance in your neighborhood	67%	61%	64%	71%	69%
Snow removal/street sanding	56%	52%	50%	60%	55%

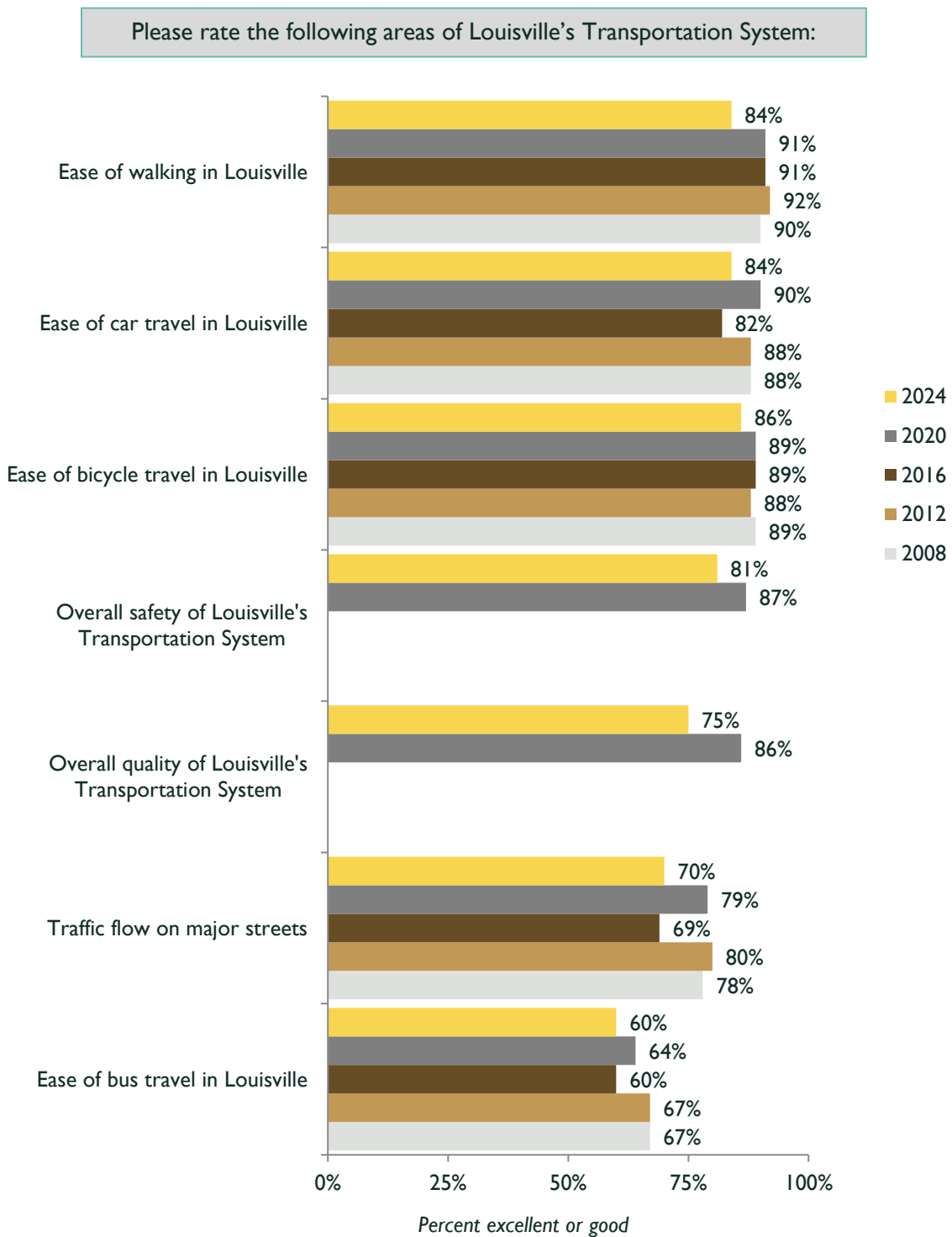
Prior to 2020, "street maintenance in Louisville" did not include any items in parentheses.

Transportation System

About 8 in 10 residents gave excellent or good scores to ease of walking, car travel, bicycle travel in Louisville, the overall safety of Louisville’s Transportation System (see the figure on the following page). The overall quality of the transportation system garnered excellent or good marks from three-quarters of residents. About 7 in 10 survey respondents gave excellent or good ratings to traffic flow on major streets and 6 in 10 gave favorable marks to the ease of bus travel in the City.

Where trends over time were available, ratings for Louisville’s transportation system tended to decline from 2020 to 2024; only the ease of travel by bicycle remained stable. Compared to other jurisdictions across the nation and in the Front Range, Louisville’s transportation scores were typically higher than those observed in other communities (*see Appendix E: Detailed Benchmark Comparisons*).

Figure 14: Transportation System by Year



Prior to 2020, ease of various forms of travel and traffic flow were included with other characteristics of the community (i.e., shopping opportunities, overall appearance of Louisville, etc.) instead of grouped with transportation-only items.

Information Sources

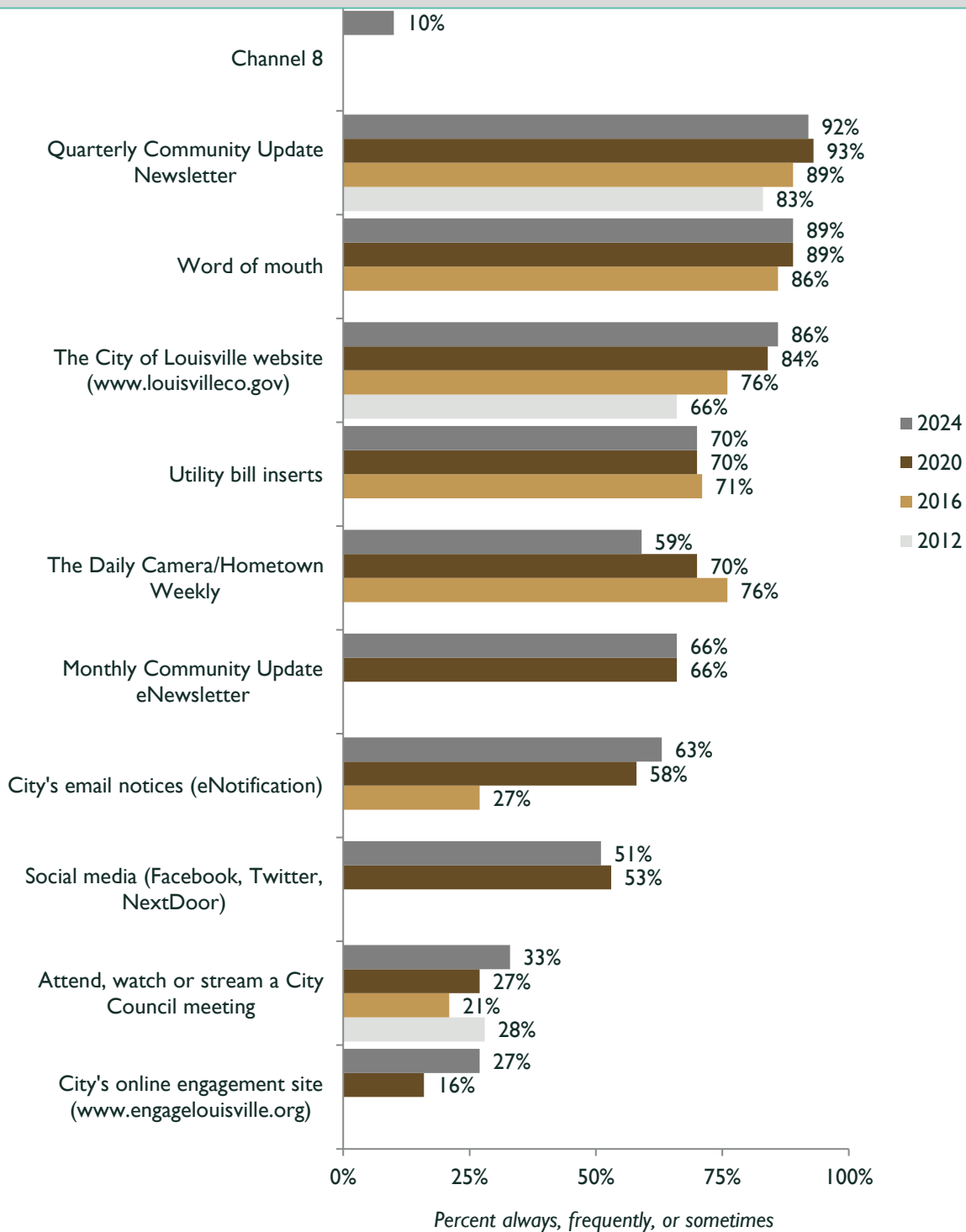
Frequency of Use

As in past years, survey respondents were asked how frequently they used a variety of sources to gain information about the City of Louisville, with three new digital information sources added to the list in 2020 (see Figure 15 on the following page). About 9 in 10 reported they used *Community Update*, the quarterly City newsletter, and a similar proportion relied on word of mouth and the City's website. Roughly 7 in 10 relied on communications from utility bill inserts and the monthly *Community Update* e-newsletter. About two-third utilized *the Daily Camera* or City's email notices. Half of respondents used social media as a source of City information. About one-quarter reporting attending, watching or streaming a City Council meeting, 16% had used the City's online engagement site, engagelouisvilleco.org, and 10% watched Channel 8.

Where comparisons to previous years were possible, residents were more likely in 2024 than in 2020 to have used the City email notices, have attended, watched or streamed a City Council meeting, or used the city's engagement website. Survey participants were less likely to have read the *Daily Camera*.

Figure 15: Frequency of Use of Information Sources by Year

First, please select how often you use each of the following sources to gain information about the City of Louisville.



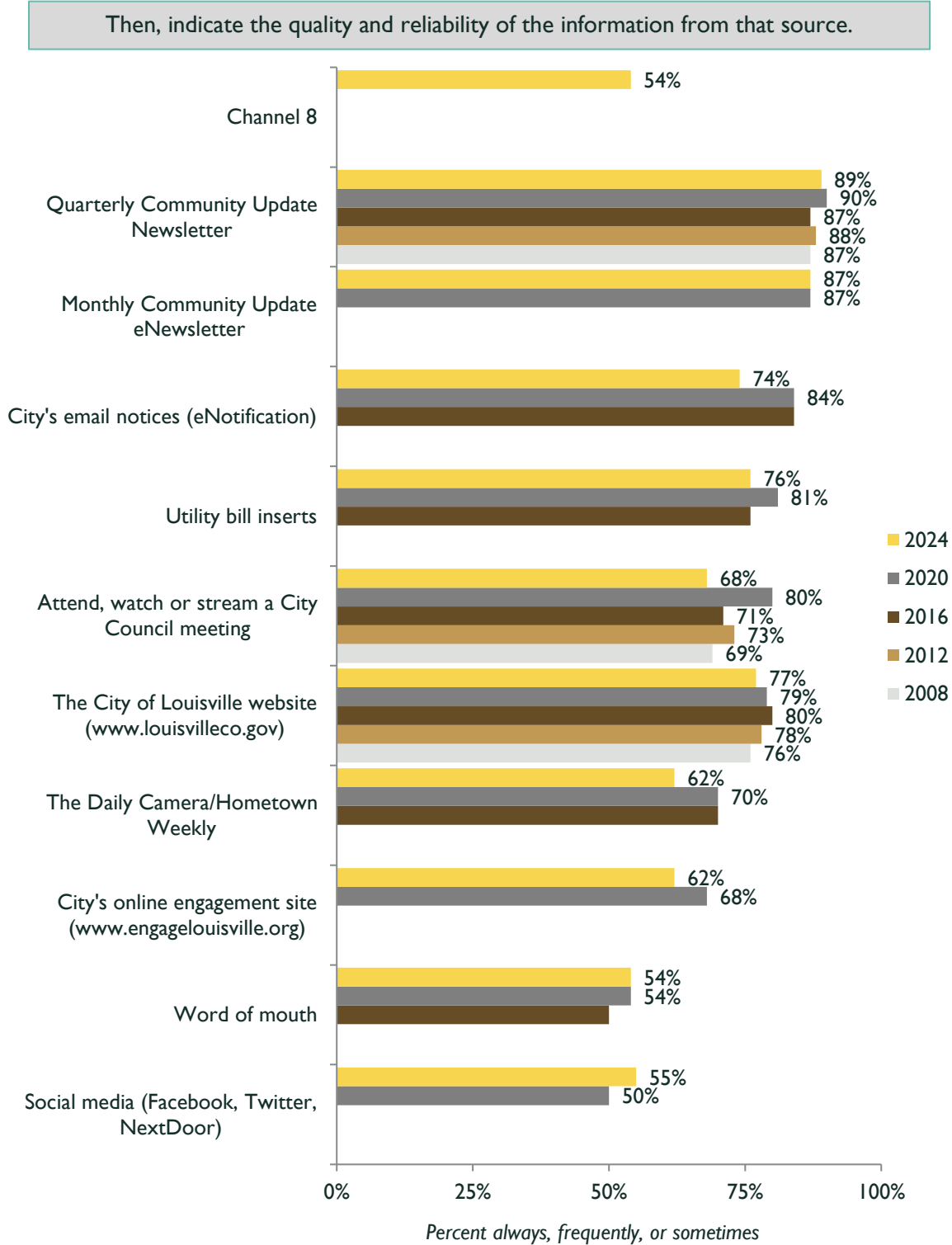
Prior to 2020, "attend, watch or stream a City Council meeting" also included "other programs on Comcast channel 8 (government access) or online" and "Quarterly Community Update eNewsletter" was "Community Update (City Newsletter)".

Quality and Reliability

Respondents were also asked to rate the quality and reliability of the information from each source (see Figure 16 on the following page). The quarterly City newsletter, *Community Update*, as well as the monthly e-version of the City newsletter, were thought to be excellent or good sources of information about the City by about 9 in 10 residents. About three-quarters awarded favorable marks to the City's email notices, utility bill inserts, and the Louisville website. Of those who used the source, roughly two-thirds of respondents gave high scores to the *Daily Camera*, the City's online engagement site, and City Council meetings. Only about half of residents rated word of mouth, social media, or Channel 8 as good or better in terms of quality and reliability.

Where trends over time were available, most ratings in 2024 tended to be similar to those given in 2016 with the exception of email notices, utility bill inserts, City Council meetings, and the city's online engagement site, which all declined; use of social media increased by five percentage points.

Figure 16: Quality of Information Sources by Year



Prior to 2020, "attend, watch or stream a City Council meeting" also included "other programs on Comcast channel 8 (government access) or online" and "Quarterly Community Update eNewsletter" was "Community Update (City Newsletter)".

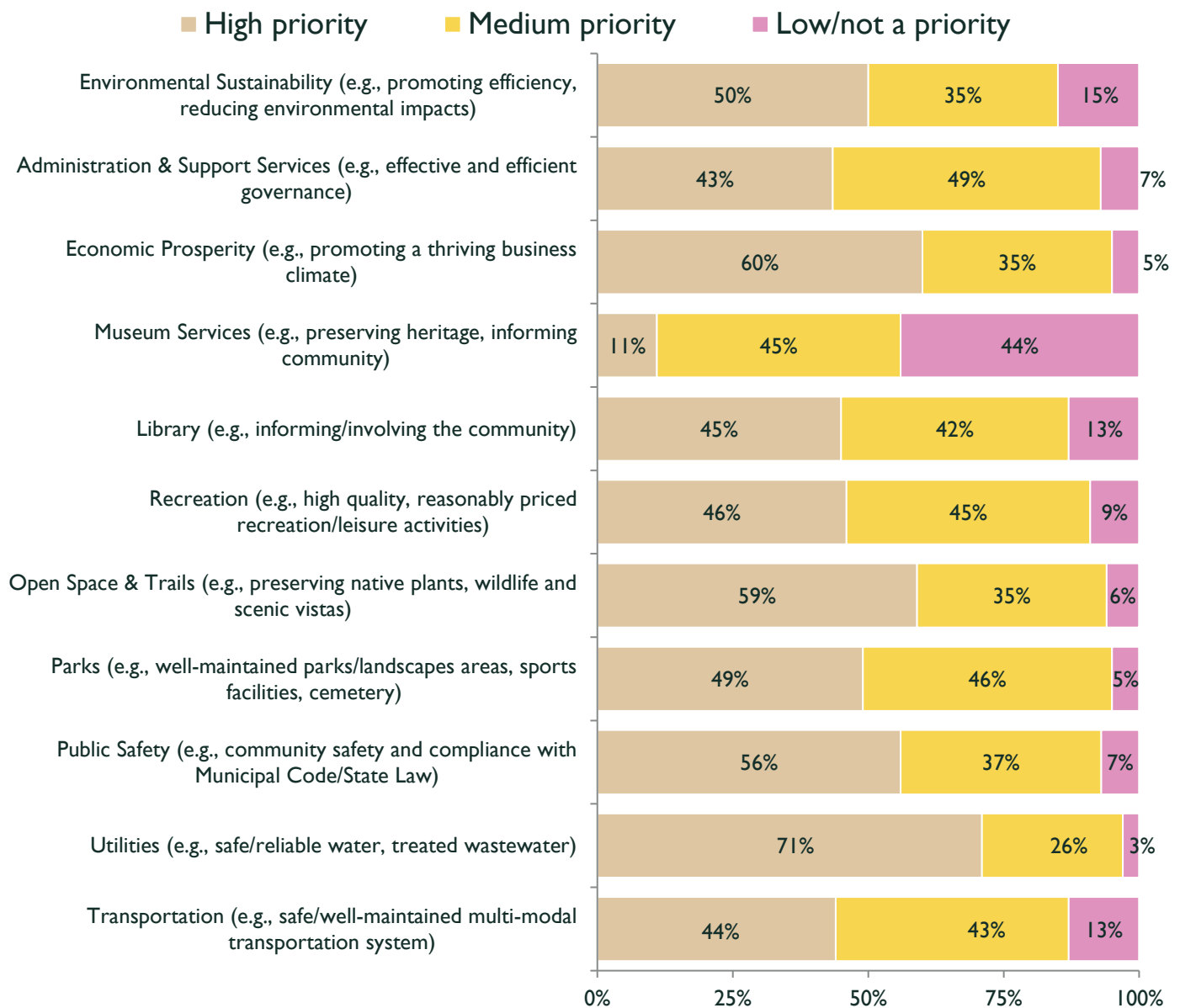
Planning and Policy Topics

City Priorities

To help the City prioritize potential projects/initiatives in 2024, residents were asked to rate how much of a priority, if any, they felt the City should place on 11 different aspects of Louisville. About 9 in 10 or more residents rated most service areas as a high or medium priority. Those deemed the highest priorities, by at 6 in 10 respondents, were Utilities, Economic Prosperity, and Open Space and Trails.

Figure 17: City Priorities, 2024

First tell us how much of a priority, if at all, the City should place on each of the following aspects of the community.



In addition to rating the level of priority of each aspect, respondents were asked to select their top three from the same list of 11 community aspects. Of all of the potential aspects for the City of Louisville to focus on, about half of residents selected Economic Prosperity as one of their top three priorities, while about 4 in 10 chose Open Space and Trails and Public Safety. Other items were selected as a top choice by fewer than one-third of respondents.

Figure 18: Top Three City Funding Priorities, 2024



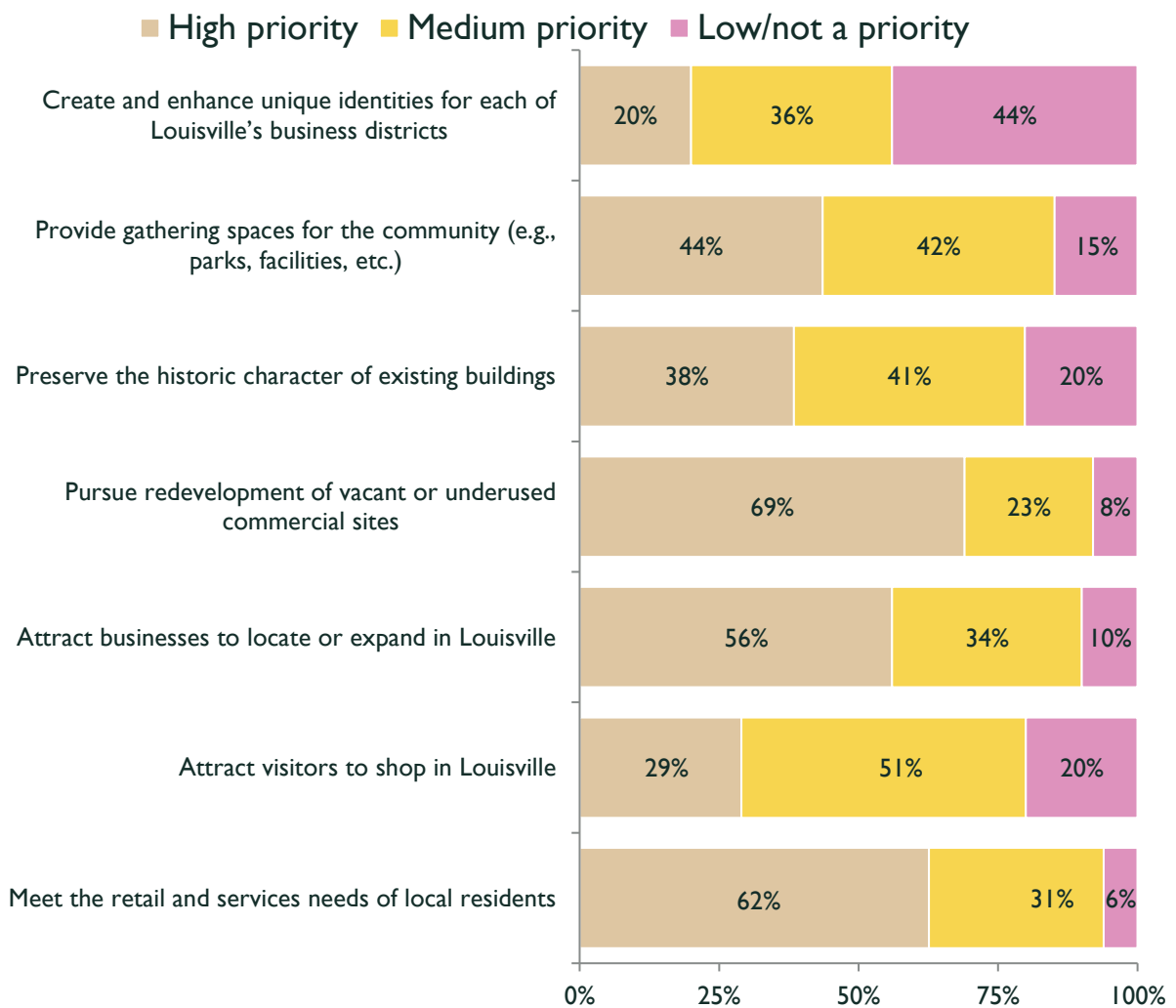
Total may exceed 100% as respondents could select more than one option.

Vibrant Economic Climate Priorities

Residents also prioritized different aspects of the City’s strategy for a vibrant economic climate. Overall, about 8 in 10 or more felt each aspect was a high or medium priority; creating and enhancing unique identities for each business district was named a priority by about half of residents. About 7 in 10 residents thought that pursuing redevelopment of vacant or underused commercial sites was a high priority and about 6 in 10 said the same about meeting the retail and services needs. Just over half said that attracting businesses to locate or expand in Louisville should be a high priority.

Figure 19: Vibrant Economic Climate Priorities, 2024

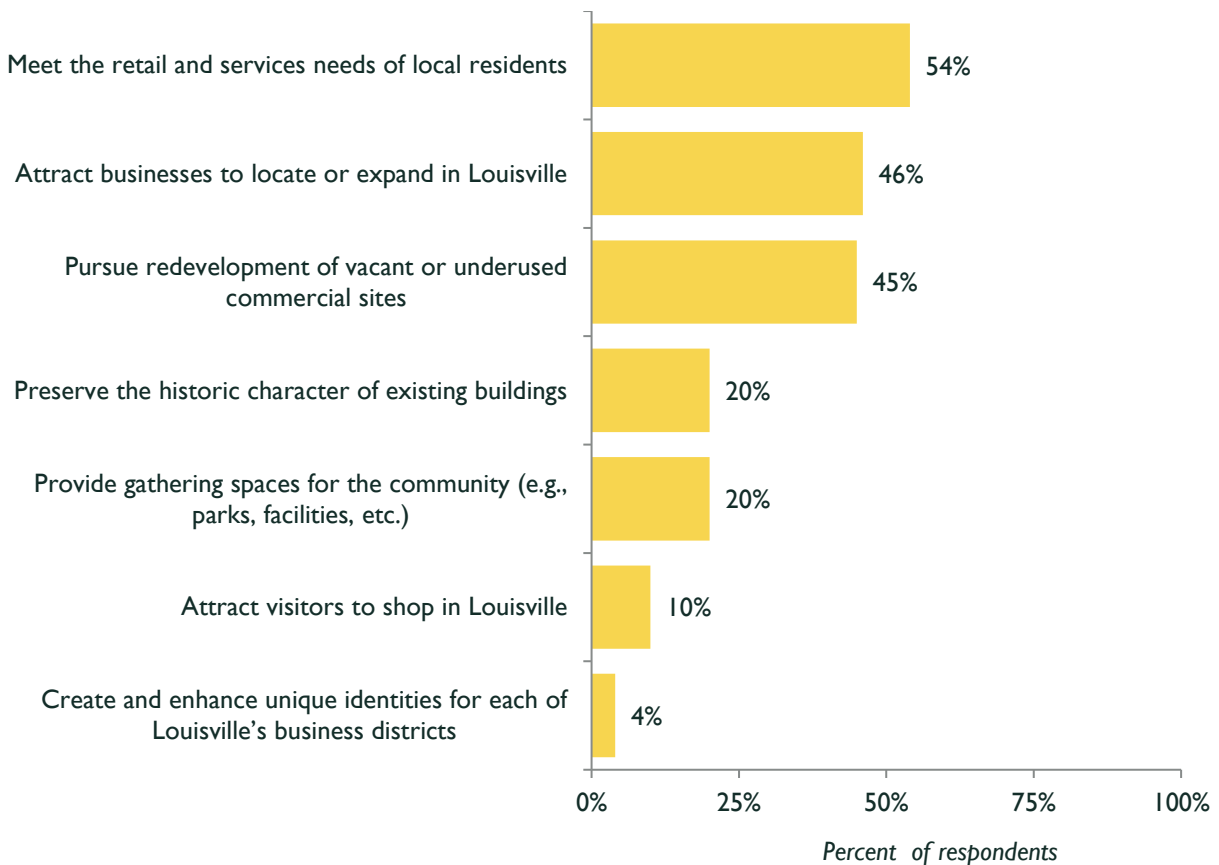
First tell us how much of a priority, if at all, the City should place on each of the following aspects of its strategy to ensure a vibrant economic climate. Then, select which two (2) should be the top priorities for the City to focus on in



Respondents also selected, from the same list of seven aspects of a vibrant economic climate, their top two priorities for the City to focus on in the next four years. Of all of the potential aspects for the City of Louisville to focus on, about half selected meeting the retail and services needs of local residents or attracting businesses to locate or expand in Louisville among their top two priorities for the City to focus on in the next four years. A similar proportion named pursuing redevelopment of vacant or underused commercial sites as one of their top two priorities.

Figure 20: Top Two Vibrant Economic Climate Priorities, 2024

Then, select which two (2) should be the top priorities for the City to focus on in the next 4 years.



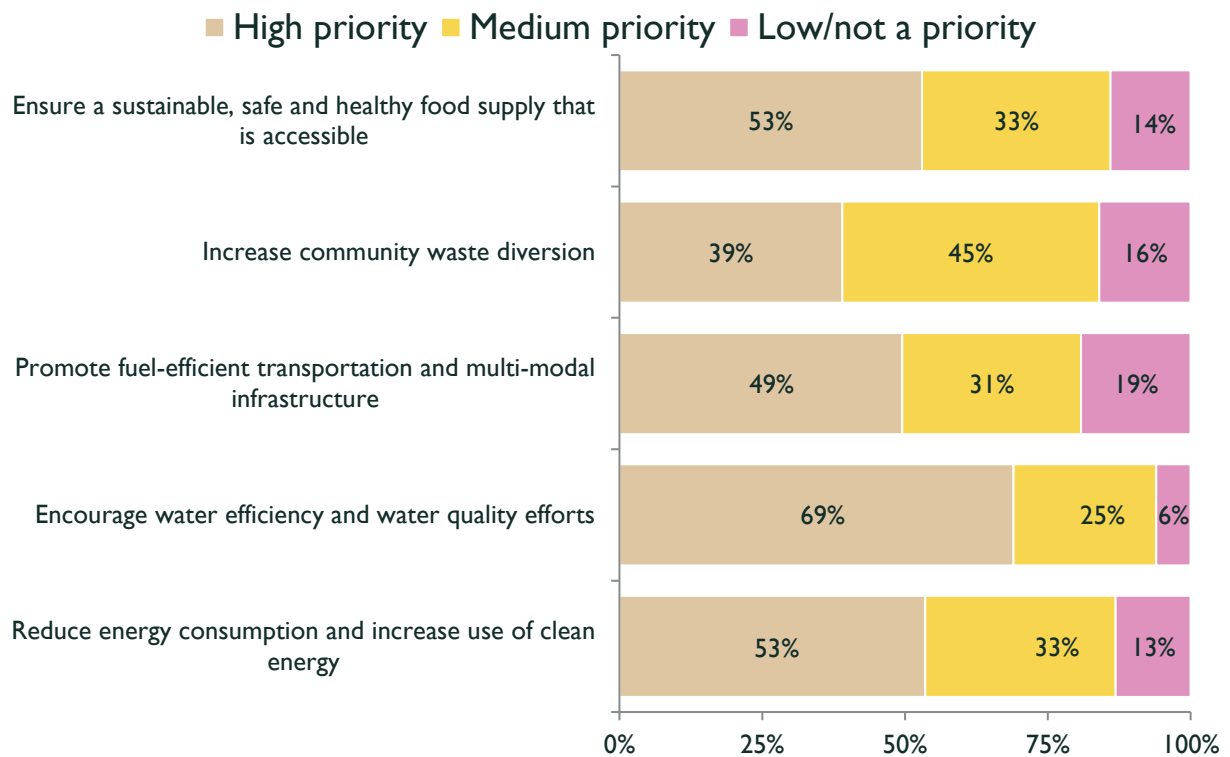
Total may exceed 100% as respondents could select more than one option.

Sustainability Vision Priorities

Residents evaluated a list of aspects related to Louisville’s vision for sustainability and indicated whether they thought each was a high, medium or low/not a priority. Generally, about 9 in 10 felt that each of the five aspects of the City’s sustainability vision were a high or medium priority. More than two-thirds of residents placed high priority on encouraging water efficiency and water quality efforts, while half wanted to reduce energy consumption and increase use of clean energy. About 5 in 10 survey participants indicated that they thought ensuring a sustainable, safe and healthy food supply that is accessible and promoting fuel-efficient transportation and multi-modal infrastructure should be high priorities for the City to achieve its sustainability vision. Increasing community waste diversion was felt to be less of a priority for the City (39% selected it as a high priority).

Figure 21: Sustainability Vision Priorities, 2024

How much of a priority, if at all, should the City place on each of the following aspects of its strategy to achieve Louisville's sustainability vision?

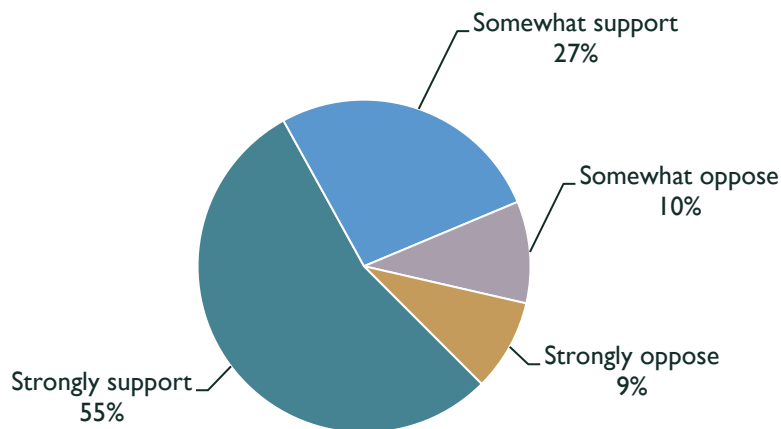


Support for Mixed-Use Development

Residents of Louisville rated their level of support for or opposition to the hypothetical development of empty/underused storefronts into mixed-use housing and businesses in Louisville. Residents overwhelmingly support this initiative, with about 8 in 10 respondents offering their support for such a development.

Figure 22: Level of Support for Transportation Master Plan Tax, 2024

Imagine a commercial area with several vacant storefronts and empty parking lots. How much would you support, if at all, the development of mixed-use housing and businesses in this area?

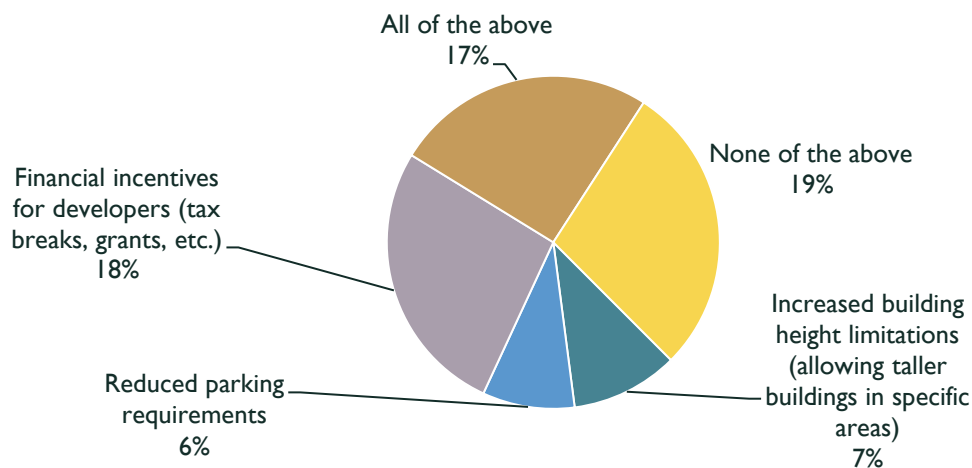


Support for Affordable Housing Incentives

The City also asked residents their support for various affordable housing initiatives. The greatest support was offered to providing financial incentive for developers with 18% in support of the effort. Seven and six percent stated that most support increased building height limitations and reduce parking requirements, respectively. Additionally, 17% of respondents offered support for all initiatives while 19% were opposed to them all.

Figure 23: Level of Support for Affordable Housing Initiative, 2024

The City is working on a housing plan that aims to increase the availability of affordable housing options while maintaining Louisville character. To achieve this, the plan explores offering incentives to developers who create affordable housing units. Which of the following incentive types would you MOST SUPPORT to encourage the development of more affordable housing?



Appendix A: Respondent Characteristics

The following tables summarize the demographic characteristics of Louisville's survey respondents in 2024.

Table 2: Question D1

How many years have you lived in Louisville?	Percent	Number
Less than 1 year	8%	N=42
1-5 years	23%	N=129
6-10 years	18%	N=100
11-15 years	10%	N=57
More than 15 years	41%	N=233
Total	100%	N=562

Table 3: Question D2

Which best describes the building you live in?	Percent	Number
One family house detached from any other houses	70%	N=394
House attached to one or more houses (e.g., a duplex or townhome)	8%	N=47
Building with two or more apartments or condominiums	21%	N=122
Mobile home	0%	N=1
Other	1%	N=4
Total	100%	N=567

Table 4: Question D3

Do you rent or own your home?	Percent	Number
Rent	27%	N=155
Own	73%	N=409
Total	100%	N=564

Table 5: Question D4

How many people (including yourself) currently live in your household?	Percent	Number
1	18%	N=98
2	42%	N=225
3	16%	N=86
4	17%	N=89
5 or more	6%	N=34
Total	100%	N=531

Table 6: Question D5

Do any children 17 or under live in your household?	Percent	Number
No	68%	N=384
Yes	32%	N=179
Total	100%	N=563

Table 7: Question D6

Are you or any other members of your household aged 60 or older?	Percent	Number
No	61%	N=344
Yes	39%	N=218
Total	100%	N=562

Table 8: Question D7

In which category is your age?	Percent	Number
18-24 years	2%	N=11
25-34 years	20%	N=114
35-44 years	17%	N=96
45-54 years	20%	N=111
55-64 years	13%	N=73
65-74 years	18%	N=100
75 years or older	10%	N=54
Total	100%	N=559

Table 9: Question D8

How do you describe your gender identity?	Percent	Number
Female	52%	N=286
Male	48%	N=265
Identify another way (specify if you wish):	0%	N=2
Total	100%	N=552

Appendix B: Complete Survey Frequencies

The following pages contain a complete set of responses to each question on the survey. For questions that included a “don’t know” or “no opinion” response option, two tables for that question are provided: the first excludes the “don’t know” or “no opinion” responses and the second includes those response options.

Table 10: Question 1 (excluding don't know)

Please rate each of the following aspects of quality of life in Louisville:	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Louisville as a place to live	57%	N=322	36%	N=204	6%	N=34	1%	N=6	100%	N=566
Louisville as a place to raise children	62%	N=276	31%	N=139	4%	N=20	3%	N=12	100%	N=447
Louisville as a place to retire	36%	N=142	38%	N=152	17%	N=68	9%	N=36	100%	N=397
Louisville as a place to work	27%	N=92	44%	N=152	23%	N=79	6%	N=21	100%	N=343
The overall quality of life in Louisville	52%	N=293	40%	N=224	7%	N=39	1%	N=7	100%	N=563

Table 11: Question 1 (including don't know)

Please rate each of the following aspects of quality of life in Louisville:	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Louisville as a place to live	57%	N=322	36%	N=204	6%	N=34	1%	N=6	0%	N=1	100%	N=567
Louisville as a place to raise children	49%	N=276	25%	N=139	4%	N=20	2%	N=12	21%	N=116	100%	N=563
Louisville as a place to retire	25%	N=142	27%	N=152	12%	N=68	6%	N=36	29%	N=166	100%	N=563
Louisville as a place to work	17%	N=92	27%	N=152	14%	N=79	4%	N=21	38%	N=213	100%	N=556
The overall quality of life in Louisville	52%	N=293	40%	N=224	7%	N=39	1%	N=7	0%	N=1	100%	N=564

Table 12: Question 2 (excluding don't know)

Please rate Louisville as a community on each of the items listed below:	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Openness and acceptance of the community towards people of diverse backgrounds	27%	N=128	50%	N=235	17%	N=80	5%	N=25	100%	N=468
Overall appearance of Louisville	34%	N=193	49%	N=276	15%	N=88	2%	N=11	100%	N=568
Opportunities to attend cultural activities	18%	N=94	48%	N=249	27%	N=141	6%	N=33	100%	N=517
Shopping opportunities	7%	N=36	33%	N=184	42%	N=234	19%	N=105	100%	N=560
Opportunities to participate in special events and community activities	38%	N=205	47%	N=252	13%	N=71	2%	N=11	100%	N=538
Opportunities to participate in community matters	26%	N=126	48%	N=229	22%	N=104	4%	N=20	100%	N=479
Recreational opportunities	54%	N=301	35%	N=196	9%	N=48	2%	N=12	100%	N=558
Employment opportunities	9%	N=28	33%	N=104	43%	N=132	15%	N=47	100%	N=311
Variety of housing options	8%	N=42	23%	N=118	38%	N=197	31%	N=160	100%	N=517
Availability of affordable quality housing	6%	N=30	10%	N=45	23%	N=108	61%	N=285	100%	N=468
Preservation of the historic character of old town	31%	N=171	45%	N=250	17%	N=93	7%	N=36	100%	N=550
Quality of overall natural environment in Louisville	44%	N=243	44%	N=245	10%	N=55	3%	N=15	100%	N=558
Overall economic health of Louisville	14%	N=66	51%	N=242	24%	N=113	11%	N=54	100%	N=475

Table 13: Question 2 (including don't know)

Please rate Louisville as a community on each of the items listed below:	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Openness and acceptance of the community towards people of diverse backgrounds	23%	N=128	42%	N=235	14%	N=80	4%	N=25	17%	N=97	100%	N=565
Overall appearance of Louisville	34%	N=193	49%	N=276	15%	N=88	2%	N=11	0%	N=1	100%	N=569
Opportunities to attend cultural activities	16%	N=94	44%	N=249	25%	N=141	6%	N=33	9%	N=50	100%	N=567
Shopping opportunities	6%	N=36	32%	N=184	41%	N=234	18%	N=105	1%	N=8	100%	N=569
Opportunities to participate in special events and community activities	36%	N=205	44%	N=252	12%	N=71	2%	N=11	5%	N=28	100%	N=566
Opportunities to participate in community matters	22%	N=126	41%	N=229	18%	N=104	4%	N=20	15%	N=83	100%	N=562
Recreational opportunities	53%	N=301	35%	N=196	9%	N=48	2%	N=12	1%	N=6	100%	N=564
Employment opportunities	5%	N=28	18%	N=104	24%	N=132	8%	N=47	45%	N=252	100%	N=563
Variety of housing options	7%	N=42	21%	N=118	35%	N=197	28%	N=160	9%	N=49	100%	N=566
Availability of affordable quality housing	5%	N=30	8%	N=45	19%	N=108	50%	N=285	17%	N=99	100%	N=567
Preservation of the historic character of old town	30%	N=171	44%	N=250	16%	N=93	6%	N=36	3%	N=17	100%	N=568
Quality of overall natural environment in Louisville	43%	N=243	44%	N=245	10%	N=55	3%	N=15	1%	N=4	100%	N=562
Overall economic health of Louisville	12%	N=66	43%	N=242	20%	N=113	10%	N=54	16%	N=92	100%	N=567

Table 14: Question 3 (excluding don't know)

Please rate how safe you feel:	Very safe		Somewhat safe		Neither safe nor unsafe		Somewhat unsafe		Very unsafe		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
From violent crime (e.g., personal assault, sexual assault, robbery, hate crimes)	75%	N=426	17%	N=96	4%	N=21	3%	N=17	1%	N=6	100%	N=567
From property crimes (e.g., burglary, theft, vandalism, arson)	42%	N=234	41%	N=228	7%	N=39	7%	N=39	3%	N=18	100%	N=559
In your neighborhood	65%	N=367	26%	N=146	5%	N=29	3%	N=16	1%	N=5	100%	N=563
In Louisville's downtown area	69%	N=375	25%	N=135	4%	N=21	1%	N=7	1%	N=4	100%	N=543
In Louisville's parks	62%	N=335	31%	N=168	6%	N=31	1%	N=5	1%	N=4	100%	N=543

Table 15: Question 3 (including don't know)

Please rate how safe you feel:	Very safe		Somewhat safe		Neither safe nor unsafe		Somewhat unsafe		Very unsafe		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N	%	N
From violent crime (e.g., personal assault, sexual assault, robbery, hate crimes)	75%	N=426	17%	N=96	4%	N=21	3%	N=17	1%	N=6	0%	N=0	100%	N=567
From property crimes (e.g., burglary, theft, vandalism, arson)	41%	N=234	40%	N=228	7%	N=39	7%	N=39	3%	N=18	1%	N=7	100%	N=565
In your neighborhood	65%	N=367	26%	N=146	5%	N=29	3%	N=16	1%	N=5	0%	N=3	100%	N=566
In Louisville's downtown area	66%	N=375	24%	N=135	4%	N=21	1%	N=7	1%	N=4	4%	N=24	100%	N=566

Please rate how safe you feel:	Very safe		Somewhat safe		Neither safe nor unsafe		Somewhat unsafe		Very unsafe		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N	%	N
In Louisville's parks	59%	N=335	30%	N=168	5%	N=31	1%	N=5	1%	N=4	4%	N=25	100%	N=568

Table 16: Question 4 (excluding don't know)

Please rate the job you feel the Louisville community does at each of the following.	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Making all residents feel welcome	31%	N=149	54%	N=260	11%	N=52	4%	N=19	100%	N=480
Attracting people from diverse backgrounds	12%	N=51	29%	N=128	37%	N=159	22%	N=96	100%	N=434
Valuing/respecting residents from diverse backgrounds	26%	N=110	46%	N=195	19%	N=82	8%	N=35	100%	N=422
Taking care of vulnerable residents (elderly, disabled, homeless, etc.)	21%	N=73	38%	N=131	30%	N=105	11%	N=39	100%	N=348

Table 17: Question 4 (including don't know)

Please rate the job you feel the Louisville community does at each of the following.	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Making all residents feel welcome	26%	N=149	46%	N=260	9%	N=52	3%	N=19	16%	N=88	100%	N=568
Attracting people from diverse backgrounds	9%	N=51	22%	N=128	28%	N=159	17%	N=96	24%	N=134	100%	N=568
Valuing/respecting residents from diverse backgrounds	19%	N=110	34%	N=195	14%	N=82	6%	N=35	26%	N=145	100%	N=568
Taking care of vulnerable residents (elderly, disabled, homeless, etc.)	13%	N=73	23%	N=131	18%	N=105	7%	N=39	38%	N=217	100%	N=566

Table 18: Question 5 (excluding don't know)

Please rate the following areas of the City of Louisville Administration:	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
City response to citizen complaints or concerns	11%	N=43	44%	N=165	27%	N=101	17%	N=64	100%	N=373
Information about City Council, Planning Commission & other official City meetings	18%	N=84	50%	N=235	21%	N=99	11%	N=53	100%	N=472
Information about City's strategic plan and budget	14%	N=62	45%	N=203	26%	N=118	14%	N=65	100%	N=448
Programming on Louisville cable TV, municipal channel 8	11%	N=10	36%	N=35	32%	N=32	22%	N=22	100%	N=99
Louisville website (www.louisvilleco.gov)	15%	N=71	56%	N=260	25%	N=115	3%	N=14	100%	N=460
Overall customer service (knowledgeable, available, responsive, courteous)	27%	N=108	49%	N=198	18%	N=73	5%	N=21	100%	N=401
Overall performance of the Louisville City government	14%	N=71	53%	N=262	24%	N=121	8%	N=41	100%	N=495

Table 19: Question 5 (including don't know)

Please rate the following areas of the City of Louisville Administration:	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
City response to citizen complaints or concerns	7%	N=43	29%	N=165	18%	N=101	11%	N=64	34%	N=195	100%	N=568
Information about City Council, Planning Commission & other official City meetings	15%	N=84	42%	N=235	18%	N=99	9%	N=53	16%	N=92	100%	N=564
Information about City's strategic plan and budget	11%	N=62	36%	N=203	21%	N=118	11%	N=65	21%	N=118	100%	N=566

Please rate the following areas of the City of Louisville Administration:	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Programming on Louisville cable TV, municipal channel 8	2%	N=10	6%	N=35	6%	N=32	4%	N=22	82%	N=465	100%	N=565
Louisville website (www.louisvilleco.gov)	13%	N=71	46%	N=260	21%	N=115	3%	N=14	18%	N=101	100%	N=561
Overall customer service (knowledgeable, available, responsive, courteous)	19%	N=108	35%	N=198	13%	N=73	4%	N=21	29%	N=164	100%	N=564
Overall performance of the Louisville City government	12%	N=71	46%	N=262	21%	N=121	7%	N=41	12%	N=70	100%	N=565

Table 20: Question 6 (excluding don't know)

Please rate the following areas of the Louisville Police Department and public safety:	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Visibility of patrol cars	26%	N=142	51%	N=280	15%	N=83	8%	N=41	100%	N=546
Enforcement of traffic regulations	15%	N=71	47%	N=219	24%	N=112	13%	N=61	100%	N=464
Municipal code enforcement issues (e.g., dogs, noise, weeds, etc.)	20%	N=80	45%	N=177	24%	N=94	10%	N=41	100%	N=393
Communicating regularly with community members (e.g., website, meetings, etc.)	16%	N=58	43%	N=154	31%	N=110	10%	N=34	100%	N=356
Response to emerging community issues (e.g., opioids, mental health, etc.)	21%	N=50	41%	N=100	24%	N=59	15%	N=36	100%	N=245
Overall customer service (knowledgeable, available, responsive, courteous)	28%	N=108	51%	N=193	16%	N=60	5%	N=18	100%	N=378

Please rate the following areas of the Louisville Police Department and public safety:	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Overall performance of the Louisville Police Department	27%	N=129	60%	N=288	10%	N=50	2%	N=12	100%	N=479

Table 21: Question 6 (including don't know)

Please rate the following areas of the Louisville Police Department and public safety:	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Visibility of patrol cars	25%	N=142	49%	N=280	15%	N=83	7%	N=41	4%	N=21	100%	N=568
Enforcement of traffic regulations	13%	N=71	39%	N=219	20%	N=112	11%	N=61	18%	N=102	100%	N=566
Municipal code enforcement issues (e.g., dogs, noise, weeds, etc.)	14%	N=80	31%	N=177	17%	N=94	7%	N=41	31%	N=176	100%	N=568
Communicating regularly with community members (e.g., website, meetings, etc.)	10%	N=58	27%	N=154	20%	N=110	6%	N=34	36%	N=203	100%	N=559
Response to emerging community issues (e.g., opioids, mental health, etc.)	9%	N=50	18%	N=100	10%	N=59	6%	N=36	56%	N=316	100%	N=561
Overall customer service (knowledgeable, available, responsive, courteous)	19%	N=108	34%	N=193	11%	N=60	3%	N=18	33%	N=183	100%	N=561
Overall performance of the Louisville Police Department	23%	N=129	51%	N=288	9%	N=50	2%	N=12	15%	N=88	100%	N=567

Table 22: Question 7 (excluding don't know)

Please rate the following areas of community design and the Louisville Community Development Department:	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
The public input process on City planning issues	15%	N=61	41%	N=162	27%	N=107	17%	N=67	100%	N=397
Planning review process for new development	10%	N=35	38%	N=129	30%	N=102	21%	N=72	100%	N=338
Building permit process related to the Marshall Fire	13%	N=23	27%	N=48	31%	N=55	30%	N=53	100%	N=179
Building permit process overall	9%	N=24	40%	N=101	30%	N=77	21%	N=53	100%	N=255
Building/construction inspection process	13%	N=30	46%	N=109	26%	N=61	15%	N=36	100%	N=237
Overall customer service (knowledgeable, available, responsive, courteous)	20%	N=57	46%	N=130	24%	N=69	9%	N=27	100%	N=283
Overall performance of the Louisville Planning and Building Safety Department	15%	N=44	48%	N=144	23%	N=67	14%	N=42	100%	N=297

Table 23: Question 7 (including don't know)

Please rate the following areas of community design and the Louisville Community Development Department:	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
The public input process on City planning issues	11%	N=61	29%	N=162	19%	N=107	12%	N=67	30%	N=169	100%	N=566
Planning review process for new development	6%	N=35	23%	N=129	18%	N=102	13%	N=72	40%	N=223	100%	N=561
Building permit process related to the Marshall Fire	4%	N=23	8%	N=48	10%	N=55	9%	N=53	68%	N=385	100%	N=564
Building permit process overall	4%	N=24	18%	N=101	14%	N=77	9%	N=53	55%	N=308	100%	N=563

Please rate the following areas of community design and the Louisville Community Development Department:	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Building/construction inspection process	5%	N=30	19%	N=109	11%	N=61	6%	N=36	58%	N=327	100%	N=564
Overall customer service (knowledgeable, available, responsive, courteous)	10%	N=57	23%	N=130	13%	N=69	5%	N=27	49%	N=272	100%	N=555
Overall performance of the Louisville Planning and Building Safety Department	8%	N=44	26%	N=144	12%	N=67	8%	N=42	46%	N=258	100%	N=555

Table 24: Question 8 (excluding don't know)

Please rate the following areas of the Louisville Public Library and Historical Museum and their services:	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Louisville Public Library programs (e.g., story time, One Book program, etc.)	64%	N=277	34%	N=147	2%	N=9	0%	N=1	100%	N=435
Services at the Louisville Public Library (e.g., reference desk, check out, etc.)	73%	N=354	23%	N=113	3%	N=16	0%	N=1	100%	N=484
Internet and computer services at the Louisville Public Library	63%	N=225	33%	N=116	3%	N=11	1%	N=2	100%	N=354
Louisville Public Library services online at www.louisville-library.org accessed from home or elsewhere (e.g., book holds, access databases, research, etc.)	68%	N=271	27%	N=108	5%	N=21	0%	N=1	100%	N=402
Louisville Public Library materials and collections	47%	N=221	44%	N=206	8%	N=38	1%	N=5	100%	N=471

Please rate the following areas of the Louisville Public Library and Historical Museum and their services:	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Louisville Public Library building	73%	N=366	24%	N=122	3%	N=13	0%	N=1	100%	N=502
Overall customer service at the Library (knowledgeable, available, responsive, courteous)	77%	N=372	21%	N=99	2%	N=11	0%	N=1	100%	N=483
Overall performance of the Louisville Public Library	72%	N=349	25%	N=121	3%	N=14	0%	N=1	100%	N=485
Louisville Historical Museum programs (e.g., lectures, walking tours, newsletters, programs)	50%	N=143	46%	N=130	4%	N=11	0%	N=1	100%	N=285
Louisville Historical Museum campus	48%	N=137	45%	N=128	6%	N=16	1%	N=2	100%	N=284
Archival materials (e.g., historic photographs, newspapers, etc.)	49%	N=119	47%	N=113	3%	N=7	1%	N=3	100%	N=242
Overall customer service at the Historical Museum (knowledgeable, available, responsive, courteous)	63%	N=155	35%	N=87	1%	N=3	1%	N=2	100%	N=248
Overall performance of the Louisville Historical Museum	53%	N=150	43%	N=121	3%	N=9	0%	N=1	100%	N=280

Table 25: Question 8 (including don't know)

Please rate the following areas of the Louisville Public Library and Historical Museum and their services:	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Louisville Public Library programs (e.g., story time, One Book program, etc.)	49%	N=277	26%	N=147	2%	N=9	0%	N=1	23%	N=126	100%	N=561
Services at the Louisville Public Library (e.g., reference desk, check out, etc.)	63%	N=354	20%	N=113	3%	N=16	0%	N=1	14%	N=80	100%	N=563
Internet and computer services at the Louisville Public Library	40%	N=225	21%	N=116	2%	N=11	0%	N=2	36%	N=201	100%	N=555

Please rate the following areas of the Louisville Public Library and Historical Museum and their services:	Excellent		Good		Fair		Poor		Don't know		Total	
Louisville Public Library services online at www.louisville-library.org accessed from home or elsewhere (e.g., book holds, access databases, research, etc.)	49%	N=271	19%	N=108	4%	N=21	0%	N=1	28%	N=157	100%	N=559
Louisville Public Library materials and collections	40%	N=221	37%	N=206	7%	N=38	1%	N=5	16%	N=89	100%	N=560
Louisville Public Library building	65%	N=366	22%	N=122	2%	N=13	0%	N=1	11%	N=60	100%	N=562
Overall customer service at the Library (knowledgeable, available, responsive, courteous)	66%	N=372	18%	N=99	2%	N=11	0%	N=1	14%	N=77	100%	N=560
Overall performance of the Louisville Public Library	63%	N=349	22%	N=121	2%	N=14	0%	N=1	13%	N=72	100%	N=558
Louisville Historical Museum programs (e.g., lectures, walking tours, newsletters, programs)	26%	N=143	23%	N=130	2%	N=11	0%	N=1	49%	N=276	100%	N=561
Louisville Historical Museum campus	25%	N=137	23%	N=128	3%	N=16	0%	N=2	49%	N=275	100%	N=559
Archival materials (e.g., historic photographs, newspapers, etc.)	21%	N=119	20%	N=113	1%	N=7	1%	N=3	57%	N=318	100%	N=560
Overall customer service at the Historical Museum (knowledgeable, available, responsive, courteous)	28%	N=155	16%	N=87	1%	N=3	0%	N=2	56%	N=310	100%	N=558
Overall performance of the Louisville Historical Museum	27%	N=150	22%	N=121	2%	N=9	0%	N=1	50%	N=279	100%	N=559

Table 26: Question 9 (excluding don't know)

Please rate the following areas of the Louisville Recreation and Senior Center, and the Coal Creek Golf Course:	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Current recreation programs for youth (e.g., swim lessons, sports, preschool, camps)	54%	N=176	37%	N=121	8%	N=26	1%	N=2	100%	N=325
Current recreation programs for adults (e.g., fitness classes, sports, general interests)	45%	N=185	46%	N=188	8%	N=31	2%	N=8	100%	N=412
Recreation Center fees in Louisville	34%	N=163	43%	N=205	17%	N=83	6%	N=29	100%	N=480
Overall quality of the Louisville Recreation Center	65%	N=319	29%	N=142	6%	N=28	0%	N=1	100%	N=490
Overall customer service at the Louisville Recreation Center (knowledgeable, available, responsive, courteous)	64%	N=302	27%	N=127	8%	N=39	0%	N=0	100%	N=469
Overall performance of the Louisville Recreation Center	60%	N=290	33%	N=159	6%	N=30	0%	N=1	100%	N=480
Current programs and services for seniors	53%	N=116	36%	N=78	8%	N=18	3%	N=6	100%	N=218
Overall quality of the Louisville Senior Center	60%	N=133	31%	N=68	9%	N=20	0%	N=1	100%	N=222
Overall customer service at the Louisville Senior Center (knowledgeable, available, responsive, courteous)	57%	N=120	34%	N=72	9%	N=18	0%	N=1	100%	N=211
Overall performance of the Louisville Senior Center	60%	N=119	31%	N=62	7%	N=14	1%	N=2	100%	N=196
Overall quality of the Coal Creek Golf Course	35%	N=63	51%	N=93	10%	N=18	4%	N=7	100%	N=181
Overall customer service at the Coal Creek Golf Course (knowledgeable, available, responsive, courteous)	34%	N=55	47%	N=77	16%	N=25	3%	N=5	100%	N=162
Overall performance of the Coal Creek Golf Course	34%	N=58	49%	N=83	13%	N=22	4%	N=6	100%	N=170

Table 27: Question 9 (including don't know)

Please rate the following areas of the Louisville Recreation and Senior Center, and the Coal Creek Golf Course:	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Current recreation programs for youth (e.g., swim lessons, sports, preschool, camps)	31%	N=176	22%	N=121	5%	N=26	0%	N=2	42%	N=235	100%	N=560
Current recreation programs for adults (e.g., fitness classes, sports, general interests)	33%	N=185	34%	N=188	6%	N=31	1%	N=8	26%	N=148	100%	N=560
Recreation Center fees in Louisville	29%	N=163	37%	N=205	15%	N=83	5%	N=29	14%	N=79	100%	N=559
Overall quality of the Louisville Recreation Center	57%	N=319	25%	N=142	5%	N=28	0%	N=1	12%	N=68	100%	N=558
Overall customer service at the Louisville Recreation Center (knowledgeable, available, responsive, courteous)	54%	N=302	23%	N=127	7%	N=39	0%	N=0	16%	N=90	100%	N=559
Overall performance of the Louisville Recreation Center	52%	N=290	29%	N=159	5%	N=30	0%	N=1	14%	N=77	100%	N=556
Current programs and services for seniors	21%	N=116	14%	N=78	3%	N=18	1%	N=6	61%	N=339	100%	N=557
Overall quality of the Louisville Senior Center	24%	N=133	12%	N=68	4%	N=20	0%	N=1	60%	N=335	100%	N=557

Please rate the following areas of the Louisville Recreation and Senior Center, and the Coal Creek Golf Course:	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Overall customer service at the Louisville Senior Center (knowledgeable, available, responsive, courteous)	22%	N=120	13%	N=72	3%	N=18	0%	N=1	62%	N=339	100%	N=549
Overall performance of the Louisville Senior Center	22%	N=119	11%	N=62	3%	N=14	0%	N=2	64%	N=354	100%	N=551
Overall quality of the Coal Creek Golf Course	11%	N=63	17%	N=93	3%	N=18	1%	N=7	67%	N=374	100%	N=555
Overall customer service at the Coal Creek Golf Course (knowledgeable, available, responsive, courteous)	10%	N=55	14%	N=77	5%	N=25	1%	N=5	71%	N=394	100%	N=556
Overall performance of the Coal Creek Golf Course	10%	N=58	15%	N=83	4%	N=22	1%	N=6	70%	N=387	100%	N=557

Table 28: Question 10 (excluding don't know)

Please rate the following areas of the Louisville Parks and Open Space Divisions:	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Adequacy of parks, bike paths, playing fields and playgrounds	61%	N=329	33%	N=180	4%	N=24	1%	N=8	100%	N=541
Maintenance of parks (e.g., landscaping, turf areas, playgrounds, picnic areas)	50%	N=274	35%	N=192	12%	N=68	2%	N=13	100%	N=546
Maintenance of medians and street landscaping	38%	N=211	40%	N=219	14%	N=78	8%	N=44	100%	N=552
Maintenance of the Louisville Cemetery	46%	N=80	45%	N=78	6%	N=10	3%	N=5	100%	N=173

Please rate the following areas of the Louisville Parks and Open Space Divisions:	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Overall customer service of the Parks Division (knowledgeable, available, responsive, courteous)	46%	N=150	41%	N=132	10%	N=33	3%	N=8	100%	N=322
Overall performance of the Parks Division	46%	N=210	43%	N=198	9%	N=41	2%	N=9	100%	N=459
Maintenance of open space (e.g., trash bins, trailheads, habitat, etc.)	44%	N=237	44%	N=238	9%	N=46	3%	N=14	100%	N=536
Maintenance of the trail system	49%	N=258	42%	N=222	7%	N=38	1%	N=5	100%	N=523
Overall customer service of the Open Space Division (knowledgeable, available, responsive, courteous)	52%	N=171	38%	N=124	8%	N=26	2%	N=7	100%	N=327
Overall performance of the Open Space Division	51%	N=240	40%	N=191	8%	N=38	1%	N=6	100%	N=475

Table 29: Question 10 (including don't know)

Please rate the following areas of the Louisville Parks and Open Space Divisions:	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Adequacy of parks, bike paths, playing fields and playgrounds	59%	N=329	32%	N=180	4%	N=24	1%	N=8	3%	N=19	100%	N=561
Maintenance of parks (e.g., landscaping, turf areas, playgrounds, picnic areas)	49%	N=274	34%	N=192	12%	N=68	2%	N=13	2%	N=14	100%	N=560
Maintenance of medians and street landscaping	38%	N=211	39%	N=219	14%	N=78	8%	N=44	2%	N=9	100%	N=561
Maintenance of the Louisville Cemetery	14%	N=80	14%	N=78	2%	N=10	1%	N=5	69%	N=386	100%	N=559
Overall customer service of the Parks Division (knowledgeable, available, responsive, courteous)	27%	N=150	24%	N=132	6%	N=33	2%	N=8	42%	N=230	100%	N=552

Please rate the following areas of the Louisville Parks and Open Space Divisions:	Excellent		Good		Fair		Poor		Don't know		Total	
Overall performance of the Parks Division	38%	N=210	36%	N=198	7%	N=41	2%	N=9	17%	N=96	100%	N=555
Maintenance of open space (e.g., trash bins, trailheads, habitat, etc.)	42%	N=237	43%	N=238	8%	N=46	3%	N=14	4%	N=23	100%	N=559
Maintenance of the trail system	46%	N=258	40%	N=222	7%	N=38	1%	N=5	7%	N=37	100%	N=559
Overall customer service of the Open Space Division (knowledgeable, available, responsive, courteous)	31%	N=171	22%	N=124	5%	N=26	1%	N=7	42%	N=232	100%	N=559
Overall performance of the Open Space Division	43%	N=240	34%	N=191	7%	N=38	1%	N=6	15%	N=82	100%	N=557

Table 30: Question 11 (excluding don't know)

Please rate the following areas of the Louisville Public Works Department:	Excellent		Good		Fair		Poor		Total	
Street maintenance in Louisville (e.g., paving and concrete replacement)	21%	N=114	46%	N=256	25%	N=139	8%	N=43	100%	N=552
Street maintenance in your neighborhood	23%	N=128	44%	N=245	22%	N=124	10%	N=58	100%	N=555
Street sweeping	22%	N=108	50%	N=244	22%	N=108	5%	N=26	100%	N=487
Snow removal/street sanding	18%	N=101	38%	N=207	27%	N=149	16%	N=88	100%	N=545
Street lighting, signage and street markings	31%	N=171	49%	N=273	13%	N=75	6%	N=35	100%	N=554
Waste water (e.g., sewage system)	43%	N=203	50%	N=234	5%	N=23	2%	N=9	100%	N=470
Storm drainage (e.g., flooding management)	39%	N=193	48%	N=239	8%	N=39	5%	N=24	100%	N=495

Please rate the following areas of the Louisville Public Works Department:	Excellent		Good		Fair		Poor		Total	
Quality of Louisville water	44%	N=237	45%	N=241	9%	N=46	3%	N=16	100%	N=541
Solid waste/trash service (e.g., trash, recycle, compost)	33%	N=181	47%	N=253	14%	N=76	6%	N=30	100%	N=541
Overall customer service (knowledgeable, available, responsive, courteous)	30%	N=115	52%	N=198	14%	N=53	4%	N=14	100%	N=380
Overall performance of the Louisville Public Works Department	32%	N=164	55%	N=278	10%	N=50	3%	N=15	100%	N=507

Table 31: Question 11 (including don't know)

Please rate the following areas of the Louisville Public Works Department:	Excellent		Good		Fair		Poor		Don't know		Total	
Street maintenance in Louisville (e.g., paving and concrete replacement)	20%	N=114	46%	N=256	25%	N=139	8%	N=43	1%	N=7	100%	N=559
Street maintenance in your neighborhood	23%	N=128	44%	N=245	22%	N=124	10%	N=58	1%	N=4	100%	N=559
Street sweeping	19%	N=108	44%	N=244	19%	N=108	5%	N=26	13%	N=71	100%	N=558
Snow removal/street sanding	18%	N=101	37%	N=207	27%	N=149	16%	N=88	2%	N=14	100%	N=558
Street lighting, signage and street markings	31%	N=171	49%	N=273	13%	N=75	6%	N=35	1%	N=5	100%	N=558
Waste water (e.g., sewage system)	36%	N=203	42%	N=234	4%	N=23	2%	N=9	16%	N=90	100%	N=559
Storm drainage (e.g., flooding management)	35%	N=193	43%	N=239	7%	N=39	4%	N=24	11%	N=58	100%	N=554

Please rate the following areas of the Louisville Public Works Department:	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Quality of Louisville water	43%	N=237	43%	N=241	8%	N=46	3%	N=16	3%	N=17	100%	N=558
Solid waste/trash service (e.g., trash, recycle, compost)	32%	N=181	45%	N=253	14%	N=76	5%	N=30	3%	N=18	100%	N=559
Overall customer service (knowledgeable, available, responsive, courteous)	21%	N=115	36%	N=198	9%	N=53	3%	N=14	32%	N=177	100%	N=558
Overall performance of the Louisville Public Works Department	30%	N=164	50%	N=278	9%	N=50	3%	N=15	9%	N=49	100%	N=557

Table 32: Question 12 (excluding don't know)

Please rate the following areas of Louisville's Transportation System:	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Ease of car travel in Louisville	44%	N=244	40%	N=223	11%	N=62	5%	N=28	100%	N=557
Ease of bus travel in Louisville	20%	N=68	40%	N=136	24%	N=84	16%	N=54	100%	N=342
Ease of bicycle travel in Louisville	41%	N=199	45%	N=220	10%	N=51	3%	N=16	100%	N=486
Ease of walking in Louisville	47%	N=265	36%	N=203	14%	N=79	2%	N=11	100%	N=559
Traffic flow on major streets	22%	N=124	48%	N=264	21%	N=119	8%	N=47	100%	N=554
Overall quality of Louisville's Transportation System	26%	N=136	49%	N=257	21%	N=110	5%	N=24	100%	N=526
Overall safety of Louisville's Transportation System	32%	N=162	50%	N=253	15%	N=75	4%	N=20	100%	N=510

Table 33: Question 12 (including don't know)

Please rate the following areas of Louisville's Transportation System:	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Ease of car travel in Louisville	43%	N=244	40%	N=223	11%	N=62	5%	N=28	1%	N=5	100%	N=562
Ease of bus travel in Louisville	12%	N=68	24%	N=136	15%	N=84	10%	N=54	39%	N=219	100%	N=561
Ease of bicycle travel in Louisville	36%	N=199	39%	N=220	9%	N=51	3%	N=16	13%	N=73	100%	N=559
Ease of walking in Louisville	47%	N=265	36%	N=203	14%	N=79	2%	N=11	1%	N=4	100%	N=563
Traffic flow on major streets	22%	N=124	47%	N=264	21%	N=119	8%	N=47	1%	N=4	100%	N=558
Overall quality of Louisville's Transportation System	24%	N=136	46%	N=257	20%	N=110	4%	N=24	6%	N=36	100%	N=563
Overall safety of Louisville's Transportation System	29%	N=162	45%	N=253	13%	N=75	4%	N=20	9%	N=50	100%	N=560

Table 34: Question 13 (excluding don't know)

Overall, how do you rate the quality of services provided by the City of Louisville?	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Overall, how do you rate the quality of services provided by the City of Louisville?	36%	N=196	52%	N=286	10%	N=57	2%	N=9	100%	N=549

Table 35: Question 13 (including don't know)

Overall, how do you rate the quality of services provided by the City of Louisville?	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Overall, how do you rate the quality of services provided by the City of Louisville?	35%	N=196	51%	N=286	10%	N=57	2%	N=9	1%	N=8	100%	N=556

Table 36: Question 14 (excluding don't know)

First tell us how much of a priority, if at all, the City should place on each of the following aspects of the community. Then, select which three (3) should be the top priorities for the City to focus on in the next 4 years.	High priority		Medium priority		Low/not a priority		Total	
Transportation (e.g., safe/well-maintained multi-modal transportation system)	44%	N=238	43%	N=232	13%	N=69	100%	N=539
Utilities (e.g., safe/reliable water, treated wastewater)	71%	N=388	26%	N=143	3%	N=16	100%	N=547
Public Safety (e.g., community safety and compliance with Municipal Code/State Law)	56%	N=302	37%	N=201	7%	N=39	100%	N=542
Parks (e.g., well-maintained parks/landscapes areas, sports facilities, cemetery)	49%	N=269	46%	N=250	5%	N=27	100%	N=546
Open Space & Trails (e.g., preserving native plants, wildlife and scenic vistas)	59%	N=322	35%	N=192	6%	N=33	100%	N=548
Recreation (e.g., high quality, reasonably priced recreation/leisure activities)	46%	N=254	45%	N=244	9%	N=48	100%	N=547
Library (e.g., informing/involving the community)	45%	N=246	42%	N=226	13%	N=72	100%	N=544
Museum Services (e.g., preserving heritage, informing community)	11%	N=57	45%	N=235	44%	N=234	100%	N=526
Economic Prosperity (e.g., promoting a thriving business climate)	60%	N=325	35%	N=189	5%	N=29	100%	N=543
Administration & Support Services (e.g., effective and efficient governance)	43%	N=231	49%	N=264	7%	N=40	100%	N=535
Environmental Sustainability (e.g., promoting efficiency, reducing environmental impacts)	50%	N=271	35%	N=187	15%	N=82	100%	N=540

Table 37: Question 14 (including don't know)

First tell us how much of a priority, if at all, the City should place on each of the following aspects of the community. Then, select which three (3) should be the top priorities for the City to focus on in the next 4 years.	High priority		Medium priority		Low/not a priority		Don't know		Total	
Transportation (e.g., safe/well-maintained multi-modal transportation system)	43%	N=238	42%	N=232	12%	N=69	2%	N=9	100%	N=548
Utilities (e.g., safe/reliable water, treated wastewater)	71%	N=388	26%	N=143	3%	N=16	1%	N=4	100%	N=551
Public Safety (e.g., community safety and compliance with Municipal Code/State Law)	55%	N=302	37%	N=201	7%	N=39	1%	N=5	100%	N=547
Parks (e.g., well-maintained parks/landscapes areas, sports facilities, cemetery)	49%	N=269	46%	N=250	5%	N=27	0%	N=3	100%	N=549
Open Space & Trails (e.g., preserving native plants, wildlife and scenic vistas)	58%	N=322	35%	N=192	6%	N=33	1%	N=6	100%	N=553
Recreation (e.g., high quality, reasonably priced recreation/leisure activities)	46%	N=254	44%	N=244	9%	N=48	1%	N=3	100%	N=550
Library (e.g., informing/involving the community)	45%	N=246	41%	N=226	13%	N=72	1%	N=8	100%	N=553
Museum Services (e.g., preserving heritage, informing community)	10%	N=57	43%	N=235	42%	N=234	5%	N=25	100%	N=551
Economic Prosperity (e.g., promoting a thriving business climate)	59%	N=325	34%	N=189	5%	N=29	2%	N=10	100%	N=553
Administration & Support Services (e.g., effective and efficient governance)	42%	N=231	48%	N=264	7%	N=40	2%	N=13	100%	N=548
Environmental Sustainability (e.g., promoting efficiency, reducing environmental impacts)	49%	N=271	34%	N=187	15%	N=82	2%	N=10	100%	N=551

Table 38: Question 14 Top Three Priorities

Then, select which three (3) should be the top priorities for the City to focus on in the next 4 years.	Percent	Number
Transportation (e.g., safe/well-maintained multi-modal transportation system)	21%	N=48
Utilities (e.g., safe/reliable water, treated wastewater)	46%	N=106
Public Safety (e.g., community safety and compliance with Municipal Code/State Law)	39%	N=89
Parks (e.g., well-maintained parks/landscapes areas, sports facilities, cemetery)	18%	N=41
Open Space & Trails (e.g., preserving native plants, wildlife and scenic vistas)	33%	N=77
Recreation (e.g., high quality, reasonably priced recreation/leisure activities)	24%	N=55
Library (e.g., informing/involving the community)	16%	N=37
Museum Services (e.g., preserving heritage, informing community)	3%	N=7
Economic Prosperity (e.g., promoting a thriving business climate)	54%	N=124
Administration & Support Services (e.g., effective and efficient governance)	14%	N=33
Then, select which three (3) should be the top priorities for the City to focus on in the next 4 years.	30%	N=69
<i>Total may exceed 100% as respondents could select up to three responses.</i>		

Table 39: Question 15 (excluding don't know)

First tell us how much of a priority, if at all, the City should place on each of the following aspects of its strategy to ensure a vibrant economic climate. Then, select which two (2) should be the top priorities for the City to focus on in the next 4 years.	High priority		Medium priority		Low/not a priority		Total	
Meet the retail and services needs of local residents	62%	N=344	31%	N=173	6%	N=33	100%	N=550
Attract visitors to shop in Louisville	29%	N=159	51%	N=276	20%	N=109	100%	N=545
Attract businesses to locate or expand in Louisville	56%	N=310	34%	N=190	10%	N=53	100%	N=552
Pursue redevelopment of vacant or underused commercial sites	69%	N=379	23%	N=129	8%	N=43	100%	N=551
Preserve the historic character of existing buildings	38%	N=211	41%	N=228	20%	N=112	100%	N=551
Provide gathering spaces for the community (e.g., parks, facilities, etc.)	44%	N=240	42%	N=229	15%	N=80	100%	N=550
Create and enhance unique identities for each of Louisville's business districts	20%	N=106	36%	N=196	44%	N=236	100%	N=538

Table 40: Question 15 (including don't know)

First tell us how much of a priority, if at all, the City should place on each of the following aspects of its strategy to ensure a vibrant economic climate. Then, select which two (2) should be the top priorities for the City to focus on in the next 4 years.	High priority		Medium priority		Low/not a priority		Don't know		Total	
Meet the retail and services needs of local residents	62%	N=344	31%	N=173	6%	N=33	1%	N=4	100%	N=555
Attract visitors to shop in Louisville	29%	N=159	50%	N=276	20%	N=109	1%	N=6	100%	N=551
Attract businesses to locate or expand in Louisville	56%	N=310	34%	N=190	9%	N=53	1%	N=4	100%	N=556

First tell us how much of a priority, if at all, the City should place on each of the following aspects of its strategy to ensure a vibrant economic climate. Then, select which two (2) should be the top priorities for the City to focus on in the next 4 years.	High priority		Medium priority		Low/not a priority		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N
Pursue redevelopment of vacant or underused commercial sites	68%	N=379	23%	N=129	8%	N=43	1%	N=8	100%	N=559
Preserve the historic character of existing buildings	38%	N=211	41%	N=228	20%	N=112	0%	N=1	100%	N=552
Provide gathering spaces for the community (e.g., parks, facilities, etc.)	43%	N=240	41%	N=229	15%	N=80	1%	N=4	100%	N=554
Create and enhance unique identities for each of Louisville's business districts	19%	N=106	35%	N=196	43%	N=236	3%	N=17	100%	N=555

Table 41: Question 15 Top Two Priorities

Then, select which two (2) should be the top priorities for the City to focus on in the next 4 years.	Percent	Number
Meet the retail and services needs of local residents	54%	N=123
Attract visitors to shop in Louisville	10%	N=23
Attract businesses to locate or expand in Louisville	46%	N=105
Pursue redevelopment of vacant or underused commercial sites	45%	N=103
Preserve the historic character of existing buildings	20%	N=47
Then, select which two (2) should be the top priorities for the City to focus on in the next 4 years. Provide gathering spaces for the community (e.g., parks, facilities, etc.)	20%	N=47

Then, select which two (2) should be the top priorities for the City to focus on in the next 4 years.	Percent	Number
Create and enhance unique identities for each of Louisville’s business districts	4%	N=10

Total may exceed 100% as respondents could select up to two responses.

Table 42: Question 16 (excluding don't know)

How much of a priority, if at all, should the City place on each of the following aspects of its strategy to achieve Louisville's sustainability vision?	High priority		Medium priority		Low/not a priority		Total	
Reduce energy consumption and increase use of clean energy	53%	N=295	33%	N=184	13%	N=73	100%	N=552
Encourage water efficiency and water quality efforts	69%	N=379	25%	N=137	6%	N=33	100%	N=549
Promote fuel-efficient transportation and multi-modal infrastructure	49%	N=269	31%	N=171	19%	N=104	100%	N=544
Increase community waste diversion	39%	N=203	45%	N=233	16%	N=80	100%	N=516
Ensure a sustainable, safe and healthy food supply that is accessible	53%	N=285	33%	N=177	14%	N=75	100%	N=537

Table 43: Question 16 (including don't know)

How much of a priority, if at all, should the City place on each of the following aspects of its strategy to achieve Louisville's sustainability vision?	High priority		Medium priority		Low/not a priority		Don't know		Total	
Reduce energy consumption and increase use of clean energy	53%	N=295	33%	N=184	13%	N=73	1%	N=7	100%	N=558
Encourage water efficiency and water quality efforts	68%	N=379	25%	N=137	6%	N=33	2%	N=10	100%	N=559

How much of a priority, if at all, should the City place on each of the following aspects of its strategy to achieve Louisville's sustainability vision?	High priority		Medium priority		Low/not a priority		Don't know		Total	
Promote fuel-efficient transportation and multi-modal infrastructure	48%	N=269	31%	N=171	19%	N=104	3%	N=14	100%	N=559
Increase community waste diversion	36%	N=203	42%	N=233	14%	N=80	8%	N=43	100%	N=558
Ensure a sustainable, safe and healthy food supply that is accessible	51%	N=285	32%	N=177	14%	N=75	4%	N=21	100%	N=559

Table 44: Question 17 (excluding don't know)

	Strongly support		Somewhat support		Somewhat oppose		Strongly oppose		Total	
Imagine a commercial area with several vacant storefronts and empty parking lots. How much would you support, if at all, the development of mixed-use housing and businesses in this area?	55%	N=303	27%	N=149	10%	N=54	9%	N=47	100%	N=553

Table 45: Question 17 (including don't know)

	Strongly support		Somewhat support		Somewhat oppose		Strongly oppose		Don't know		Total	
Imagine a commercial area with several vacant storefronts and empty parking lots. How much would you support, if at all, the development of mixed-use housing and businesses in this area?	54%	N=303	26%	N=149	9%	N=54	8%	N=47	2%	N=12	100%	N=565

Table 46: Question 18 (including don't know)

The City is working on a housing plan that aims to increase the availability of affordable housing options while xxx		Percent	Number
The City is working on a housing plan that aims to increase the availability of affordable housing options while xxx	Increased building density (allowing for more units on a single lot)	30%	N=168
	Increased building height limitations (allowing taller buildings in specific areas)	6%	N=34
	Reduced parking requirements	5%	N=31
	Financial incentives for developers (tax breaks, grants, etc.)	17%	N=95
	All of the above	16%	N=87
	None of the above	18%	N=100
	Don't know	9%	N=48
	Total	100%	N=563

Table 47: Question 18 (excluding don't know)

The City is working on a housing plan that aims to increase the availability of affordable housing options while maintaining Louisville character. To achieve this, the plan explores offering incentives to developers who create affordable housing units. Which of the following incentive types would you MOST SUPPORT to encourage the development of more affordable housing?		Percent	Number
The City is working on a housing plan that aims to increase the availability of affordable housing options while maintaining Louisville character. To achieve this, the plan explores offering incentives to developers who create affordable	Increased building density (allowing for more units on a single lot)	33%	N=168

The City is working on a housing plan that aims to increase the availability of affordable housing options while maintaining Louisville character. To achieve this, the plan explores offering incentives to developers who create affordable housing units. Which of the following incentive types would you MOST SUPPORT to encourage the development of more affordable housing?		Percent	Number
housing units. Which of the following incentive types would you MOST SUPPORT to encourage the development of more affordable housing?	Increased building height limitations (allowing taller buildings in specific areas)	7%	N=34
	Reduced parking requirements	6%	N=31
	Financial incentives for developers (tax breaks, grants, etc.)	18%	N=95
	All of the above	17%	N=87
	None of the above	19%	N=100
	Total	100%	N=515

Table 48: Question 19 - Frequency

Following is a list of information sources. First, please select how often you use each of the following sources to gain information about the City of Louisville. Then, indicate the quality and reliability of the information from that source.	Always		Frequently		Sometimes		Never		Total	
	Percent	N	Percent	N	Percent	N	Percent	N	Percent	N
Attend, watch or stream a City Council meeting	0%	N=2	4%	N=20	29%	N=161	67%	N=379	100%	N=563
Quarterly Community Update Newsletter (direct mail)	46%	N=261	26%	N=148	19%	N=106	8%	N=47	100%	N=562
Monthly Community Update eNewsletter (emailed)	24%	N=132	21%	N=118	21%	N=116	34%	N=192	100%	N=557

Following is a list of information sources. First, please select how often you use each of the following sources to gain information about the City of Louisville. Then, indicate the quality and reliability of the information from that source.	Always		Frequently		Sometimes		Never		Total	
	The Daily Camera/Hometown Weekly	11%	N=59	14%	N=77	34%	N=190	41%	N=225	100%
The City of Louisville website (www.louisvilleco.gov)	6%	N=34	28%	N=154	52%	N=289	14%	N=80	100%	N=557
City's online engagement site (www.engagelouisville.org)	2%	N=10	4%	N=20	21%	N=117	73%	N=404	100%	N=551
City's email notices (eNotification)	16%	N=86	17%	N=95	30%	N=164	37%	N=203	100%	N=547
Utility bill inserts	26%	N=143	21%	N=119	22%	N=125	30%	N=170	100%	N=557
Social media (Facebook, Instragram, NextDoor)	7%	N=41	15%	N=81	29%	N=158	49%	N=267	100%	N=548
Word of mouth	13%	N=73	32%	N=178	44%	N=248	11%	N=61	100%	N=559
Channel 8	1%	N=4	2%	N=10	8%	N=43	90%	N=493	100%	N=550

Table 49: Question 19 - Quality (excluding don't know)

Following is a list of information sources. First, please select how often you use each of the following sources to gain information about the City of Louisville. Then, indicate the quality and reliability of the information from that source.	Excellent		Good		Fair		Poor		Total	
	Attend, watch or stream a City Council meeting	22%	N=36	46%	N=77	25%	N=41	8%	N=13	100%
Quarterly Community Update Newsletter (direct mail)	38%	N=169	51%	N=230	9%	N=41	2%	N=9	100%	N=450
Monthly Community Update eNewsletter (emailed)	30%	N=100	57%	N=195	11%	N=36	2%	N=7	100%	N=339
The Daily Camera/Hometown Weekly	13%	N=36	49%	N=136	31%	N=85	8%	N=21	100%	N=278

Following is a list of information sources. First, please select how often you use each of the following sources to gain information about the City of Louisville. Then, indicate the quality and reliability of the information from that source.	Excellent		Good		Fair		Poor		Total	
The City of Louisville website (www.louisvilleco.gov)	20%	N=84	57%	N=236	19%	N=80	4%	N=17	100%	N=418
City's online engagement site (www.engagelouisville.org)	19%	N=24	42%	N=53	34%	N=43	4%	N=5	100%	N=125
City's email notices (eNotification)	21%	N=57	53%	N=141	21%	N=56	4%	N=12	100%	N=267
Utility bill inserts	26%	N=89	50%	N=174	19%	N=65	5%	N=18	100%	N=347
Social media (Facebook, Twitter, NextDoor)	19%	N=46	36%	N=88	37%	N=90	9%	N=22	100%	N=247
Word of mouth	14%	N=53	39%	N=150	42%	N=165	5%	N=20	100%	N=388
Channel 8	17%	N=10	37%	N=22	28%	N=17	17%	N=10	100%	N=58

Table 50: Question 19 - Quality (including don't know)

Following is a list of information sources. First, please select how often you use each of the following sources to gain information about the City of Louisville. Then, indicate the quality and reliability of the information from that source.	Excellent		Good		Fair		Poor		Don't know		Total	
Attend, watch or stream a City Council meeting	7%	N=36	16%	N=77	8%	N=41	3%	N=13	66%	N=321	100%	N=487
Quarterly Community Update Newsletter (direct mail)	33%	N=169	45%	N=230	8%	N=41	2%	N=9	12%	N=62	100%	N=512

Following is a list of information sources. First, please select how often you use each of the following sources to gain information about the City of Louisville. Then, indicate the quality and reliability of the information from that source.	Excellent		Good		Fair		Poor		Don't know		Total	
Monthly Community Update eNewsletter (emailed)	20%	N=100	39%	N=195	7%	N=36	1%	N=7	32%	N=156	100%	N=495
The Daily Camera/Hometown Weekly	7%	N=36	28%	N=136	17%	N=85	4%	N=21	43%	N=212	100%	N=490
The City of Louisville website (www.louisvilleco.gov)	17%	N=84	47%	N=236	16%	N=80	3%	N=17	16%	N=80	100%	N=498
City's online engagement site (www.engagelouisville.org)	5%	N=24	11%	N=53	9%	N=43	1%	N=5	74%	N=357	100%	N=482
City's email notices (eNotification)	12%	N=57	30%	N=141	12%	N=56	2%	N=12	44%	N=213	100%	N=479
Utility bill inserts	18%	N=89	35%	N=174	13%	N=65	4%	N=18	31%	N=153	100%	N=500
Social media (Facebook, Twitter, NextDoor)	9%	N=46	18%	N=88	18%	N=90	4%	N=22	50%	N=247	100%	N=494
Word of mouth	11%	N=53	31%	N=150	34%	N=165	4%	N=20	21%	N=100	100%	N=488

Appendix C: Verbatim Responses to Open-Ended Questions

Following are verbatim responses to the open-ended question on the survey. Because these responses were written by survey participants, they are presented here in verbatim form, including any typographical, grammar or other mistakes.

Question d8. How do you describe your gender identity?

Gender Identity

- THERE ARE ONLY TWO LOOK IN YOUR SHORTS FOR THE ANSWER.
- BULLSHIT CATAGORY.
- Correctly.
- NYOB

Question d9: How has the Marshall Fire impacted you?

Marshall Fire Impact

- Directly, I had to evacuate my home and clean it afterwards for ash/smoke. ("Damaged" feels like overkill)
- raised prices/insurance, destroyed businesses, exposed government overreach/incompetence slowing the rebuild
- had to go through remediation
- We need cell towers! It is unsafe for our families and people not have access to call someone while in the town.
- Smoke damage.
- Smoke damage.
- Some smoke dam.
- Directly - our neighborhood lost 1/3 of the total homes. We help re-build.
- New friends at Balfour.
- Extensive Interior smoke dust cleaning on & in every room/surface.
- Poor water quality polouted.
- Friends affected.
- Evacuated 2 nights.
- I was evacuated from or could not access senior at my home for multiple days.
- Horse had ash but able to clean.
- I own a business in Louisville had no income in Q1 2022-all fund raising.
- Possible smoke damage-wasn't mitigated though.
- TAXES HIGHER, INSURANCE HIGHER UTILITIES PERIODICALLY CUT & COST OF BATTARIES CANDLES & FOOD LOSS OF MONEY DUE TO UTILITY INTERUPTION FOR TOO LONG TO PROTECT REFRIGERATION.

- Other family members lost their home.
- Questionable (green) regulations slowing rebuild.
- * IN SUPERIOR, MOVED HERE.
- Minor damag.
- Friends/support systems moved.

Appendix D: Responses to Selected Survey Questions by Respondent Characteristics

The subgroup comparison tables contain the cross tabulations of selected survey questions by respondent characteristics. Chi-square or ANOVA tests of significance were applied to these breakdowns of survey questions. A “p-value” of 0.05 or less indicates that there is less than a 5% probability that differences observed between groups are due to chance; or in other words, a greater than 95% probability that the differences observed in the selected categories of the sample represent “real” differences among those populations.

For each pair of subgroups that has a statistically significant difference, an upper-case letter denoting significance is shown in the category with the larger column proportion. The letter denotes the category with the smaller column proportion from which it is statistically different. Differences were marked as statistically significant if the probability that the differences were due to chance alone were less than 5%. Categories were not used in comparisons when a column proportion was equal to zero or one.

Items that have no upper-case letter denotation in their column and that are also not referred to in any other column were not statistically different.

For example, in Table 51: Aspects of Quality of Life by Respondent Characteristics on page 76, 95% of residents aged 35-54 gave excellent or good ratings to their neighborhood as a place to live. This proportion of residents (B) was statistically higher than residents aged 18-34 (A).

Comparisons by Length of Residency, Age, Gender, Presence of Children, Housing Unit Type, Housing Tenure, and Household Income

Table 51: Aspects of Quality of Life by Respondent Characteristics

Please rate each of the following aspects of quality of life in Louisville: (Percent rating positively e.g., excellent/good)	Age			Gender		Housing tenure		Housing unit type		Overall
	18-34	35-54	55+	Female	Male	Rent	Own	Detached	Attached	
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(A)	(B)	
Louisville as a place to live	96%	92%	92%	94%	92%	93%	93%	92%	94%	93%
Louisville as a place to raise children	85%	95% A	94% A	93%	93%	92%	93%	93%	92%	93%
Louisville as a place to retire	66%	73%	78%	77% B	72%	75%	74%	72%	78% A	74%
Louisville as a place to work	76%	67%	73%	77% B	66%	78%	69%	67%	84% A	71%
The overall quality of life in Louisville	94%	92%	91%	92%	92%	92%	92%	91%	93%	92%

Table 52: Aspects of Quality of Life by Respondent Characteristics

Please rate each of the following aspects of quality of life in Louisville: (Percent rating positively e.g., excellent/good)	Number of household members			Presence of children		Presence of older adults		Overall
	1-2	3-4	5 or more	No	Yes	No	Yes	
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	
Louisville as a place to live	92%	97%	.	94%	91%	94%	91%	93%

Please rate each of the following aspects of quality of life in Louisville: (Percent rating positively e.g., excellent/good)	Number of household members			Presence of children		Presence of older adults		Overall
	1-2	3-4	5 or more	No	Yes	No	Yes	
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	
Louisville as a place to raise children	93%	100%	.	93%	93%	93%	93%	93%
Louisville as a place to retire	73%	77%	.	75%	72%	72%	77%	74%
Louisville as a place to work	70%	85%	.	72%	70%	71%	72%	71%
The overall quality of life in Louisville	92%	92%	.	92%	93%	93%	90%	92%

Table 53: Aspects of Quality of Life by Respondent Characteristics

Please rate each of the following aspects of quality of life in Louisville: (Percent rating positively e.g., excellent/good)	Age			Gender		Housing tenure		Housing unit type		Overall
	18-34	35-54	55+	Female	Male	Rent	Own	Detached	Attached	
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(A)	(B)	
Louisville as a place to live	96%	92%	92%	94%	92%	93%	93%	92%	94%	93%
Louisville as a place to raise children	85%	95% A	94% A	93%	93%	92%	93%	93%	92%	93%
Louisville as a place to retire	66%	73%	78%	77%	72%	75%	74%	72%	78%	74%
Louisville as a place to work	76%	67%	73%	77% B	66%	78%	69%	67%	84% A	71%
The overall quality of life in Louisville	94%	92%	91%	92%	92%	92%	92%	91%	93%	92%

Table 54: Aspects of Quality of Life by Respondent Characteristics

Please rate each of the following aspects of quality of life in Louisville: (Percent rating positively e.g., excellent/good)	Number of household members			Presence of children		Presence of older adults		Overall
	1-2	3-4	5 or more	No	Yes	No	Yes	(A)
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	
Louisville as a place to live	92%	97%	.	94%	91%	94%	91%	93%
Louisville as a place to raise children	93%	100%	.	93%	93%	93%	93%	93%
Louisville as a place to retire	73%	77%	.	75%	72%	72%	77%	74%
Louisville as a place to work	70%	85%	.	72%	70%	71%	72%	71%
The overall quality of life in Louisville	92%	92%	.	92%	93%	93%	90%	92%

Table 55: Aspects of Quality of Life by Respondent Characteristics

Please rate each of the following aspects of quality of life in Louisville: (Percent rating positively e.g., excellent/good)	Length of residency				Marshall fire impact			Overall
	Five years or less	6 to 10 years	11 to 15 years	More than 15 years	Direct Impact	Indirect Impact	No Impact	(A)
	(A)	(B)	(C)	(D)	(A)	(B)	(C)	
Louisville as a place to live	97% C D	94%	88%	90%	93%	93%	94%	93%
Louisville as a place to raise children	94%	92%	96%	92%	98% B	91%	93%	93%

Louisville as a place to retire	87% B D	73%	80%	67%	65%	78% A	73%	74%
Louisville as a place to work	78% D	76%	78%	65%	67%	71%	83% A	71%
The overall quality of life in Louisville	95% D	93%	92%	89%	93%	91%	94%	92%

Table 56: Select Community Characteristics by Respondent Characteristics

Please rate Louisville as a community on each of the items listed below: (Percent rating positively e.g., excellent/good)	Age			Gender		Housing tenure		Housing unit type		Overall (A)
	18-34	35-54	55+	Female	Male	Rent	Own	Detached	Attached	
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(A)	(B)	
Openness and acceptance of the community towards people of diverse backgrounds	76%	77%	80%	75%	82%	78%	78%	80%	73%	78%
Overall appearance of Louisville	88% C	84%	79%	85%	80%	89% B	81%	80%	89% A	83%
Opportunities to attend cultural activities	56%	65%	74% A	64%	70%	58%	69% A	68%	61%	66%

Please rate Louisville as a community on each of the items listed below: (Percent rating positively e.g., excellent/good)	Age			Gender		Housing tenure		Housing unit type		Overall
	18-34	35-54	55+	Female	Male	Rent	Own	Detached	Attached	(A)
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(A)	(B)	
Shopping opportunities	52% B C	35%	37%	36%	44% A	54% B	34%	34%	51% A	39%
Opportunities to participate in special events and community activities	93% B C	83%	81%	90% B	80%	87%	84%	84%	87%	85%
Opportunities to participate in community matters	66%	81% A C	72%	77%	71%	67%	76%	73%	77%	74%
Recreational opportunities	88%	91%	89%	89%	89%	82%	93% A	93% B	80%	89%
Employment opportunities	52%	40%	38%	45%	43%	46%	41%	41%	45%	42%
Variety of housing options	27%	30%	33%	29%	32%	27%	33%	33%	27%	31%
Availability of affordable quality housing	13%	17%	16%	11%	21% A	13%	18%	18%	11%	16%
Preservation of the historic character of old town	86% C	77%	72%	75%	80%	80%	75%	74%	83% A	76%

Please rate Louisville as a community on each of the items listed below: (Percent rating positively e.g., excellent/good)	Age			Gender		Housing tenure		Housing unit type		Overall
	18-34	35-54	55+	Female	Male	Rent	Own	Detached	Attached	(A)
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(A)	(B)	
Quality of overall natural environment in Louisville	97% B C	89% C	81%	88%	87%	90%	87%	87%	89%	87%
Overall economic health of Louisville	73% C	65%	60%	64%	68%	80% B	60%	58%	82% A	65%

Table 57: Select Community Characteristics by Respondent Characteristics

Please rate Louisville as a community on each of the items listed below: (Percent rating positively e.g., excellent/good)	Number of household members			Presence of children		Presence of older adults		Overall
	1-2	3-4	5 or more	No	Yes	No	Yes	(A)
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	
Openness and acceptance of the community towards people of diverse backgrounds	78%	80%	.	77%	81%	77%	81%	78%
Overall appearance of Louisville	83%	81%	.	83%	82%	85%	79%	83%
Opportunities to attend cultural activities	66%	79%	.	65%	69%	61%	74% A	66%

Please rate Louisville as a community on each of the items listed below: (Percent rating positively e.g., excellent/good)	Number of household members			Presence of children		Presence of older adults		Overall
	1-2	3-4	5 or more	No	Yes	No	Yes	(A)
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	
Shopping opportunities	39%	30%	.	42% B	32%	41%	37%	39%
Opportunities to participate in special events and community activities	84%	92%	.	83%	88%	87%	82%	85%
Opportunities to participate in community matters	72%	81%	.	72%	80% A	77%	70%	74%
Recreational opportunities	88%	100% A	.	88%	93%	90%	88%	89%
Employment opportunities	42%	65%	.	40%	48%	44%	39%	42%
Variety of housing options	29%	34%	.	31%	30%	28%	35%	31%
Availability of affordable quality housing	15%	34% A	.	14%	20%	13%	21% A	16%
Preservation of the historic character of old town	75%	89%	.	76%	77%	81% B	71%	76%

Please rate Louisville as a community on each of the items listed below: (Percent rating positively e.g., excellent/good)	Number of household members			Presence of children		Presence of older adults		Overall
	1-2	3-4	5 or more	No	Yes	No	Yes	(A)
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	
Quality of overall natural environment in Louisville	87%	100% A	.	87%	90%	92% B	80%	87%
Overall economic health of Louisville	65%	56%	.	66%	63%	68%	61%	65%

Table 58: Select Community Characteristics by Respondent Characteristics

Please rate Louisville as a community on each of the items listed below: (Percent rating positively e.g., excellent/good)	Length of residency				Marshall fire impact			Overall
	Five years or less	6 to 10 years	11 to 15 years	More than 15 years	Direct Impact	Indirect Impact	No Impact	(A)
	(A)	(B)	(C)	(D)	(A)	(B)	(C)	
Openness and acceptance of the community towards people of diverse backgrounds	70%	81%	83%	79%	82% C	78%	69%	78%
Overall appearance of Louisville	92% C D	85%	76%	76%	85%	80%	89% B	83%
Opportunities to attend cultural activities	56%	62%	81% A B	70% A	76% C	67% C	54%	66%

Please rate Louisville as a community on each of the items listed below: (Percent rating positively e.g., excellent/good)	Length of residency				Marshall fire impact			Overall
	Five years or less	6 to 10 years	11 to 15 years	More than 15 years	Direct Impact	Indirect Impact	No Impact	(A)
	(A)	(B)	(C)	(D)	(A)	(B)	(C)	
Shopping opportunities	50% B D	32%	35%	34%	35%	37%	53% A B	39%
Opportunities to participate in special events and community activities	90% D	81%	93% B D	80%	85%	84%	88%	85%
Opportunities to participate in community matters	78%	68%	83% B	73%	74%	73%	79%	74%
Recreational opportunities	85%	89%	91%	91%	93%	89%	85%	89%
Employment opportunities	49%	33%	64% B D	37%	50%	37%	51%	42%
Variety of housing options	34%	26%	43% B D	29%	31%	30%	34%	31%
Availability of affordable quality housing	13%	17%	21%	17%	16%	19% C	7%	16%

Please rate Louisville as a community on each of the items listed below: (Percent rating positively e.g., excellent/good)	Length of residency				Marshall fire impact			Overall (A)
	Five years or less	6 to 10 years	11 to 15 years	More than 15 years	Direct Impact	Indirect Impact	No Impact	
	(A)	(B)	(C)	(D)	(A)	(B)	(C)	
Preservation of the historic character of old town	85% B D	74%	81%	69%	76%	74%	83%	76%
Quality of overall natural environment in Louisville	94% D	89%	89%	81%	85%	87%	92%	87%
Overall economic health of Louisville	83% B C D	62%	61%	57%	68%	60%	81% B	65%

Table 59: Safety Ratings by Respondent Characteristics

Please rate how safe you feel: (Percent rating positively e.g., very safe/somewhat safe)	Age			Gender		Housing tenure		Housing unit type		Overall (A)
	18-34	35-54	55+	Female	Male	Rent	Own	Detached	Attached	
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(A)	(B)	
From violent crime (e.g., rape, assault, robbery)	95% C	96% C	88%	92%	93%	89%	94%	94% B	89%	92%
From property crimes (e.g., burglary, theft)	84%	86%	80%	83%	84%	88%	81%	82%	85%	83%

Please rate how safe you feel: (Percent rating positively e.g., very safe/somewhat safe)	Age			Gender		Housing tenure		Housing unit type		Overall
	18-34	35-54	55+	Female	Male	Rent	Own	Detached	Attached	
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(A)	(B)	(A)
In your neighborhood	94% C	95% C	87%	90%	93%	88%	92%	92%	88%	91%
In Louisville's downtown area	98% C	99% C	88%	94%	95%	94%	94%	94%	93%	94%
In Louisville's parks and open spaces	97% C	94%	90%	92%	95%	89%	94% A	93%	92%	93%

Table 60: Safety Ratings by Respondent Characteristics

Please rate how safe you feel: (Percent rating positively e.g., very safe/somewhat safe)	Number of household members			Presence of children		Presence of older adults		Overall
	1-2	3-4	5 or more	No	Yes	No	Yes	
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(A)
From violent crime (e.g., rape, assault, robbery)	92%	100%	.	91%	96% A	95% B	89%	92%

Please rate how safe you feel: (Percent rating positively e.g., very safe/somewhat safe)	Number of household members			Presence of children		Presence of older adults		Overall
	1-2	3-4	5 or more	No	Yes	No	Yes	(A)
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	
From property crimes (e.g., burglary, theft)	84% B	63%	.	83%	83%	85%	80%	83%
In your neighborhood	91%	92%	.	89%	96% A	94% B	88%	91%
In Louisville's downtown area	94%	100%	.	92%	99% A	98% B	88%	94%
In Louisville's parks and open spaces	92%	100%	.	92%	95%	95% B	89%	93%

Table 61: Safety Ratings by Respondent Characteristics

Please rate how safe you feel: (Percent rating positively e.g., very safe/somewhat safe)	Length of residency				Marshall fire impact			Overall
	Five years or less	6 to 10 years	11 to 15 years	More than 15 years	Direct Impact	Indirect Impact	No Impact	
	(A)	(B)	(C)	(D)	(A)	(B)	(C)	(A)
From violent crime (e.g., rape, assault, robbery)	92%	94%	98% D	90%	93%	93%	92%	92%
From property crimes (e.g., burglary, theft)	88% D	83%	80%	79%	79%	83%	90% A	83%
In your neighborhood	93%	92%	96%	88%	93%	90%	93%	91%
In Louisville's downtown area	96% D	98% D	97% D	90%	96%	94%	94%	94%
In Louisville's parks and open spaces	92%	93%	98%	91%	94%	94% C	87%	93%

Table 62: Louisville Ratings by Respondent Characteristics

Please rate the job you feel the Louisville community does at each of the following: (Percent rating positively e.g., excellent/good)	Age			Gender		Housing tenure		Housing unit type		Overall (A)
	18-34	35-54	55+	Female	Male	Rent	Own	Detached	Attached	
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(A)	(B)	
Making all residents feel welcome	96% B C	85%	80%	86%	86%	88%	85%	85%	87%	85%
Attracting people from diverse backgrounds	38%	41%	43%	36%	48% A	51% B	38%	39%	47%	41%
Valuing/respecting residents from diverse backgrounds	76%	73%	69%	70%	75%	72%	73%	73%	70%	72%
Taking care of vulnerable residents (elderly, disabled, homeless, etc.)	47%	62%	61%	55%	63%	52%	61%	59%	59%	59%

Table 63: Louisville Ratings by Respondent Characteristics

Please rate the job you feel the Louisville community does at each of the following: (Percent rating positively e.g., excellent/good)	Number of household members			Presence of children		Presence of older adults		Overall (A)
	1-2	3-4	5 or more	No	Yes	No	Yes	
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	
Making all residents feel welcome	86%	83%	.	84%	88%	89% B	80%	85%

Please rate the job you feel the Louisville community does at each of the following: (Percent rating positively e.g., excellent/good)	Number of household members			Presence of children		Presence of older adults		Overall
	1-2	3-4	5 or more	No	Yes	No	Yes	(A)
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	
Attracting people from diverse backgrounds	41%	34%	.	40%	43%	37%	49% A	41%
Valuing/respecting residents from diverse backgrounds	72%	78%	.	68%	81% A	73%	71%	72%
Taking care of vulnerable residents (elderly, disabled, homeless, etc.)	57%	74%	.	54%	69% A	56%	61%	59%

Table 64: Louisville Ratings by Respondent Characteristics

Please rate the job you feel the Louisville community does at each of the following: (Percent rating positively e.g., excellent/good)	Length of residency				Marshall fire impact			Overall
	Five years or less	6 to 10 years	11 to 15 years	More than 15 years	Direct Impact	Indirect Impact	No Impact	(A)
	(A)	(B)	(C)	(D)	(A)	(B)	(C)	
Making all residents feel welcome	91% D	85%	88%	80%	85%	84%	91%	85%
Attracting people from diverse backgrounds	36%	35%	37%	48%	47%	39%	39%	41%

Please rate the job you feel the Louisville community does at each of the following: (Percent rating positively e.g., excellent/good)	Length of residency				Marshall fire impact			Overall
	Five years or less	6 to 10 years	11 to 15 years	More than 15 years	Direct Impact	Indirect Impact	No Impact	(A)
	(A)	(B)	(C)	(D)	(A)	(B)	(C)	
Valuing/respecting residents from diverse backgrounds	78% B	65%	80%	69%	80% B	68%	74%	72%
Taking care of vulnerable residents (elderly, disabled, homeless, etc.)	61%	50%	66%	61%	65%	55%	67%	59%

Table 65: Government Performance Ratings by Respondent Characteristics

Please rate the following areas of the City of Louisville Administration: (Percent rating positively e.g., excellent/good)	Age			Gender		Housing tenure		Housing unit type		Overall
	18-34	35-54	55+	Female	Male	Rent	Own	Detached	Attached	(A)
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(A)	(B)	
City response to citizen complaints or concerns	74% B C	54%	52%	58%	53%	66% B	53%	53%	65% A	56%
Information about City Council, Planning Commission & other official City meetings	68%	69%	66%	71%	65%	67%	68%	66%	72%	68%
Information about City's strategic plan and budget	53%	66% A	56%	61%	59%	48%	62% A	60%	58%	59%

Please rate the following areas of the City of Louisville Administration: (Percent rating positively e.g., excellent/good)	Age			Gender		Housing tenure		Housing unit type		Overall
	18-34	35-54	55+	Female	Male	Rent	Own	Detached	Attached	(A)
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(A)	(B)	
Programming on Louisville cable TV, municipal channel 8	0%	57%	45%	48%	47%	33%	50%	50%	37%	46%
Louisville website (www.louisvilleco.gov)	82% B C	69%	70%	75%	70%	80% B	70%	69%	79% A	72%
Overall customer service (knowledgeable, available, responsive, courteous)	86% C	79%	72%	77%	76%	84%	75%	75%	80%	76%
Overall performance of the Louisville City government	83% B C	65%	61%	69%	66%	80% B	64%	64%	76% A	67%

Table 66: Government Performance Ratings by Respondent Characteristics

Please rate the following areas of the City of Louisville Administration: (Percent rating positively e.g., excellent/good)	Number of household members			Presence of children		Presence of older adults		Overall
	1-2	3-4	5 or more	No	Yes	No	Yes	(A)
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	
City response to citizen complaints or concerns	55%	64%	.	53%	61%	63% B	48%	56%

Please rate the following areas of the City of Louisville Administration: (Percent rating positively e.g., excellent/good)	Number of household members			Presence of children		Presence of older adults		Overall
	1-2	3-4	5 or more	No	Yes	No	Yes	(A)
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	
Information about City Council, Planning Commission & other official City meetings	67%	78%	.	64%	76% A	69%	65%	68%
Information about City's strategic plan and budget	57%	79% A	.	53%	72% A	62%	55%	59%
Programming on Louisville cable TV, municipal channel 8	44%	100% A	.	42%	57%	55%	43%	46%
Louisville website (www.louisvilleco.gov)	71%	73%	.	72%	72%	74%	67%	72%
Overall customer service (knowledgeable, available, responsive, courteous)	76%	81%	.	75%	80%	84% B	68%	76%
Overall performance of the Louisville City government	67%	66%	.	67%	68%	73% B	59%	67%

Table 67: Government Performance Ratings by Respondent Characteristics

Please rate the following areas of the City of Louisville Administration: (Percent rating positively e.g., excellent/good)	Length of residency				Marshall fire impact			Overall
	Five years or less	6 to 10 years	11 to 15 years	More than 15 years	Direct Impact	Indirect Impact	No Impact	(A)
	(A)	(B)	(C)	(D)	(A)	(B)	(C)	
City response to citizen complaints or concerns	81% B C D	45%	62% D	46%	49%	54%	79% A B	56%
Information about City Council, Planning Commission & other official City meetings	82% B D	62%	78% B D	61%	67%	66%	78%	68%
Information about City's strategic plan and budget	69% D	58%	65%	54%	59%	60%	57%	59%
Programming on Louisville cable TV, municipal channel 8	52%	48%	50%	45%	54%	48%	35%	46%
Louisville website (www.louisvilleco.gov)	81% B D	68%	73%	66%	64%	72%	86% A B	72%
Overall customer service (knowledgeable, available, responsive, courteous)	95% B D	73%	80%	67%	74%	73%	96% A B	76%
Overall performance of the Louisville City government	88% B C D	60%	67%	58%	65%	63%	89% A B	67%

Table 68: Police Department Ratings by Respondent Characteristics

Please rate the following areas of the Louisville Police Department and public safety: (Percent rating positively e.g., excellent/good)	Age			Gender		Housing tenure		Housing unit type		Overall
	18-34	35-54	55+	Female	Male	Rent	Own	Detached	Attached	
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(A)	(B)	(A)
Visibility of patrol cars	80%	83% C	72%	74%	81%	72%	79%	77%	78%	77%
Enforcement of traffic regulations	61%	66%	60%	62%	63%	53%	66% A	65%	56%	63%
Municipal code enforcement issues (e.g., dogs, noise, weeds, etc.)	76% C	69%	59%	64%	67%	71%	65%	66%	65%	65%
Communicating regularly with community members (e.g., website, meetings, etc.)	64%	61%	56%	61%	60%	66%	58%	58%	64%	60%
Response to emerging community issues (e.g., opioids, mental health, etc.)	66%	69% C	54%	62%	63%	75% B	58%	56%	74% A	61%
Overall customer service (knowledgeable, available, responsive, courteous)	89% C	83% C	74%	81%	79%	85%	78%	78%	84%	80%
Overall performance of the Louisville Police Department	94% C	88%	83%	87%	89%	92%	86%	86%	92%	87%

Table 69: Police Department Ratings by Respondent Characteristics

Please rate the following areas of the Louisville Police Department and public safety: (Percent rating positively e.g., excellent/good)	Number of household members			Presence of children		Presence of older adults		Overall
	1-2	3-4	5 or more	No	Yes	No	Yes	(A)
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	
Visibility of patrol cars	77%	82%	.	75%	84% A	81% B	72%	77%
Enforcement of traffic regulations	62%	72%	.	61%	65%	64%	61%	63%
Municipal code enforcement issues (e.g., dogs, noise, weeds, etc.)	65%	80%	.	65%	69%	71% B	58%	65%
Communicating regularly with community members (e.g., website, meetings, etc.)	58%	75%	.	54%	72% A	63%	55%	60%
Response to emerging community issues (e.g., opioids, mental health, etc.)	62%	46%	.	56%	76% A	65%	58%	61%
Overall customer service (knowledgeable, available, responsive, courteous)	79%	85%	.	77%	84%	83%	75%	80%
Overall performance of the Louisville Police Department	87%	87%	.	87%	89%	91% B	83%	87%

Table 70: Police Department Ratings by Respondent Characteristics

Please rate the following areas of the Louisville Police Department and public safety: (Percent rating positively e.g., excellent/good)	Length of residency				Marshall fire impact			Overall
	Five years or less	6 to 10 years	11 to 15 years	More than 15 years	Direct Impact	Indirect Impact	No Impact	
	(A)	(B)	(C)	(D)	(A)	(B)	(C)	(A)
Visibility of patrol cars	76%	84% D	88% D	72%	81%	78%	72%	77%
Enforcement of traffic regulations	58%	66%	75% A D	60%	65% C	66% C	50%	63%
Municipal code enforcement issues (e.g., dogs, noise, weeds, etc.)	69%	67%	68%	62%	65%	64%	76%	65%
Communicating regularly with community members (e.g., website, meetings, etc.)	70% D	64% D	59%	49%	57%	56%	82% A B	60%
Response to emerging community issues (e.g., opioids, mental health, etc.)	73% C	64%	43%	59%	62%	58%	82% B	61%
Overall customer service (knowledgeable, available, responsive, courteous)	82%	86%	82%	75%	85%	76%	86%	80%
Overall performance of the Louisville Police Department	94% D	89%	92%	82%	93% B	84%	94% B	87%

Table 71: Planning and Building Safety Department Ratings by Respondent Characteristics

Please rate the following areas of community design and the Louisville Community Development Department:	Age			Gender		Housing tenure		Housing unit type		Overall
	18-34	35-54	55+	Female	Male	Rent	Own	Detached	Attached	(A)
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(A)	(B)	
The public input process on City planning issues	64%	57%	52%	59%	56%	57%	57%	55%	61%	56%
Planning review process for new development	48%	52%	47%	51%	48%	56%	48%	46%	57%	48%
Building permit process related to the Marshall Fire	45%	38%	41%	36%	43%	53%	38%	37%	51%	40%
Building permit process overall	76% B C	52%	40%	44%	55%	45%	50%	49%	49%	49%
Building/construction inspection process	81% C	67% C	47%	55%	64%	80% B	58%	57%	74%	59%
Overall customer service (knowledgeable, available, responsive, courteous)	85% B C	67%	61%	65%	68%	76%	65%	64%	74%	66%
Overall performance of the Louisville Planning and Building Safety Department	87% B C	67% C	54%	62%	67%	82% B	60%	60%	75% A	63%

Table 72: Planning and Building Safety Department Ratings by Respondent Characteristics

Please rate the following areas of community design and the Louisville Community Development Department:	Number of household members			Presence of children		Presence of older adults		Overall
	1-2	3-4	5 or more	No	Yes	No	Yes	(A)
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	
The public input process on City planning issues	55%	74%	.	55%	61%	62% B	48%	56%
Planning review process for new development	46%	65%	.	45%	55%	54% B	43%	48%
Building permit process related to the Marshall Fire	38%	76% A	.	36%	48%	47%	34%	40%
Building permit process overall	50%	50%	.	46%	55%	56% B	42%	49%
Building/construction inspection process	60%	64%	.	56%	66%	68% B	49%	59%
Overall customer service (knowledgeable, available, responsive, courteous)	65%	65%	.	66%	66%	73% B	60%	66%
Overall performance of the Louisville Planning and Building Safety Department	62%	66%	.	61%	67%	73% B	53%	63%

Table 73: Planning and Building Safety Department Ratings by Respondent Characteristics

Please rate the following areas of community design and the Louisville Community Development Department:	Length of residency				Marshall fire impact			Overall
	Five years or less	6 to 10 years	11 to 15 years	More than 15 years	Direct Impact	Indirect Impact	No Impact	(A)
	(A)	(B)	(C)	(D)	(A)	(B)	(C)	
The public input process on City planning issues	71% B D	50%	61%	50%	56%	52%	81% A B	56%
Planning review process for new development	62% B D	41%	69% B D	41%	44%	47%	69% A B	48%
Building permit process related to the Marshall Fire	66% B D	27%	41%	36%	40%	34%	77% A B	40%
Building permit process overall	72% B D	38%	68% B D	42%	53%	46%	65%	49%
Building/construction inspection process	85% B D	47%	77% B D	50%	61%	56%	80% B	59%
Overall customer service (knowledgeable, available, responsive, courteous)	93% B C D	50%	71%	60%	66%	62%	87% A B	66%

Please rate the following areas of community design and the Louisville Community Development Department:	Length of residency				Marshall fire impact			Overall
	Five years or less	6 to 10 years	11 to 15 years	More than 15 years	Direct Impact	Indirect Impact	No Impact	(A)
	(A)	(B)	(C)	(D)	(A)	(B)	(C)	
Overall performance of the Louisville Planning and Building Safety Department	87% B D	56%	77% B D	52%	64%	58%	85% A B	63%

Table 74: Public Library and Historical Museum Ratings by Respondent Characteristics

Please rate the following areas of the Louisville Public Library and Historical Museum and their services: (Percent rating positively e.g., excellent/good)	Age			Gender		Housing tenure		Housing unit type		Overall
	18-34	35-54	55+	Female	Male	Rent	Own	Detached	Attached	(A)
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(A)	(B)	
Louisville Public Library programs (e.g., story time, One Book program, etc.)	100%	96%	97%	99%	96%	99%	97%	97%	99%	98%
Services at the Louisville Public Library (e.g., reference desk, check out, etc.)	97%	96%	96%	98%	95%	98%	97%	96%	97%	96%
Internet and computer services at the Louisville Public Library	100% B	94%	95%	99% B	94%	100% B	95%	95%	99%	96%
Louisville Public Library services online at www.louisville-library.org accessed from home or elsewhere (e.g., book holds, access databases, research, etc.)	98% B	92%	95%	98% B	92%	99% B	94%	93%	98% A	95%

Please rate the following areas of the Louisville Public Library and Historical Museum and their services: (Percent rating positively e.g., excellent/good)	Age			Gender		Housing tenure		Housing unit type		Overall
	18-34	35-54	55+	Female	Male	Rent	Own	Detached	Attached	
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(A)	(B)	(A)
Louisville Public Library materials and collections	94%	92%	88%	93%	90%	95%	90%	91%	92%	91%
Louisville Public Library building	100%	97%	97%	99%	96%	100% B	97%	97%	99%	97%
Overall customer service at the Library (knowledgeable, available, responsive, courteous)	100%	97%	97%	100% B	96%	100%	97%	97%	99%	98%
Overall performance of the Louisville Public Library	100% C	97%	95%	99%	96%	100% B	96%	96%	99%	97%
Louisville Historical Museum programs (e.g., lectures, walking tours, newsletters, expanded/new programming)	100% C	97%	92%	98%	94%	97%	95%	95%	97%	96%
Louisville Historical Museum campus	100% C	94%	91%	97%	91%	97%	93%	92%	97%	93%
Archival materials (e.g., historic photographs, newspapers, etc.)	100% C	97%	93%	99% B	93%	98%	96%	95%	98%	96%

Please rate the following areas of the Louisville Public Library and Historical Museum and their services: (Percent rating positively e.g., excellent/good)	Age			Gender		Housing tenure		Housing unit type		Overall
	18-34	35-54	55+	Female	Male	Rent	Own	Detached	Attached	(A)
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(A)	(B)	
Overall customer service at the Historical Museum (knowledgeable, available, responsive, courteous)	100%	98%	97%	100%	96%	100%	97%	98%	99%	98%
Overall performance of the Louisville Historical Museum	100%	97%	96%	99% B	95%	98%	97%	96%	99%	97%

Table 75: Public Library and Historical Museum Ratings by Respondent Characteristics

Please rate the following areas of the Louisville Public Library and Historical Museum and their services: (Percent rating positively e.g., excellent/good)	Length of residency				Number of household members			Presence of children		Presence of older adults		Overall
	Five years or less	6 to 10 years	11 to 15 years	More than 15 years	1-2	3-4	5 or more	No	Yes	No	Yes	(A)
	(A)	(B)	(C)	(D)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	
Louisville Public Library programs (e.g., story time, One Book program, etc.)	99%	100% D	98%	95%	97%	100%	.	97%	98%	98%	97%	98%

Please rate the following areas of the Louisville Public Library and Historical Museum and their services: (Percent rating positively e.g., excellent/good)	Length of residency				Number of household members			Presence of children		Presence of older adults		Overall (A)
	Five years or less	6 to 10 years	11 to 15 years	More than 15 years	1-2	3-4	5 or more	No	Yes	No	Yes	
	(A)	(B)	(C)	(D)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	
Services at the Louisville Public Library (e.g., reference desk, check out, etc.)	97%	97%	98%	95%	96%	100%	.	95%	99% A	96%	97%	96%
Internet and computer services at the Louisville Public Library	99% D	98%	97%	93%	97%	94%	.	97%	95%	96%	95%	96%
Louisville Public Library services online at www.louisville-library.org accessed from home or elsewhere (e.g., book holds, access databases, research, etc.)	99% D	98% D	92%	91%	94%	100%	.	95%	93%	94%	95%	95%
Louisville Public Library materials and collections	97% B D	90%	91%	87%	90%	100%	.	89%	95% A	94% B	86%	91%
Louisville Public Library building	99% D	99%	98%	95%	97%	100%	.	97%	98%	98%	96%	97%

Please rate the following areas of the Louisville Public Library and Historical Museum and their services: (Percent rating positively e.g., excellent/good)	Length of residency				Number of household members			Presence of children		Presence of older adults		Overall (A)
	Five years or less	6 to 10 years	11 to 15 years	More than 15 years	1-2	3-4	5 or more	No	Yes	No	Yes	
	(A)	(B)	(C)	(D)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	
Overall customer service at the Library (knowledgeable, available, responsive, courteous)	99%	98%	98%	96%	97%	100%	.	97%	99%	98%	98%	98%
Overall performance of the Louisville Public Library	99% D	98%	98%	95%	96%	100%	.	96%	99%	98%	95%	97%
Louisville Historical Museum programs (e.g., lectures, walking tours, newsletters, expanded/new programming)	96%	97%	96%	95%	96%	100%	.	94%	99% A	98%	93%	96%
Louisville Historical Museum campus	94%	95%	91%	94%	94%	94%	.	92%	96%	96% B	90%	93%
Archival materials (e.g., historic photographs, newspapers, etc.)	100%	92%	96%	96%	96%	100%	.	95%	98%	98%	94%	96%
Overall customer service at the Historical Museum (knowledgeable, available, responsive, courteous)	100%	99%	100%	96%	98%	100%	.	97%	100%	99%	97%	98%

Please rate the following areas of the Louisville Public Library and Historical Museum and their services: (Percent rating positively e.g., excellent/good)	Length of residency				Number of household members			Presence of children		Presence of older adults		Overall
	Five years or less	6 to 10 years	11 to 15 years	More than 15 years	1-2	3-4	5 or more	No	Yes	No	Yes	
	(A)	(B)	(C)	(D)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	
Overall performance of the Louisville Historical Museum	96%	100%	96%	96%	97%	100%	.	95%	100% A	98%	95%	97%

Table 76: Public Library and Historical Museum Ratings by Respondent Characteristics

Please rate the following areas of the Louisville Public Library and Historical Museum and their services: (Percent rating positively e.g., excellent/good)	Length of residency				Marshall fire impact			Overall
	Five years or less	6 to 10 years	11 to 15 years	More than 15 years	Direct Impact	Indirect Impact	No Impact	
	(A)	(B)	(C)	(D)	(A)	(B)	(C)	
Louisville Public Library programs (e.g., story time, One Book program, etc.)	99%	100% D	98%	95%	99%	97%	98%	98%
Services at the Louisville Public Library (e.g., reference desk, check out, etc.)	97%	97%	98%	95%	98%	96%	98%	96%
Internet and computer services at the Louisville Public Library	99% D	98%	97%	93%	97%	96%	97%	96%

Please rate the following areas of the Louisville Public Library and Historical Museum and their services: (Percent rating positively e.g., excellent/good)	Length of residency				Marshall fire impact			Overall
	Five years or less	6 to 10 years	11 to 15 years	More than 15 years	Direct Impact	Indirect Impact	No Impact	(A)
	(A)	(B)	(C)	(D)	(A)	(B)	(C)	
Louisville Public Library services online at www.louisville-library.org accessed from home or elsewhere (e.g., book holds, access databases, research, etc.)	99% D	98% D	92%	91%	95%	93%	100% B	95%
Louisville Public Library materials and collections	97% B D	90%	91%	87%	86%	91%	96% A	91%
Louisville Public Library building	99% D	99%	98%	95%	99%	97%	98%	97%
Overall customer service at the Library (knowledgeable, available, responsive, courteous)	99%	98%	98%	96%	99%	98%	98%	98%
Overall performance of the Louisville Public Library	99% D	98%	98%	95%	98%	96%	98%	97%
Louisville Historical Museum programs (e.g., lectures, walking tours, newsletters, expanded/new programming)	96%	97%	96%	95%	93%	97%	94%	96%
Louisville Historical Museum campus	94%	95%	91%	94%	95%	94%	89%	93%

Please rate the following areas of the Louisville Public Library and Historical Museum and their services: (Percent rating positively e.g., excellent/good)	Length of residency				Marshall fire impact			Overall (A)
	Five years or less	6 to 10 years	11 to 15 years	More than 15 years	Direct Impact	Indirect Impact	No Impact	
	(A)	(B)	(C)	(D)	(A)	(B)	(C)	
Archival materials (e.g., historic photographs, newspapers, etc.)	100%	92%	96%	96%	94%	96%	100%	96%
Overall customer service at the Historical Museum (knowledgeable, available, responsive, courteous)	100%	99%	100%	96%	99%	97%	100%	98%
Overall performance of the Louisville Historical Museum	96%	100%	96%	96%	97%	97%	94%	97%

Table 77: Louisville Recreation and Senior Center, and the Coal Creek Golf Course Ratings by Respondent Characteristics

Please rate the following areas of the Louisville Recreation and Senior Center, and the Coal Creek Golf Course: (Percent rating positively e.g., excellent/good)	Age			Gender		Housing tenure		Housing unit type		Overall (A)
	18-34	35-54	55+	Female	Male	Rent	Own	Detached	Attached	
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(A)	(B)	
Current recreation programs for youth (e.g., swim lessons, sports, preschool, camps)	96%	88%	93%	92%	91%	98% B	90%	90%	96%	91%
Current recreation programs for adults (e.g., fitness classes, sports, general interests)	82%	91%	93% A	89%	92%	85%	92% A	90%	90%	91%

Please rate the following areas of the Louisville Recreation and Senior Center, and the Coal Creek Golf Course: (Percent rating positively e.g., excellent/good)	Age			Gender		Housing tenure		Housing unit type		Overall
	18-34	35-54	55+	Female	Male	Rent	Own	Detached	Attached	
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(A)	(B)	(A)
Recreation Center fees in Louisville	63%	80% A	80% A	76%	77%	65%	80% A	80% B	68%	77%
Overall quality of the Louisville Recreation Center	96%	92%	95%	94%	95%	92%	95%	95%	92%	94%
Overall customer service at the Louisville Recreation Center (knowledgeable, available, responsive, courteous)	90%	88%	95% B	89%	94% A	92%	92%	92%	91%	92%
Overall performance of the Louisville Recreation Center	96%	90%	96% B	93%	94%	89%	95% A	95%	91%	94%
Current programs and services for seniors	100%	87%	88%	90%	89%	83%	91%	89%	90%	89%
Overall quality of the Louisville Senior Center	100%	89%	91%	91%	90%	88%	91%	90%	92%	91%
Overall customer service at the Louisville Senior Center (knowledgeable, available, responsive, courteous)	75%	91%	93% A	89%	94%	84%	93% A	92%	89%	91%
Overall performance of the Louisville Senior Center	100%	93%	91%	92%	93%	89%	93%	92%	93%	92%

Please rate the following areas of the Louisville Recreation and Senior Center, and the Coal Creek Golf Course: (Percent rating positively e.g., excellent/good)	Age			Gender		Housing tenure		Housing unit type		Overall
	18-34	35-54	55+	Female	Male	Rent	Own	Detached	Attached	
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(A)	(B)	
Overall quality of the Coal Creek Golf Course	94% C	89%	79%	83%	87%	93%	84%	84%	91%	86%
Overall customer service at the Coal Creek Golf Course (knowledgeable, available, responsive, courteous)	93%	77%	77%	80%	82%	92% B	78%	78%	89%	81%
Overall performance of the Coal Creek Golf Course	93%	82%	79%	80%	86%	92%	81%	81%	91%	83%

Table 78: Louisville Recreation and Senior Center, and the Coal Creek Golf Course Ratings by Respondent Characteristics

Please rate the following areas of the Louisville Recreation and Senior Center, and the Coal Creek Golf Course: (Percent rating positively e.g., excellent/good)	Length of residency				Number of household members			Presence of children		Presence of older adults		Overall
	Five years or less	6 to 10 years	11 to 15 years	More than 15 years	1-2	3-4	5 or more	No	Yes	No	Yes	
	(A)	(B)	(C)	(D)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	
Current recreation programs for youth (e.g., swim lessons, sports, preschool, camps)	92%	96%	87%	90%	92%	86%	.	95% B	87%	91%	91%	91%

Please rate the following areas of the Louisville Recreation and Senior Center, and the Coal Creek Golf Course: (Percent rating positively e.g., excellent/good)	Length of residency				Number of household members			Presence of children		Presence of older adults		Overall (A)
	Five years or less	6 to 10 years	11 to 15 years	More than 15 years	1-2	3-4	5 or more	No	Yes	No	Yes	
	(A)	(B)	(C)	(D)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	
Current recreation programs for adults (e.g., fitness classes, sports, general interests)	90%	89%	94%	91%	90%	85%	.	90%	92%	90%	91%	91%
Recreation Center fees in Louisville	71%	78%	88% A	76%	76%	87%	.	74%	81%	76%	77%	77%
Overall quality of the Louisville Recreation Center	94%	95%	98%	92%	93%	100%	.	94%	95%	93%	95%	94%
Overall customer service at the Louisville Recreation Center (knowledgeable, available, responsive, courteous)	93%	87%	98% B	91%	91%	95%	.	93%	89%	91%	93%	92%
Overall performance of the Louisville Recreation Center	95%	92%	96%	93%	93%	100%	.	94%	93%	92%	95%	94%
Current programs and services for seniors	94%	93%	80%	87%	88%	100%	.	89%	90%	95%	86%	89%
Overall quality of the Louisville Senior Center	95%	87%	100%	89%	90%	100%	.	90%	93%	94%	89%	91%

Please rate the following areas of the Louisville Recreation and Senior Center, and the Coal Creek Golf Course: (Percent rating positively e.g., excellent/good)	Length of residency				Number of household members			Presence of children		Presence of older adults		Overall (A)
	Five years or less	6 to 10 years	11 to 15 years	More than 15 years	1-2	3-4	5 or more	No	Yes	No	Yes	
	(A)	(B)	(C)	(D)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	
Overall customer service at the Louisville Senior Center (knowledgeable, available, responsive, courteous)	90%	93%	91%	92%	91%	100%	.	91%	93%	89%	92%	91%
Overall performance of the Louisville Senior Center	97%	95%	87%	90%	91%	100%	.	91%	95%	95%	91%	92%
Overall quality of the Coal Creek Golf Course	99% D	88%	91%	78%	85%	100%	.	87%	85%	90% B	79%	86%
Overall customer service at the Coal Creek Golf Course (knowledgeable, available, responsive, courteous)	99% B D	78%	80%	74%	79%	100%	.	85%	76%	82%	80%	81%
Overall performance of the Coal Creek Golf Course	99% D	83%	95% D	73%	82%	100%	.	86%	80%	86%	79%	83%

Table 79: Louisville Recreation and Senior Center, and the Coal Creek Golf Course Ratings by Respondent Characteristics

Please rate the following areas of the Louisville Recreation and Senior Center, and the Coal Creek Golf Course: (Percent rating positively e.g., excellent/good)	Length of residency				Marshall fire impact			Overall
	Five years or less	6 to 10 years	11 to 15 years	More than 15 years	Direct Impact	Indirect Impact	No Impact	
	(A)	(B)	(C)	(D)	(A)	(B)	(C)	(A)
Current recreation programs for youth (e.g., swim lessons, sports, preschool, camps)	92%	96%	87%	90%	94%	89%	99% B	91%
Current recreation programs for adults (e.g., fitness classes, sports, general interests)	90%	89%	94%	91%	94%	90%	88%	91%
Recreation Center fees in Louisville	71%	78%	88% A	76%	85% B	73%	77%	77%
Overall quality of the Louisville Recreation Center	94%	95%	98%	92%	97%	93%	96%	94%
Overall customer service at the Louisville Recreation Center (knowledgeable, available, responsive, courteous)	93%	87%	98% B	91%	93%	91%	93%	92%
Overall performance of the Louisville Recreation Center	95%	92%	96%	93%	96%	93%	94%	94%
Current programs and services for seniors	94%	93%	80%	87%	91%	88%	93%	89%
Overall quality of the Louisville Senior Center	95%	87%	100%	89%	94%	90%	93%	91%
Overall customer service at the Louisville Senior Center (knowledgeable, available, responsive, courteous)	90%	93%	91%	92%	95% C	93% C	79%	91%

Please rate the following areas of the Louisville Recreation and Senior Center, and the Coal Creek Golf Course: (Percent rating positively e.g., excellent/good)	Length of residency				Marshall fire impact			Overall (A)
	Five years or less	6 to 10 years	11 to 15 years	More than 15 years	Direct Impact	Indirect Impact	No Impact	
	(A)	(B)	(C)	(D)	(A)	(B)	(C)	
Overall performance of the Louisville Senior Center	97%	95%	87%	90%	96%	91%	91%	92%
Overall quality of the Coal Creek Golf Course	99% D	88%	91%	78%	83%	84%	96%	86%
Overall customer service at the Coal Creek Golf Course (knowledgeable, available, responsive, courteous)	99% B D	78%	80%	74%	77%	78%	98% A B	81%
Overall performance of the Coal Creek Golf Course	99% D	83%	95% D	73%	82%	81%	92%	83%

Table 80: Parks and Open Space Divisions Ratings by Respondent Characteristics

Please rate the following areas of the Louisville Parks and Open Space Divisions: (Percent rating positively e.g., excellent/good)	Age			Gender		Housing tenure		Housing unit type		Overall (A)
	18-34	35-54	55+	Female	Male	Rent	Own	Detached	Attached	
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(A)	(B)	
Adequacy of parks, bike paths, playing fields and playgrounds	94%	95%	94%	95%	94%	94%	94%	94%	94%	94%

Please rate the following areas of the Louisville Parks and Open Space Divisions: (Percent rating positively e.g., excellent/good)	Age			Gender		Housing tenure		Housing unit type		Overall
	18-34	35-54	55+	Female	Male	Rent	Own	Detached	Attached	(A)
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(A)	(B)	
Maintenance of parks (e.g., landscaping, turf areas, playgrounds, picnic areas)	90%	84%	86%	86%	85%	89%	84%	84%	88%	85%
Maintenance of medians and street landscaping	88% B C	79% C	71%	79%	77%	85% B	76%	75%	84% A	78%
Maintenance of the Louisville Cemetery	100% C	96% C	87%	91%	95%	96%	90%	91%	95%	91%
Overall customer service of the Parks Division (knowledgeable, available, responsive, courteous)	97% B C	86%	84%	87%	88%	88%	87%	86%	89%	87%
Overall performance of the Parks Division	96% B C	88%	87%	88%	91%	95% B	87%	87%	94%	89%
Maintenance of open space (e.g., trash bins, trailheads, habitat, etc.)	95% C	92% C	83%	87%	91%	94% B	87%	87%	94% A	89%
Maintenance of the trail system	94%	94% C	89%	92%	93%	95%	91%	91%	94%	92%

Please rate the following areas of the Louisville Parks and Open Space Divisions: (Percent rating positively e.g., excellent/good)	Age			Gender		Housing tenure		Housing unit type		Overall
	18-34	35-54	55+	Female	Male	Rent	Own	Detached	Attached	
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(A)	(B)	
Overall customer service of the Open Space Division (knowledgeable, available, responsive, courteous)	97% C	93% C	85%	90%	91%	96%	89%	89%	94%	90%
Overall performance of the Open Space Division	97% C	92% C	86%	90%	92%	93%	91%	90%	93%	91%

Table 81: Parks and Open Space Divisions Ratings by Respondent Characteristics

Please rate the following areas of the Louisville Parks and Open Space Divisions: (Percent rating positively e.g., excellent/good)	Number of household members			Presence of children		Presence of older adults		Overall
	1-2	3-4	5 or more	No	Yes	No	Yes	
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	
Adequacy of parks, bike paths, playing fields and playgrounds	94%	95%	.	94%	95%	95%	94%	94%
Maintenance of parks (e.g., landscaping, turf areas, playgrounds, picnic areas)	85%	91%	.	85%	87%	88%	82%	85%
Maintenance of medians and street landscaping	77%	87%	.	78%	79%	82% B	72%	78%

Please rate the following areas of the Louisville Parks and Open Space Divisions: (Percent rating positively e.g., excellent/good)	Number of household members			Presence of children		Presence of older adults		Overall
	1-2	3-4	5 or more	No	Yes	No	Yes	(A)
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	
Maintenance of the Louisville Cemetery	92%	100%	.	91%	96%	98% B	87%	91%
Overall customer service of the Parks Division (knowledgeable, available, responsive, courteous)	86%	92%	.	86%	90%	89%	85%	87%
Overall performance of the Parks Division	89%	97%	.	88%	92%	92% B	86%	89%
Maintenance of open space (e.g., trash bins, trailheads, habitat, etc.)	89%	88%	.	88%	92%	93% B	82%	89%
Maintenance of the trail system	91%	100%	.	90%	95%	94% B	88%	92%
Overall customer service of the Open Space Division (knowledgeable, available, responsive, courteous)	89%	100%	.	87%	97% A	94% B	85%	90%
Overall performance of the Open Space Division	91%	95%	.	89%	95% A	94% B	85%	91%

Table 82: Parks and Open Space Divisions Ratings by Respondent Characteristics

Please rate the following areas of the Louisville Parks and Open Space Divisions: (Percent rating positively e.g., excellent/good)	Length of residency				Marshall fire impact			Overall
	Five years or less	6 to 10 years	11 to 15 years	More than 15 years	Direct Impact	Indirect Impact	No Impact	
	(A)	(B)	(C)	(D)	(A)	(B)	(C)	(A)
Adequacy of parks, bike paths, playing fields and playgrounds	98% B D	90%	96%	93%	95%	92%	100% B	94%
Maintenance of parks (e.g., landscaping, turf areas, playgrounds, picnic areas)	95% B D	77%	90% B	80%	83%	83%	97% A B	85%
Maintenance of medians and street landscaping	94% B C D	76%	76%	67%	76%	74%	96% A B	78%
Maintenance of the Louisville Cemetery	100% D	94%	93%	88%	91%	91%	100%	91%
Overall customer service of the Parks Division (knowledgeable, available, responsive, courteous)	95% B D	84%	95%	83%	93% B	84%	96% B	87%
Overall performance of the Parks Division	96% D	91%	86%	84%	89%	87%	99% A B	89%

Please rate the following areas of the Louisville Parks and Open Space Divisions: (Percent rating positively e.g., excellent/good)	Length of residency				Marshall fire impact			Overall
	Five years or less	6 to 10 years	11 to 15 years	More than 15 years	Direct Impact	Indirect Impact	No Impact	(A)
	(A)	(B)	(C)	(D)	(A)	(B)	(C)	
Maintenance of open space (e.g., trash bins, trailheads, habitat, etc.)	97% B C D	85%	85%	85%	90%	87%	97% B	89%
Maintenance of the trail system	98% B D	86%	94%	89%	92%	91%	97%	92%
Overall customer service of the Open Space Division (knowledgeable, available, responsive, courteous)	96% D	91%	95%	85%	93%	89%	97%	90%
Overall performance of the Open Space Division	97% D	90%	95% D	86%	93%	89%	97% B	91%

Table 83: Public Works Department Ratings by Respondent Characteristics

Please rate the following areas of the Louisville Public Works Department: (Percent rating positively e.g., excellent/good)	Age			Gender		Housing tenure		Housing unit type		Overall
	18-34	35-54	55+	Female	Male	Rent	Own	Detached	Attached	
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(A)	(B)	(A)
Street maintenance in Louisville (e.g., paving and concrete replacement)	73% C	69%	61%	63%	71% A	76% B	65%	62%	78% A	67%
Street maintenance in your neighborhood	84% B C	63%	62%	67%	69%	76% B	65%	64%	76% A	67%
Street sweeping	79%	71%	72%	72%	74%	81% B	70%	71%	76%	72%
Snow removal/street sanding	73% B C	52%	51%	56%	57%	66% B	53%	52%	67% A	56%
Street lighting, signage and street markings	86%	80%	78%	77%	83%	84%	79%	78%	85%	80%
Waste water (e.g., sewage system)	99% C	93%	90%	90%	96% A	97% B	92%	92%	96%	93%
Storm drainage (e.g., flooding management)	94% C	86%	84%	83%	91% A	88%	87%	88%	85%	87%

Please rate the following areas of the Louisville Public Works Department: (Percent rating positively e.g., excellent/good)	Age			Gender		Housing tenure		Housing unit type		Overall
	18-34	35-54	55+	Female	Male	Rent	Own	Detached	Attached	
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(A)	(B)	(A)
Quality of Louisville water	91%	89%	87%	85%	93% A	84%	90%	89%	86%	88%
Solid waste/trash service (e.g., trash, recycle, compost)	83%	81%	78%	79%	82%	87% B	78%	78%	85%	80%
Fees for water, sewer and trash	62%	67%	59%	62%	65%	63%	63%	62%	66%	63%
Overall customer service (knowledgeable, available, responsive, courteous)	92% B C	80%	79%	79%	86%	90% B	80%	78%	94% A	82%
Overall performance of the Louisville Public Works Department	96% B C	88%	83%	85%	91% A	91%	86%	85%	92% A	87%

Table 84: Public Works Department Ratings by Respondent Characteristics

Please rate the following areas of the Louisville Public Works Department: (Percent rating positively e.g., excellent/good)	Number of household members			Presence of children		Presence of older adults		Overall (A)
	1-2	3-4	5 or more	No	Yes	No	Yes	
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	
Street maintenance in Louisville (e.g., paving and concrete replacement)	65%	87% A	.	66%	68%	70%	63%	67%
Street maintenance in your neighborhood	67%	76%	.	69%	65%	70%	63%	67%
Street sweeping	72%	85%	.	73%	72%	74%	71%	72%
Snow removal/street sanding	55%	61%	.	58%	53%	57%	55%	56%
Street lighting, signage and street markings	81%	72%	.	79%	83%	82%	77%	80%
Waste water (e.g., sewage system)	93%	96%	.	93%	94%	96% B	89%	93%
Storm drainage (e.g., flooding management)	87%	92%	.	85%	92% A	90% B	83%	87%
Quality of Louisville water	89%	91%	.	87%	93% A	91%	86%	88%
Solid waste/trash service (e.g., trash, recycle, compost)	80%	82%	.	80%	81%	81%	79%	80%
Fees for water, sewer and trash	63%	70%	.	61%	69%	67% B	57%	63%

Please rate the following areas of the Louisville Public Works Department: (Percent rating positively e.g., excellent/good)	Number of household members			Presence of children		Presence of older adults		Overall
	1-2	3-4	5 or more	No	Yes	No	Yes	(A)
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	
Overall customer service (knowledgeable, available, responsive, courteous)	83%	79%	.	82%	83%	86%	78%	82%
Overall performance of the Louisville Public Works Department	87%	94%	.	87%	89%	91% B	82%	87%

Table 85: Public Works Department Ratings by Respondent Characteristics

Please rate the following areas of the Louisville Public Works Department: (Percent rating positively e.g., excellent/good)	Length of residency				Marshall fire impact			Overall
	Five years or less	6 to 10 years	11 to 15 years	More than 15 years	Direct Impact	Indirect Impact	No Impact	(A)
	(A)	(B)	(C)	(D)	(A)	(B)	(C)	
Street maintenance in Louisville (e.g., paving and concrete replacement)	78% B D	63%	70%	59%	65%	65%	77% B	67%
Street maintenance in your neighborhood	78% C D	71%	64%	60%	63%	65%	82% A B	67%
Street sweeping	77%	70%	75%	70%	69%	73%	77%	72%

Please rate the following areas of the Louisville Public Works Department: (Percent rating positively e.g., excellent/good)	Length of residency				Marshall fire impact			Overall
	Five years or less	6 to 10 years	11 to 15 years	More than 15 years	Direct Impact	Indirect Impact	No Impact	(A)
	(A)	(B)	(C)	(D)	(A)	(B)	(C)	
Snow removal/street sanding	61%	65% D	53%	51%	51%	56%	65% A	56%
Street lighting, signage and street markings	84%	82%	79%	77%	77%	79%	89% A B	80%
Waste water (e.g., sewage system)	99% D	92%	92%	90%	93%	92%	99% B	93%
Storm drainage (e.g., flooding management)	92% D	84%	92%	84%	89%	84%	96% B	87%
Quality of Louisville water	89%	84%	88%	90%	90%	88%	90%	88%
Solid waste/trash service (e.g., trash, recycle, compost)	89% B C D	73%	77%	77%	80%	78%	90% B	80%
Fees for water, sewer and trash	73% D	63%	69%	55%	67%	59%	74% B	63%

Please rate the following areas of the Louisville Public Works Department: (Percent rating positively e.g., excellent/good)	Length of residency				Marshall fire impact			Overall
	Five years or less	6 to 10 years	11 to 15 years	More than 15 years	Direct Impact	Indirect Impact	No Impact	
	(A)	(B)	(C)	(D)	(A)	(B)	(C)	
Overall customer service (knowledgeable, available, responsive, courteous)	93% B D	77%	82%	76%	83%	78%	97% A B	82%
Overall performance of the Louisville Public Works Department	94% D	90% D	89%	81%	86%	86%	96% A B	87%

Table 86: Transportation System Ratings by Respondent Characteristics

Please rate the following areas of Louisville's Transportation System: (Percent rating positively e.g., excellent/good)	Age			Gender		Housing tenure		Housing unit type		Overall
	18-34	35-54	55+	Female	Male	Rent	Own	Detached	Attached	
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(A)	(B)	
Ease of car travel in Louisville	96% B C	85% C	77%	86%	82%	91% B	82%	81%	90% A	84%
Ease of bus travel in Louisville	57%	63%	58%	58%	62%	63%	58%	60%	59%	60%
Ease of bicycle travel in Louisville	88%	85%	87%	86%	86%	83%	87%	87%	84%	86%
Ease of walking in Louisville	71%	85% A	89% A	84%	84%	71%	89% A	89% B	71%	84%

Please rate the following areas of Louisville's Transportation System: (Percent rating positively e.g., excellent/good)	Age			Gender		Housing tenure		Housing unit type		Overall
	18-34	35-54	55+	Female	Male	Rent	Own	Detached	Attached	
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(A)	(B)	
Traffic flow on major streets	67%	73%	70%	71%	70%	69%	71%	68%	75%	70%
Overall quality of Louisville's Transportation System	76%	77%	73%	76%	75%	79%	73%	74%	76%	75%
Overall safety of Louisville's Transportation System	81%	83%	81%	80%	83%	79%	83%	83%	76%	81%

Table 87: Transportation System Ratings by Respondent Characteristics

Please rate the following areas of Louisville's Transportation System: (Percent rating positively e.g., excellent/good)	Number of household members			Presence of children		Presence of older adults		Overall
	1-2	3-4	5 or more	No	Yes	No	Yes	
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	
Ease of car travel in Louisville	84%	88%	.	82%	88%	90% B	74%	84%
Ease of bus travel in Louisville	60%	57%	.	55%	70% A	59%	61%	60%
Ease of bicycle travel in Louisville	87%	97%	.	85%	88%	86%	87%	86%

Please rate the following areas of Louisville's Transportation System: (Percent rating positively e.g., excellent/good)	Number of household members			Presence of children		Presence of older adults		Overall
	1-2	3-4	5 or more	No	Yes	No	Yes	(A)
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	
Ease of walking in Louisville	82%	96% A	.	83%	86%	81%	88% A	84%
Traffic flow on major streets	70%	72%	.	68%	74%	72%	66%	70%
Overall quality of Louisville's Transportation System	75%	82%	.	71%	84% A	77%	72%	75%
Overall safety of Louisville's Transportation System	80%	90%	.	79%	86%	83%	79%	81%

Table 88: Transportation System Ratings by Respondent Characteristics

Please rate the following areas of Louisville's Transportation System: (Percent rating positively e.g., excellent/good)	Length of residency				Marshall fire impact			Overall
	Five years or less	6 to 10 years	11 to 15 years	More than 15 years	Direct Impact	Indirect Impact	No Impact	(A)
	(A)	(B)	(C)	(D)	(A)	(B)	(C)	
Ease of car travel in Louisville	92% D	91% D	88% D	73%	79%	84%	92% A	84%
Ease of bus travel in Louisville	57%	60%	67%	58%	59%	62%	56%	60%
Ease of bicycle travel in Louisville	86%	81%	88%	88%	87%	87%	85%	86%

Please rate the following areas of Louisville's Transportation System: (Percent rating positively e.g., excellent/good)	Length of residency				Marshall fire impact			Overall
	Five years or less	6 to 10 years	11 to 15 years	More than 15 years	Direct Impact	Indirect Impact	No Impact	(A)
	(A)	(B)	(C)	(D)	(A)	(B)	(C)	
Ease of walking in Louisville	75%	81%	92% A	89% A	92% B C	84% C	74%	84%
Traffic flow on major streets	78% D	72%	72%	65%	75%	67%	76%	70%
Overall quality of Louisville's Transportation System	78% D	78%	82% D	69%	76%	74%	76%	75%
Overall safety of Louisville's Transportation System	80%	86%	86%	78%	84%	81%	78%	81%

Table 89: Overall Services Rating by Respondent Characteristics

Overall, how do you rate the quality of services provided by the City of Louisville? (Percent rating positively e.g., excellent/good)	Age			Gender		Housing tenure		Housing unit type		Overall
	18-34	35-54	55+	Female	Male	Rent	Own	Detached	Attached	(A)
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(A)	(B)	
Overall, how do you rate the quality of services provided by the City of Louisville?	94% C	88%	85%	89%	87%	91%	87%	87%	90%	88%

Table 90: Overall Services Rating by Respondent Characteristics

Overall, how do you rate the quality of services provided by the City of Louisville? (Percent rating positively e.g., excellent/good)	Number of household members			Presence of children		Presence of older adults		Overall
	1-2	3-4	5 or more	No	Yes	No	Yes	(A)
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	
Overall, how do you rate the quality of services provided by the City of Louisville?	88%	90%	.	88%	89%	92% B	82%	88%

Table 91: Overall Services Rating by Respondent Characteristics

Overall, how do you rate the quality of services provided by the City of Louisville? (Percent rating positively e.g., excellent/good)	Length of residency				Marshall fire impact			Overall
	Five years or less	6 to 10 years	11 to 15 years	More than 15 years	Direct Impact	Indirect Impact	No Impact	(A)
	(A)	(B)	(C)	(D)	(A)	(B)	(C)	
Overall, how do you rate the quality of services provided by the City of Louisville?	96% B D	87%	92% D	81%	86%	87%	94% B	88%

Table 92: City Priorities by Respondent Characteristics

First tell us how much of a priority, if at all, the City should place on each of the following aspects of the community. Then, select which three (3) should be the top priorities for the City to focus on in the next 4 years. (Percent rating positively e.g., high priority/medium priority)	Age			Gender		Housing tenure		Housing unit type		Overall
	18-34	35-54	55+	Female	Male	Rent	Own	Detached	Attached	
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(A)	(B)	
Transportation (e.g., safe/well-maintained multi-modal transportation system)	81%	90% A	89% A	89%	86%	88%	87%	87%	87%	87%
Utilities (e.g., safe/reliable water, treated wastewater)	91%	99% A	99% A	97%	97%	93%	99% A	99% B	93%	97%
Public Safety (e.g., community safety and compliance with Municipal Code/State Law)	83%	95% A	97% A	92%	93%	82%	97% A	96% B	84%	93%
Parks (e.g., well-maintained parks/landscapes areas, sports facilities, cemetery)	93%	96%	95%	94%	96%	91%	97% A	97% B	91%	95%
Open Space & Trails (e.g., preserving native plants, wildlife and scenic vistas)	95%	93%	94%	95%	93%	93%	94%	95%	92%	94%
Recreation (e.g., high quality, reasonably priced recreation/leisure activities)	87%	92%	93%	90%	92%	87%	93% A	93% B	87%	91%

First tell us how much of a priority, if at all, the City should place on each of the following aspects of the community. Then, select which three (3) should be the top priorities for the City to focus on in the next 4 years. (Percent rating positively e.g., high priority/medium priority)	Age			Gender		Housing tenure		Housing unit type		Overall
	18-34	35-54	55+	Female	Male	Rent	Own	Detached	Attached	
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(A)	(B)	(A)
Library (e.g., informing/involving the community)	83%	89%	87%	89%	84%	81%	89% A	89% B	82%	87%
Museum Services (e.g., preserving heritage, informing community)	60% B	49%	59% B	59%	51%	54%	56%	55%	57%	56%
Economic Prosperity (e.g., promoting a thriving business climate)	96%	96%	93%	95%	95%	94%	95%	96% B	92%	95%
Administration & Support Services (e.g., effective and efficient governance)	94%	91%	94%	91%	94%	90%	93%	93%	91%	93%
Environmental Sustainability (e.g., promoting efficiency, reducing environmental impacts)	93% C	87% C	78%	89% B	81%	89%	84%	84%	87%	85%

Table 93: City Priorities by Respondent Characteristics

First tell us how much of a priority, if at all, the City should place on each of the following aspects of the community. Then, select which three (3) should be the top priorities for the City to focus on in the next 4 years. (Percent rating positively e.g., high priority/medium priority)	Number of household members			Presence of children		Presence of older adults		Overall
	1-2	3-4	5 or more	No	Yes	No	Yes	
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	
Transportation (e.g., safe/well-maintained multi-modal transportation system)	87%	95%	.	87%	88%	90%	84%	87%
Utilities (e.g., safe/reliable water, treated wastewater)	97%	100%	.	97%	98%	96%	99%	97%
Public Safety (e.g., community safety and compliance with Municipal Code/State Law)	93%	100%	.	93%	93%	90%	97% A	93%
Parks (e.g., well-maintained parks/landscapes areas, sports facilities, cemetery)	95%	100%	.	94%	96%	96%	93%	95%
Open Space & Trails (e.g., preserving native plants, wildlife and scenic vistas)	93%	100%	.	94%	92%	95%	93%	94%
Recreation (e.g., high quality, reasonably priced recreation/leisure activities)	92%	100%	.	89%	95% A	91%	91%	91%
Library (e.g., informing/involving the community)	88%	88%	.	85%	89%	86%	89%	87%
Museum Services (e.g., preserving heritage, informing community)	57%	55%	.	58% B	49%	51%	63% A	56%
Economic Prosperity (e.g., promoting a thriving business climate)	95%	100%	.	94%	96%	95%	94%	95%
Administration & Support Services (e.g., effective and efficient governance)	92%	95%	.	92%	93%	93%	92%	93%

First tell us how much of a priority, if at all, the City should place on each of the following aspects of the community. Then, select which three (3) should be the top priorities for the City to focus on in the next 4 years. (Percent rating positively e.g., high priority/medium priority)	Number of household members			Presence of children		Presence of older adults		Overall
	1-2	3-4	5 or more	No	Yes	No	Yes	(A)
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	
Environmental Sustainability (e.g., promoting efficiency, reducing environmental impacts)	85%	90%	.	86%	83%	89% B	78%	85%

Table 94: City Priorities by Respondent Characteristics

First tell us how much of a priority, if at all, the City should place on each of the following aspects of the community. Then, select which three (3) should be the top priorities for the City to focus on in the next 4 years. (Percent rating positively e.g., high priority/medium priority)	Length of residency				Marshall fire impact			Overall
	Five years or less	6 to 10 years	11 to 15 years	More than 15 years	Direct Impact	Indirect Impact	No Impact	(A)
	(A)	(B)	(C)	(D)	(A)	(B)	(C)	
Transportation (e.g., safe/well-maintained multi-modal transportation system)	85%	96% A D	88%	85%	80%	93% A C	78%	87%
Utilities (e.g., safe/reliable water, treated wastewater)	93%	98% A	100% A	99% A	99% C	99% C	88%	97%
Public Safety (e.g., community safety and compliance with Municipal Code/State Law)	86%	92% A	96% A	98% A	96% C	96% C	78%	93%

First tell us how much of a priority, if at all, the City should place on each of the following aspects of the community. Then, select which three (3) should be the top priorities for the City to focus on in the next 4 years. (Percent rating positively e.g., high priority/medium priority)	Length of residency				Marshall fire impact			Overall
	Five years or less	6 to 10 years	11 to 15 years	More than 15 years	Direct Impact	Indirect Impact	No Impact	
	(A)	(B)	(C)	(D)	(A)	(B)	(C)	(A)
Parks (e.g., well-maintained parks/landscapes areas, sports facilities, cemetery)	94%	93%	97%	96%	97%	96%	91%	95%
Open Space & Trails (e.g., preserving native plants, wildlife and scenic vistas)	95%	96%	94%	92%	97%	93%	93%	94%
Recreation (e.g., high quality, reasonably priced recreation/leisure activities)	90%	91%	93%	92%	95%	90%	88%	91%
Library (e.g., informing/involving the community)	85%	88%	90%	86%	88% C	89% C	77%	87%
Museum Services (e.g., preserving heritage, informing community)	57% C	60% C	42%	55%	55%	55%	58%	56%
Economic Prosperity (e.g., promoting a thriving business climate)	96%	93%	92%	96%	95%	95%	94%	95%
Administration & Support Services (e.g., effective and efficient governance)	90%	93%	91%	94%	94%	93%	90%	93%
Environmental Sustainability (e.g., promoting efficiency, reducing environmental impacts)	94% B C D	84%	79%	80%	83%	83%	92% B	85%

Table 95: Vibrant Economic Climate Priorities by Respondent Characteristics

First tell us how much of a priority, if at all, the City should place on each of the following aspects of its strategy to ensure a vibrant economic climate. Then, select which two (2) should be the top priorities for the City to focus on in the next 4 years. (Percent rating positively e.g., high priority/medium priority)	Age			Gender		Housing tenure		Housing unit type		Overall
	18-34	35-54	55+	Female	Male	Rent	Own	Detached	Attached	
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(A)	(B)	
Meet the retail and services needs of local residents	94%	92%	96%	93%	95%	94%	94%	94%	95%	94%
Attract visitors to shop in Louisville	85%	79%	78%	81%	79%	86% B	78%	80%	80%	80%
Attract businesses to locate or expand in Louisville	90%	93%	89%	88%	93% A	88%	92%	93% B	86%	90%
Pursue redevelopment of vacant or underused commercial sites	95% C	96% C	88%	94%	90%	96%	91%	93%	90%	92%
Preserve the historic character of existing buildings	89% B C	76%	77%	81%	79%	90% B	76%	78%	84%	80%
Provide gathering spaces for the community (e.g., parks, facilities, etc.)	91%	85%	84%	88%	84%	91%	84%	84%	90% A	85%

First tell us how much of a priority, if at all, the City should place on each of the following aspects of its strategy to ensure a vibrant economic climate. Then, select which two (2) should be the top priorities for the City to focus on in the next 4 years. (Percent rating positively e.g., high priority/medium priority)	Age			Gender		Housing tenure		Housing unit type		Overall
	18-34	35-54	55+	Female	Male	Rent	Own	Detached	Attached	
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(A)	(B)	(A)
Create and enhance unique identities for each of Louisville’s business districts	52%	57%	58%	58%	55%	66% B	53%	53%	64% A	56%

Table 96: Vibrant Economic Climate Priorities by Respondent Characteristics

First tell us how much of a priority, if at all, the City should place on each of the following aspects of its strategy to ensure a vibrant economic climate. Then, select which two (2) should be the top priorities for the City to focus on in the next 4 years. (Percent rating positively e.g., high priority/medium priority)	Number of household members			Presence of children		Presence of older adults		Overall
	1-2	3-4	5 or more	No	Yes	No	Yes	
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(A)
Meet the retail and services needs of local residents	94%	95%	.	94%	95%	93%	95%	94%
Attract visitors to shop in Louisville	79%	91%	.	81%	77%	83% B	75%	80%
Attract businesses to locate or expand in Louisville	91%	96%	.	92%	88%	92%	89%	90%

First tell us how much of a priority, if at all, the City should place on each of the following aspects of its strategy to ensure a vibrant economic climate. Then, select which two (2) should be the top priorities for the City to focus on in the next 4 years. (Percent rating positively e.g., high priority/medium priority)	Number of household members			Presence of children		Presence of older adults		Overall
	1-2	3-4	5 or more	No	Yes	No	Yes	
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	
Pursue redevelopment of vacant or underused commercial sites	93%	95%	.	93%	93%	95% B	88%	92%
Preserve the historic character of existing buildings	79%	79%	.	82%	76%	81%	78%	80%
Provide gathering spaces for the community (e.g., parks, facilities, etc.)	86%	84%	.	84%	88%	88%	82%	85%
Create and enhance unique identities for each of Louisville’s business districts	55%	44%	.	58%	53%	56%	57%	56%

Table 97: Vibrant Economic Climate Priorities by Respondent Characteristics

First tell us how much of a priority, if at all, the City should place on each of the following aspects of its strategy to ensure a vibrant economic climate. Then, select which two (2) should be the top priorities for the City to focus on in the next 4 years. (Percent rating positively e.g., high priority/medium priority)	Length of residency				Marshall fire impact			Overall
	Five years or less	6 to 10 years	11 to 15 years	More than 15 years	Direct Impact	Indirect Impact	No Impact	
	(A)	(B)	(C)	(D)	(A)	(B)	(C)	
Meet the retail and services needs of local residents	91%	94%	97%	96% A	95% C	96% C	85%	94%

First tell us how much of a priority, if at all, the City should place on each of the following aspects of its strategy to ensure a vibrant economic climate. Then, select which two (2) should be the top priorities for the City to focus on in the next 4 years. (Percent rating positively e.g., high priority/medium priority)	Length of residency				Marshall fire impact			Overall
	Five years or less	6 to 10 years	11 to 15 years	More than 15 years	Direct Impact	Indirect Impact	No Impact	
	(A)	(B)	(C)	(D)	(A)	(B)	(C)	(A)
Attract visitors to shop in Louisville	81%	81%	86%	78%	78%	82%	79%	80%
Attract businesses to locate or expand in Louisville	89%	91%	91%	91%	92%	92% C	84%	90%
Pursue redevelopment of vacant or underused commercial sites	94%	90%	94%	92%	93%	93%	90%	92%
Preserve the historic character of existing buildings	87% B D	75%	76%	77%	87% B	75%	87% B	80%
Provide gathering spaces for the community (e.g., parks, facilities, etc.)	92% D	83%	88%	81%	91% B	83%	88%	85%
Create and enhance unique identities for each of Louisville’s business districts	65% C D	60%	49%	49%	59%	52%	68% B	56%

Table 98: Sustainability Vision Priorities by Respondent Characteristics

How much of a priority, if at all, should the City place on each of the following aspects of its strategy to achieve Louisville's sustainability vision? (Percent rating positively e.g., high priority/medium priority)	Age			Gender		Housing tenure		Housing unit type		Overall
	18-34	35-54	55+	Female	Male	Rent	Own	Detached	Attached	
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(A)	(B)	
Reduce energy consumption and increase use of clean energy	92%	88%	85%	89%	85%	92% B	85%	85%	91%	87%
Encourage water efficiency and water quality efforts	99% B	92%	94%	97% B	91%	99% B	93%	92%	99% A	94%
Promote fuel-efficient transportation and multi-modal infrastructure	86% C	84%	77%	86% B	77%	91% B	77%	79%	86%	81%
Increase community waste diversion	87%	88%	81%	89% B	81%	88%	83%	84%	86%	84%
Ensure a sustainable, safe and healthy food supply that is accessible	98% B C	82%	84%	93% B	79%	94% B	83%	83%	94% A	86%

Table 99: Sustainability Vision Priorities by Respondent Characteristics

How much of a priority, if at all, should the City place on each of the following aspects of its strategy to achieve Louisville's sustainability vision? (Percent rating positively e.g., high priority/medium priority)	Number of household members			Presence of children		Presence of older adults		Overall
	1-2	3-4	5 or more	No	Yes	No	Yes	(A)
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	
Reduce energy consumption and increase use of clean energy	87%	85%	.	86%	89%	92% B	80%	87%
Encourage water efficiency and water quality efforts	95%	90%	.	95%	93%	95%	92%	94%
Promote fuel-efficient transportation and multi-modal infrastructure	81%	86%	.	82%	80%	87% B	73%	81%
Increase community waste diversion	84%	85%	.	83%	88%	89% B	78%	84%
Ensure a sustainable, safe and healthy food supply that is accessible	86%	92%	.	87%	84%	87%	85%	86%

Table 100: Sustainability Vision Priorities by Respondent Characteristics

How much of a priority, if at all, should the City place on each of the following aspects of its strategy to achieve Louisville's sustainability vision? (Percent rating positively e.g., high priority/medium priority)	Length of residency				Marshall fire impact			Overall
	Five years or less	6 to 10 years	11 to 15 years	More than 15 years	Direct Impact	Indirect Impact	No Impact	
	(A)	(B)	(C)	(D)	(A)	(B)	(C)	(A)
Reduce energy consumption and increase use of clean energy	96% B D	84%	91% D	80%	83%	87%	94% A B	87%
Encourage water efficiency and water quality efforts	99% D	94%	92%	91%	92%	94%	98% A	94%
Promote fuel-efficient transportation and multi-modal infrastructure	87% D	88% D	80%	73%	77%	82%	83%	81%
Increase community waste diversion	92% C D	85%	79%	80%	80%	86%	87%	84%
Ensure a sustainable, safe and healthy food supply that is accessible	92% D	90% D	82%	81%	82%	86%	93% A	86%

Table 101: Support for mixed-use housing and businesses by Respondent Characteristics

Imagine a commercial area with several vacant storefronts and empty parking lots. How much would you support, if at all, the development of mixed-use housing and businesses in this area? (Percent rating positively e.g., strongly support/somewhat support)	Age			Gender		Housing tenure		Housing unit type		Overall
	18-34	35-54	55+	Female	Male	Rent	Own	Detached	Attached	
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(A)	(B)	(A)
Imagine a commercial area with several vacant storefronts and empty parking lots. How much would you support, if at all, the development of mixed-use housing and businesses in this area?	89% C	83%	77%	85%	79%	88% B	79%	78%	89% A	82%

Table 102: Support for mixed-use housing and businesses by Respondent Characteristics

Imagine a commercial area with several vacant storefronts and empty parking lots. How much would you support, if at all, the development of mixed-use housing and businesses in this area? (Percent rating positively e.g., strongly support/somewhat support)	Number of household members			Presence of children		Presence of older adults		Overall
	1-2	3-4	5 or more	No	Yes	No	Yes	
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(A)
Imagine a commercial area with several vacant storefronts and empty parking lots. How much would you support, if at all, the development of mixed-use housing and businesses in this area?	81%	82%	.	82%	81%	86% B	75%	82%

Table 103: Support for mixed-use housing and businesses by Respondent Characteristics

Imagine a commercial area with several vacant storefronts and empty parking lots. How much would you support, if at all, the development of mixed-use housing and businesses in this area? (Percent rating positively e.g., strongly support/somewhat support)	Length of residency				Marshall fire impact			Overall
	Five years or less	6 to 10 years	11 to 15 years	More than 15 years	Direct Impact	Indirect Impact	No Impact	(A)
	(A)	(B)	(C)	(D)	(A)	(B)	(C)	
Imagine a commercial area with several vacant storefronts and empty parking lots. How much would you support, if at all, the development of mixed-use housing and businesses in this area?	94% D	85% D	86% D	69%	74%	82% A	89% A	82%

Table 104: Use of Information Sources by Respondent Characteristics

Following is a list of information sources. First, please select how often you use each of the following sources to gain information about the City of Louisville. Then, indicate the quality and reliability of the information from that source. (Percent rating positively e.g., at least sometimes)	Age			Gender		Housing tenure		Housing unit type		Overall
	18-34	35-54	55+	Female	Male	Rent	Own	Detached	Attached	(A)
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(A)	(B)	
Attend, watch or stream a City Council meeting	15%	35% A	41% A	31%	34%	15%	39% A	38% B	20%	33%
Quarterly Community Update Newsletter	83%	95% A	93% A	89%	95% A	79%	96% A	96% B	82%	92%

Following is a list of information sources. First, please select how often you use each of the following sources to gain information about the City of Louisville. Then, indicate the quality and reliability of the information from that source. (Percent rating positively e.g., at least sometimes)	Age			Gender		Housing tenure		Housing unit type		Overall
	18-34	35-54	55+	Female	Male	Rent	Own	Detached	Attached	
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(A)	(B)	(A)
Monthly Community Update eNewsletter	34%	77% A	72% A	63%	68%	34%	78% A	76% B	42%	66%
The Daily Camera/Hometown Weekly	48%	61% A	63% A	60%	58%	48%	63% A	62% B	52%	59%
The City of Louisville website (www.louisvilleco.gov)	89% C	94% C	77%	83%	87%	79%	88% A	90% B	76%	86%
City's online engagement site (www.engagelouisville.org)	26%	30%	25%	29%	25%	25%	27%	29%	22%	27%
City's email notices (eNotification)	47%	68% A	68% A	62%	64%	35%	73% A	73% B	40%	63%
Utility bill inserts	50%	75% A	75% A	69%	69%	36%	81% A	84% B	35%	70%

Following is a list of information sources. First, please select how often you use each of the following sources to gain information about the City of Louisville. Then, indicate the quality and reliability of the information from that source. (Percent rating positively e.g., at least sometimes)	Age			Gender		Housing tenure		Housing unit type		Overall
	18-34	35-54	55+	Female	Male	Rent	Own	Detached	Attached	
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(A)	(B)	(A)
Social media (Facebook, Twitter, NextDoor)	64% C	55% C	43%	59% B	45%	51%	52%	54%	46%	51%
Word of mouth	90%	91%	87%	90%	88%	80%	93% A	94% B	79%	89%
Channel 8	7%	8%	14%	9%	12%	12%	10%	10%	10%	10%

Table 105: Use of Information Sources by Respondent Characteristics

Following is a list of information sources. First, please select how often you use each of the following sources to gain information about the City of Louisville. Then, indicate the quality and reliability of the information from that source. (Percent rating positively e.g., at least sometimes)	Number of household members			Presence of children		Presence of older adults		Overall
	1-2	3-4	5 or more	No	Yes	No	Yes	
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(A)
Attend, watch or stream a City Council meeting	31%	55% A	.	33%	32%	27%	42% A	33%

Following is a list of information sources. First, please select how often you use each of the following sources to gain information about the City of Louisville. Then, indicate the quality and reliability of the information from that source. (Percent rating positively e.g., at least sometimes)	Number of household members			Presence of children		Presence of older adults		Overall
	1-2	3-4	5 or more	No	Yes	No	Yes	
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	
Quarterly Community Update Newsletter	91%	97%	.	91%	93%	91%	93%	92%
Monthly Community Update eNewsletter	62%	93% A	.	61%	77% A	62%	71% A	66%
The Daily Camera/Hometown Weekly	58%	68%	.	61%	55%	57%	63%	59%
The City of Louisville website (www.louisvilleco.gov)	85%	93%	.	82%	93% A	91% B	76%	86%
City's online engagement site (www.engagelouisville.org)	28%	19%	.	23%	34% A	29%	24%	27%
City's email notices (eNotification)	61%	77%	.	59%	71% A	60%	68%	63%
Utility bill inserts	69%	83%	.	66%	78% A	65%	77% A	70%
Social media (Facebook, Twitter, NextDoor)	52%	56%	.	47%	60% A	57% B	43%	51%

Following is a list of information sources. First, please select how often you use each of the following sources to gain information about the City of Louisville. Then, indicate the quality and reliability of the information from that source. (Percent rating positively e.g., at least sometimes)	Number of household members			Presence of children		Presence of older adults		Overall
	1-2	3-4	5 or more	No	Yes	No	Yes	
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	
Word of mouth	88%	94%	.	88%	92%	91%	87%	89%
Channel 8	11%	5%	.	12% B	6%	7%	15% A	10%

Table 106: Use of Information Sources by Respondent Characteristics

Following is a list of information sources. First, please select how often you use each of the following sources to gain information about the City of Louisville. Then, indicate the quality and reliability of the information from that source. (Percent rating positively e.g., at least sometimes)	Length of residency				Marshall fire impact			Overall
	Five years or less	6 to 10 years	11 to 15 years	More than 15 years	Direct Impact	Indirect Impact	No Impact	
	(A)	(B)	(C)	(D)	(A)	(B)	(C)	
Attend, watch or stream a City Council meeting	13%	28% A	30% A	50% A B C	47% B C	35% C	10%	33%
Quarterly Community Update Newsletter	80%	95% A	98% A	97% A	94% C	95% C	78%	92%

Following is a list of information sources. First, please select how often you use each of the following sources to gain information about the City of Louisville. Then, indicate the quality and reliability of the information from that source. (Percent rating positively e.g., at least sometimes)	Length of residency				Marshall fire impact			Overall
	Five years or less	6 to 10 years	11 to 15 years	More than 15 years	Direct Impact	Indirect Impact	No Impact	
	(A)	(B)	(C)	(D)	(A)	(B)	(C)	(A)
Monthly Community Update eNewsletter	50%	61%	83% A B	77% A B	82% B C	67% C	45%	66%
The Daily Camera/Hometown Weekly	54%	57%	61%	62%	68% C	60% C	49%	59%
The City of Louisville website (www.louisvilleco.gov)	82%	88%	91%	86%	91% C	86% C	78%	86%
City's online engagement site (www.engagelouisville.org)	28%	28%	29%	26%	26%	28%	25%	27%
City's email notices (eNotification)	50%	67% A	70% A	68% A	77% B C	64% C	43%	63%
Utility bill inserts	55%	51%	76% A B	86% A B	85% B C	68% C	52%	70%
Social media (Facebook, Twitter, NextDoor)	49%	60%	57%	48%	54%	52%	48%	51%

Following is a list of information sources. First, please select how often you use each of the following sources to gain information about the City of Louisville. Then, indicate the quality and reliability of the information from that source. (Percent rating positively e.g., at least sometimes)	Length of residency				Marshall fire impact			Overall
	Five years or less	6 to 10 years	11 to 15 years	More than 15 years	Direct Impact	Indirect Impact	No Impact	
	(A)	(B)	(C)	(D)	(A)	(B)	(C)	(A)
Word of mouth	84%	85%	92%	94% A B	94% C	89% C	82%	89%
Channel 8	4%	11%	4%	14% A C	12%	11%	6%	10%

Table 107: Information Source Ratings by Respondent Characteristics

Following is a list of information sources. First, please select how often you use each of the following sources to gain information about the City of Louisville. Then, indicate the quality and reliability of the information from that source. (Percent rating positively e.g., excellent/good)	Age			Gender		Housing tenure		Housing unit type		Overall
	18-34	35-54	55+	Female	Male	Rent	Own	Detached	Attached	
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(A)	(B)	(A)
Attend, watch or stream a City Council meeting	83%	72%	61%	72%	65%	65%	68%	67%	73%	68%
Quarterly Community Update Newsletter	90%	91%	87%	92%	86%	92%	88%	88%	90%	89%
Monthly Community Update eNewsletter	93%	88%	84%	90%	84%	89%	87%	87%	88%	87%

Following is a list of information sources. First, please select how often you use each of the following sources to gain information about the City of Louisville. Then, indicate the quality and reliability of the information from that source. (Percent rating positively e.g., excellent/good)	Age			Gender		Housing tenure		Housing unit type		Overall
	18-34	35-54	55+	Female	Male	Rent	Own	Detached	Attached	
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(A)	(B)	(A)
The Daily Camera/Hometown Weekly	71%	58%	62%	69% B	53%	64%	62%	59%	72% A	62%
The City of Louisville website (www.louisvilleco.gov)	84%	74%	76%	81%	74%	82%	75%	75%	83%	77%
City's online engagement site (www.engagelouisville.org)	80% C	58%	54%	66%	57%	63%	63%	61%	63%	62%
City's email notices (eNotification)	49%	77% A	78% A	76%	72%	49%	79% A	77% B	64%	74%
Utility bill inserts	68%	82% A	74%	79%	74%	66%	78% A	80% B	56%	76%
Social media (Facebook, Twitter, NextDoor)	58%	57%	48%	62% B	46%	65% B	51%	53%	60%	55%
Word of mouth	56%	56%	47%	54%	50%	60%	50%	54%	48%	52%
Channel 8	82%	53%	47%	47%	58%	56%	56%	56%	49%	54%

Table 108: Information Source Ratings by Respondent Characteristics

Following is a list of information sources. First, please select how often you use each of the following sources to gain information about the City of Louisville. Then, indicate the quality and reliability of the information from that source. (Percent rating positively e.g., excellent/good)	Number of household members			Presence of children		Presence of older adults		Overall
	1-2	3-4	5 or more	No	Yes	No	Yes	
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	
Attend, watch or stream a City Council meeting	68%	73%	.	69%	68%	76% B	59%	68%
Quarterly Community Update Newsletter	89%	89%	.	87%	92%	92% B	85%	89%
Monthly Community Update eNewsletter	87%	88%	.	86%	89%	90% B	82%	87%
The Daily Camera/Hometown Weekly	61%	55%	.	65%	54%	60%	64%	62%
The City of Louisville website (www.louisvilleco.gov)	76%	86%	.	78%	75%	77%	76%	77%
City's online engagement site (www.engagelouisville.org)	61%	100%	.	61%	62%	65%	55%	62%
City's email notices (eNotification)	74%	88%	.	72%	78%	73%	76%	74%
Utility bill inserts	74%	89%	.	77%	73%	76%	75%	76%
Social media (Facebook, Twitter, NextDoor)	53%	58%	.	57%	50%	57%	50%	55%
Word of mouth	53%	63%	.	50%	58%	54%	50%	52%
Channel 8	54%	68%	.	61%	39%	61%	47%	54%

Table 109: Information Source Ratings by Respondent Characteristics

Following is a list of information sources. First, please select how often you use each of the following sources to gain information about the City of Louisville. Then, indicate the quality and reliability of the information from that source. (Percent rating positively e.g., excellent/good)	Length of residency				Marshall fire impact			Overall
	Five years or less	6 to 10 years	11 to 15 years	More than 15 years	Direct Impact	Indirect Impact	No Impact	
	(A)	(B)	(C)	(D)	(A)	(B)	(C)	(A)
Attend, watch or stream a City Council meeting	88% B D	62%	86%	61%	74%	64%	87%	68%
Quarterly Community Update Newsletter	95% D	92%	87%	84%	84%	91% A	89%	89%
Monthly Community Update eNewsletter	94% D	91%	91%	81%	86%	89%	84%	87%
The Daily Camera/Hometown Weekly	68%	66%	56%	57%	69%	59%	62%	62%
The City of Louisville website (www.louisvilleco.gov)	85% B D	65%	84% B	74%	78%	75%	84%	77%
City's online engagement site (www.engagelouisville.org)	80% B D	52%	48%	55%	62%	55%	88% B	62%
City's email notices (eNotification)	75%	72%	77%	75%	75%	78% C	58%	74%

Following is a list of information sources. First, please select how often you use each of the following sources to gain information about the City of Louisville. Then, indicate the quality and reliability of the information from that source. (Percent rating positively e.g., excellent/good)	Length of residency				Marshall fire impact			Overall
	Five years or less	6 to 10 years	11 to 15 years	More than 15 years	Direct Impact	Indirect Impact	No Impact	
	(A)	(B)	(C)	(D)	(A)	(B)	(C)	(A)
Utility bill inserts	64%	75%	78%	81% A	81% C	78% C	62%	76%
Social media (Facebook, Twitter, NextDoor)	57%	54%	48%	52%	60%	53%	53%	55%
Word of mouth	56%	54%	51%	48%	48%	56%	44%	52%
Channel 8	63%	59%	0%	44%	51%	53%	76%	54%

Comparisons by Geographical Area

Table 110: Aspects of Quality of Life by Respondent Geographic Area

Please rate each of the following aspects of quality of life in Louisville: (Percent rating positively e.g., excellent/good)	Council Ward			Overall
	Ward 1	Ward 2	Ward 3	
	(A)	(B)	(C)	(A)
Louisville as a place to live	90%	92%	97% A B	93%
Louisville as a place to raise children	89%	94%	96% A	93%
Louisville as a place to retire	74%	68%	79%	74%
Louisville as a place to work	68%	74%	72%	71%
The overall quality of life in Louisville	88%	90%	97% A B	92%

Table 111: Select Community Characteristics by Respondent Geographic Area

Please rate Louisville as a community on each of the items listed below: (Percent rating positively e.g., excellent/good)	Council Ward			Overall
	Ward 1	Ward 2	Ward 3	
	(A)	(B)	(C)	(A)
Openness and acceptance of the community towards people of diverse backgrounds	69%	78%	86% A	78%
Overall appearance of Louisville	80%	81%	87%	83%
Opportunities to attend cultural activities	63%	66%	71%	66%
Shopping opportunities	41%	37%	40%	39%
Opportunities to participate in special events and community activities	84%	85%	86%	85%
Opportunities to participate in community matters	70%	74%	79%	74%
Recreational opportunities	84%	93% A	92% A	89%
Employment opportunities	35%	49%	47%	42%
Variety of housing options	31%	29%	33%	31%
Availability of affordable quality housing	16%	19%	14%	16%
Preservation of the historic character of old town	76%	76%	77%	76%
Quality of overall natural environment in Louisville	85%	87%	90%	87%
Overall economic health of Louisville	61%	66%	68%	65%

Table 112: Safety Ratings by Respondent Geographic Area

Please rate how safe you feel: (Percent rating positively e.g., very safe/somewhat safe)	Council Ward			Overall
	Ward 1	Ward 2	Ward 3	
	(A)	(B)	(C)	(A)
From violent crime (e.g., rape, assault, robbery)	90%	92%	95% A	92%
From property crimes (e.g., burglary, theft)	81%	82%	86%	83%
In your neighborhood	88%	93%	93%	91%
In Louisville's downtown area	93%	95%	95%	94%
In Louisville's parks and open spaces	93%	92%	93%	93%

Table 113: Louisville Ratings by Respondent Geographic Area

Please rate the job you feel the Louisville community does at each of the following: (Percent rating positively e.g., excellent/good)	Council Ward			Overall
	Ward 1	Ward 2	Ward 3	
	(A)	(B)	(C)	(A)
Making all residents feel welcome	84%	84%	88%	85%
Attracting people from diverse backgrounds	39%	40%	45%	41%
Valuing/respecting residents from diverse backgrounds	63%	76% A	79% A	72%
Taking care of vulnerable residents (elderly, disabled, homeless, etc.)	55%	63%	60%	59%

Table 114: Government Performance Ratings by Respondent Geographic Area

Please rate the following areas of the City of Louisville Administration: (Percent rating positively e.g., excellent/good)	Council Ward			Overall
	Ward 1	Ward 2	Ward 3	
	(A)	(B)	(C)	(A)
City response to citizen complaints or concerns	56%	49%	61%	56%
Information about City Council, Planning Commission & other official City meetings	64%	70%	70%	68%
Information about City's strategic plan and budget	59%	58%	61%	59%
Programming on Louisville cable TV, municipal channel 8	42%	30%	62% B	46%
Louisville website (www.louisvilleco.gov)	70%	69%	75%	72%
Overall customer service (knowledgeable, available, responsive, courteous)	73%	75%	81%	76%
Overall performance of the Louisville City government	67%	68%	67%	67%

Table 115: Police Department Ratings by Respondent Geographic Area

Please rate the following areas of the Louisville Police Department and public safety: (Percent rating positively e.g., excellent/good)	Council Ward			Overall
	Ward 1	Ward 2	Ward 3	
	(A)	(B)	(C)	(A)
Visibility of patrol cars	77%	74%	80%	77%
Enforcement of traffic regulations	60%	61%	67%	63%
Municipal code enforcement issues (e.g., dogs, noise, weeds, etc.)	62%	67%	68%	65%
Communicating regularly with community members (e.g., website, meetings, etc.)	61%	55%	61%	60%

Please rate the following areas of the Louisville Police Department and public safety: (Percent rating positively e.g., excellent/good)	Council Ward			Overall
	Ward 1	Ward 2	Ward 3	
	(A)	(B)	(C)	(A)
Response to emerging community issues (e.g., opioids, mental health, etc.)	59%	63%	63%	61%
Overall customer service (knowledgeable, available, responsive, courteous)	76%	81%	82%	80%
Overall performance of the Louisville Police Department	84%	89%	90%	87%

Table 116: Planning and Building Safety Department Ratings by Respondent Geographic Area

Please rate the following areas of community design and the Louisville Community Development Department:	Council Ward			Overall
	Ward 1	Ward 2	Ward 3	
	(A)	(B)	(C)	(A)
The public input process on City planning issues	58%	59%	52%	56%
Planning review process for new development	55%	43%	46%	48%
Building permit process related to the Marshall Fire	40%	34%	44%	40%
Building permit process overall	45%	52%	51%	49%
Building/construction inspection process	59%	59%	59%	59%
Overall customer service (knowledgeable, available, responsive, courteous)	67%	67%	64%	66%
Overall performance of the Louisville Planning and Building Safety Department	63%	64%	63%	63%

Table 117: Public Library and Historical Museum Ratings by Respondent Geographic Area

Please rate the following areas of the Louisville Public Library and Historical Museum and their services: (Percent rating positively e.g., excellent/good)	Council Ward			Overall
	Ward 1	Ward 2	Ward 3	
	(A)	(B)	(C)	(A)
Louisville Public Library programs (e.g., story time, One Book program, etc.)	97%	97%	99%	98%
Services at the Louisville Public Library (e.g., reference desk, check out, etc.)	95%	98%	97%	96%
Internet and computer services at the Louisville Public Library	96%	95%	98%	96%
Louisville Public Library services online at www.louisville-library.org accessed from home or elsewhere (e.g., book holds, access databases, research, etc.)	94%	92%	97%	95%
Louisville Public Library materials and collections	91%	88%	94%	91%
Louisville Public Library building	96%	99%	97%	97%
Overall customer service at the Library (knowledgeable, available, responsive, courteous)	97%	98%	97%	98%
Overall performance of the Louisville Public Library	96%	97%	97%	97%
Louisville Historical Museum programs (e.g., lectures, walking tours, newsletters, expanded/new programming)	95%	95%	97%	96%
Louisville Historical Museum campus	92%	94%	95%	93%
Archival materials (e.g., historic photographs, newspapers, etc.)	98%	93%	96%	96%
Overall customer service at the Historical Museum (knowledgeable, available, responsive, courteous)	97%	97%	99%	98%
Overall performance of the Louisville Historical Museum	96%	97%	98%	97%

Table 118: Louisville Recreation and Senior Center, and the Coal Creek Golf Course Ratings by Respondent Geographic Area

Please rate the following areas of the Louisville Recreation and Senior Center, and the Coal Creek Golf Course: (Percent rating positively e.g., excellent/good)	Council Ward			Overall
	Ward 1	Ward 2	Ward 3	
	(A)	(B)	(C)	(A)
Current recreation programs for youth (e.g., swim lessons, sports, preschool, camps)	91%	94%	90%	91%
Current recreation programs for adults (e.g., fitness classes, sports, general interests)	89%	90%	93%	91%
Recreation Center fees in Louisville	75%	73%	82%	77%
Overall quality of the Louisville Recreation Center	91%	96% A	96% A	94%
Overall customer service at the Louisville Recreation Center (knowledgeable, available, responsive, courteous)	88%	94% A	93%	92%
Overall performance of the Louisville Recreation Center	90%	94%	97% A	94%
Current programs and services for seniors	88%	88%	92%	89%
Overall quality of the Louisville Senior Center	90%	88%	93%	91%
Overall customer service at the Louisville Senior Center (knowledgeable, available, responsive, courteous)	86%	93%	95%	91%
Overall performance of the Louisville Senior Center	88%	90%	97%	92%
Overall quality of the Coal Creek Golf Course	86%	82%	88%	86%
Overall customer service at the Coal Creek Golf Course (knowledgeable, available, responsive, courteous)	86%	78%	80%	81%

Please rate the following areas of the Louisville Recreation and Senior Center, and the Coal Creek Golf Course: (Percent rating positively e.g., excellent/good)	Council Ward			Overall
	Ward 1	Ward 2	Ward 3	
	(A)	(B)	(C)	(A)
Overall performance of the Coal Creek Golf Course	86%	78%	84%	83%

Table 119: Parks and Open Space Divisions Ratings by Respondent Geographic Area

Please rate the following areas of the Louisville Parks and Open Space Divisions: (Percent rating positively e.g., excellent/good)	Council Ward			Overall
	Ward 1	Ward 2	Ward 3	
	(A)	(B)	(C)	(A)
Adequacy of parks, bike paths, playing fields and playgrounds	93%	96%	94%	94%
Maintenance of parks (e.g., landscaping, turf areas, playgrounds, picnic areas)	84%	85%	87%	85%
Maintenance of medians and street landscaping	78%	74%	81%	78%
Maintenance of the Louisville Cemetery	92%	94%	89%	91%
Overall customer service of the Parks Division (knowledgeable, available, responsive, courteous)	83%	89%	91%	87%
Overall performance of the Parks Division	90%	89%	89%	89%
Maintenance of open space (e.g., trash bins, trailheads, habitat, etc.)	88%	91%	87%	89%
Maintenance of the trail system	92%	93%	90%	92%
Overall customer service of the Open Space Division (knowledgeable, available, responsive, courteous)	87%	91%	93%	90%
Overall performance of the Open Space Division	90%	91%	92%	91%

Table 120: Public Works Department Ratings by Respondent Geographic Area

Please rate the following areas of the Louisville Public Works Department: (Percent rating positively e.g., excellent/good)	Council Ward			Overall
	Ward 1	Ward 2	Ward 3	
	(A)	(B)	(C)	(A)
Street maintenance in Louisville (e.g., paving and concrete replacement)	70%	63%	67%	67%
Street maintenance in your neighborhood	68%	62%	71%	67%
Street sweeping	71%	75%	71%	72%
Snow removal/street sanding	59%	58%	52%	56%
Street lighting, signage and street markings	80%	84%	77%	80%
Waste water (e.g., sewage system)	92%	95%	93%	93%
Storm drainage (e.g., flooding management)	88%	89%	86%	87%
Quality of Louisville water	86%	90%	89%	88%
Solid waste/trash service (e.g., trash, recycle, compost)	83%	82%	75%	80%
Fees for water, sewer and trash	65%	58%	65%	63%
Overall customer service (knowledgeable, available, responsive, courteous)	81%	82%	84%	82%
Overall performance of the Louisville Public Works Department	88%	87%	86%	87%

Table 121: Transportation System Ratings by Respondent Geographic Area

Please rate the following areas of Louisville's Transportation System: (Percent rating positively e.g., excellent/good)	Council Ward			Overall
	Ward 1	Ward 2	Ward 3	
	(A)	(B)	(C)	(A)
Ease of car travel in Louisville	84%	82%	85%	84%

Please rate the following areas of Louisville's Transportation System: (Percent rating positively e.g., excellent/good)	Council Ward			Overall
	Ward 1	Ward 2	Ward 3	
	(A)	(B)	(C)	(A)
Ease of bus travel in Louisville	62% C	70% C	47%	60%
Ease of bicycle travel in Louisville	82%	90% A	88%	86%
Ease of walking in Louisville	79%	87% A	87% A	84%
Traffic flow on major streets	63%	69%	79% A	70%
Overall quality of Louisville's Transportation System	73%	78%	74%	75%
Overall safety of Louisville's Transportation System	77%	82%	86% A	81%

Table 122: Overall Services Rating by Respondent Geographic Area

Overall, how do you rate the quality of services provided by the City of Louisville? (Percent rating positively e.g., excellent/good)	Council Ward			Overall
	Ward 1	Ward 2	Ward 3	
	(A)	(B)	(C)	(A)
Overall, how do you rate the quality of services provided by the City of Louisville?	85%	88%	91%	88%

Table 123: City Priorities by Respondent Geographic Area

First tell us how much of a priority, if at all, the City should place on each of the following aspects of the community. Then, select which three (3) should be the top priorities for the City to focus on in the next 4 years. (Percent rating positively e.g., high priority/medium priority)	Council Ward			Overall
	Ward 1	Ward 2	Ward 3	
	(A)	(B)	(C)	(A)
Transportation (e.g., safe/well-maintained multi-modal transportation system)	92% B C	84%	85%	87%
Utilities (e.g., safe/reliable water, treated wastewater)	98%	96%	97%	97%
Public Safety (e.g., community safety and compliance with Municipal Code/State Law)	94%	95%	90%	93%
Parks (e.g., well-maintained parks/landscapes areas, sports facilities, cemetery)	95%	95%	96%	95%
Open Space & Trails (e.g., preserving native plants, wildlife and scenic vistas)	92%	96%	95%	94%
Recreation (e.g., high quality, reasonably priced recreation/leisure activities)	90%	93%	91%	91%
Library (e.g., informing/involving the community)	88%	83%	89%	87%
Museum Services (e.g., preserving heritage, informing community)	59% B	49%	57%	56%
Economic Prosperity (e.g., promoting a thriving business climate)	96%	96%	93%	95%

First tell us how much of a priority, if at all, the City should place on each of the following aspects of the community. Then, select which three (3) should be the top priorities for the City to focus on in the next 4 years. (Percent rating positively e.g., high priority/medium priority)	Council Ward			Overall
	Ward 1	Ward 2	Ward 3	
	(A)	(B)	(C)	(A)
Administration & Support Services (e.g., effective and efficient governance)	92%	94%	92%	93%
Environmental Sustainability (e.g., promoting efficiency, reducing environmental impacts)	83%	83%	89%	85%

Table 124: Vibrant Economic Climate Priorities by Respondent Geographic Area

First tell us how much of a priority, if at all, the City should place on each of the following aspects of its strategy to ensure a vibrant economic climate. Then, select which two (2) should be the top priorities for the City to focus on in the next 4 years. (Percent rating positively e.g., high priority/medium priority)	Council Ward			Overall
	Ward 1	Ward 2	Ward 3	
	(A)	(B)	(C)	(A)
Meet the retail and services needs of local residents	95%	94%	93%	94%
Attract visitors to shop in Louisville	76%	81%	83%	80%
Attract businesses to locate or expand in Louisville	91%	93%	88%	90%
Pursue redevelopment of vacant or underused commercial sites	91%	92%	94%	92%
Preserve the historic character of existing buildings	79%	82%	79%	80%
Provide gathering spaces for the community (e.g., parks, facilities, etc.)	86%	85%	85%	85%
Create and enhance unique identities for each of Louisville’s business districts	62% B	50%	55%	56%

Table 125: Sustainability Vision Priorities by Respondent Geographic Area

How much of a priority, if at all, should the City place on each of the following aspects of its strategy to achieve Louisville’s sustainability vision? (Percent rating positively e.g., high priority/medium priority)	Council Ward			Overall
	Ward 1	Ward 2	Ward 3	
	(A)	(B)	(C)	(A)
Reduce energy consumption and increase use of clean energy	86%	84%	90%	87%
Encourage water efficiency and water quality efforts	92%	92%	98% A B	94%
Promote fuel-efficient transportation and multi-modal infrastructure	80%	81%	82%	81%
Increase community waste diversion	85%	80%	87%	84%
Ensure a sustainable, safe and healthy food supply that is accessible	86%	85%	87%	86%

Table 126: Support for mixed-use housing and businesses by Respondent Geographic Area

Imagine a commercial area with several vacant storefronts and empty parking lots. How much would you support, if at all, the development of mixed-use housing and businesses in this area? (Percent rating positively e.g., strongly support/somewhat support)	Council Ward			Overall
	Ward 1	Ward 2	Ward 3	
	(A)	(B)	(C)	(A)
Imagine a commercial area with several vacant storefronts and empty parking lots. How much would you support, if at all, the development of mixed-use housing and businesses in this area?	82%	79%	84%	82%

Table 127: Use of Information Sources by Respondent Geographic Area

Following is a list of information sources. First, please select how often you use each of the following sources to gain information about the City of Louisville. Then, indicate the quality and reliability of the information from that source. (Percent rating positively e.g., at least sometimes)	Council Ward			Overall
	Ward 1	Ward 2	Ward 3	
	(A)	(B)	(C)	(A)
Attend, watch or stream a City Council meeting	31%	35%	33%	33%
Quarterly Community Update Newsletter	93%	95% C	88%	92%
Monthly Community Update eNewsletter	60%	69%	70% A	66%
The Daily Camera/Hometown Weekly	61%	57%	58%	59%
The City of Louisville website (www.louisvilleco.gov)	85%	86%	86%	86%
City's online engagement site (www.engagelouisville.org)	26%	28%	26%	27%
City's email notices (eNotification)	60%	71% A C	59%	63%
Utility bill inserts	57%	82% A	73% A	70%
Social media (Facebook, Twitter, NextDoor)	55%	45%	53%	51%
Word of mouth	90%	91%	86%	89%
Channel 8	11%	9%	10%	10%

Table 128: Information Source Ratings by Respondent Geographic Area

Following is a list of information sources. First, please select how often you use each of the following sources to gain information about the City of Louisville. Then, indicate the quality and reliability of the information from that source. (Percent rating positively e.g., excellent/good)	Council Ward			Overall
	Ward 1	Ward 2	Ward 3	
	(A)	(B)	(C)	(A)
Attend, watch or stream a City Council meeting	60%	71%	73%	68%
Quarterly Community Update Newsletter	90%	90%	87%	89%
Monthly Community Update eNewsletter	87%	86%	88%	87%
The Daily Camera/Hometown Weekly	60%	55%	70% B	62%
The City of Louisville website (www.louisvilleco.gov)	77%	77%	77%	77%
City's online engagement site (www.engagelouisville.org)	54%	53%	80% A B	62%
City's email notices (eNotification)	59%	83% A	81% A	74%
Utility bill inserts	65%	80% A	82% A	76%
Social media (Facebook, Twitter, NextDoor)	52%	60%	54%	55%
Word of mouth	53%	55%	49%	52%
Channel 8	59%	44%	56%	54%

Appendix E: Detailed Benchmark Comparisons

Comparison Data

Polco/National Research Center (NRC)'s database of comparative resident opinion comprises resident perspectives gathered in surveys from over 500 communities whose residents evaluated the same kinds of topics on the Louisville Quality of Life Survey. The comparison evaluations are from the most recent survey completed in each community; most communities conduct surveys every year or in alternating years. NRC adds the latest results quickly upon survey completion, keeping the benchmark data fresh and relevant. The communities in the database represent a wide geographic and population range. National benchmark comparisons, Minnesota communities' comparisons and comparisons to the north central region with populations over 15,000 have been provided when similar questions on the Louisville Community Survey are included in NRC's database.

Interpreting the Results

Ratings are compared when there are at least five communities in which a similar question was asked. Where comparisons are available, four columns are provided in the table. The first column is Louisville's "percent positive." The percent positive is the combination of the top two most positive response options (i.e., "excellent" and "good," "very safe" and "somewhat safe," "essential" and "very important," etc.), or, in the case of resident behaviors/participation, the percent positive represents the proportion of respondents indicating "yes" or participating in an activity at least once a month. The second column is the rank assigned to Louisville's rating among communities where a similar question was asked. The third column is the number of communities that asked a similar question. The final column shows the comparison of Louisville's rating to the benchmark.

In that final column, Louisville's results are noted as being "higher" than the benchmark, "lower" than the benchmark or "similar" to the benchmark, meaning that the average rating given by residents is statistically similar to or different (greater or lesser) than the benchmark. Being rated as "higher" or "lower" than the benchmark means that Louisville's average rating for a particular item was more than 10 points different than the benchmark. If a rating was "much higher" or "much lower," then Louisville's average rating was more than 20 points different when compared to the benchmark.

Table 129: Quality of Life

Quality of Life Items	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
The overall quality of life in Louisville	92%	62	586	Higher
Louisville as a place to live	93%	99	560	Similar

Table 130: Governance

Governance Items	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Overall customer service (knowledgeable, available, responsive, courteous)	76%	338	554	Similar
Overall, how do you rate the quality of services provided by the City of Louisville?	88%	37	558	Higher

Table 131: Economy

Economy Items	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Overall economic health of Louisville	65%	283	512	Similar
Shopping opportunities	39%	367	520	Similar
Louisville as a place to work	71%	194	559	Similar
Employment opportunities	42%	286	533	Similar

Table 132: Mobility

Mobility Items	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Overall quality of Louisville's Transportation System	75%	29	416	Higher
Traffic flow on major streets	70%	50	534	Higher
Ease of car travel in Louisville	84%	47	526	Higher
Ease of bicycle travel in Louisville	86%	6	522	Much Higher
Ease of walking in Louisville	84%	28	528	Higher
Enforcement of traffic regulations	63%	257	543	Similar
Street maintenance in Louisville (e.g., paving and concrete replacement)	67%	46	565	Higher
Street sweeping	72%	174	513	Similar
Snow removal/street sanding	56%	272	395	Similar

Table 133: Community Design

Community Design Items	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Overall appearance of Louisville	83%	115	524	Similar
Variety of housing options	31%	407	512	Similar
Availability of affordable quality housing	16%	448	539	Lower
Municipal code enforcement issues (e.g., dogs, noise, weeds, etc.)	65%	56	539	Higher

Table 134: Utilities

Utilities Items	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Solid waste/trash service (e.g., trash, recycle, compost)	80%	298	522	Similar
Quality of Louisville water	88%	51	506	Higher
Storm drainage (e.g., flooding management)	87%	23	528	Higher

Table 135: Safety

Safety Items	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Overall performance of the Louisville Police Department	87%	274	572	Similar
In your neighborhood	91%	372	525	Similar
In Louisville's downtown area	94%	177	523	Similar
From property crimes (e.g., burglary, theft)	83%	135	420	Similar
From violent crime (e.g., rape, assault, robbery)	92%	48	418	Higher

Table 136: Natural Environment

Natural Environment Items	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Quality of overall natural environment in Louisville	87%	113	524	Similar

Table 137: Parks and Recreation

Parks and Recreation Items	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Recreational opportunities	89%	19	528	Higher
Overall quality of the Louisville Recreation Center	94%	2	504	Much Higher

Table 138: Education, Arts, and Culture

Education, Arts, and Culture Items	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Opportunities to attend cultural activities	66%	162	524	Similar
Overall performance of the Louisville Public Library	97%	4	505	Higher

Table 139: Inclusivity and Engagement

Louisville as a place to raise children	93%	70	568	Higher
Louisville as a place to retire	74%	135	565	Similar
Openness and acceptance of the community towards people of diverse backgrounds	78%	28	529	Higher
Opportunities to participate in special events and community activities	85%	6	504	Higher
Opportunities to participate in community matters	74%	47	507	Similar

Front Range Regional Benchmark Comparisons

Table 140: Quality of Life

Quality of Life Items	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
The overall quality of life in Louisville	92%	1	32	Higher
Louisville as a place to live	93%	3	31	Higher

Table 141: Governance

Governance Items	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Overall customer service (knowledgeable, available, responsive, courteous)	76%	17	29	Similar
Overall, how do you rate the quality of services provided by the City of Louisville?	88%	1	31	Higher

Table 142: Economy

Economy Items	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Overall economic health of Louisville	65%	11	23	Similar
Shopping opportunities	39%	15	28	Similar
Louisville as a place to work	71%	8	32	Higher
Employment opportunities	42%	9	28	Similar

Table 143: Mobility

Mobility Items	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Overall quality of Louisville's Transportation System	75%	3	22	Much Higher
Traffic flow on major streets	70%	2	27	Higher
Ease of car travel in Louisville	84%	2	29	Higher

Mobility Items	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Ease of bicycle travel in Louisville	86%	1	28	Much Higher
Ease of walking in Louisville	84%	1	29	Higher
Enforcement of traffic regulations	63%	9	29	Similar
Street maintenance in Louisville (e.g., paving and concrete replacement)	67%	1	30	Much Higher
Street sweeping	72%	4	27	Higher
Snow removal/street sanding	56%	11	30	Similar

Table 144: Community Design

Community Design Items	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Overall appearance of Louisville	83%	5	25	Higher
Variety of housing options	31%	19	25	Similar
Availability of affordable quality housing	16%	19	26	Similar
Municipal code enforcement issues (e.g., dogs, noise, weeds, etc.)	65%	2	29	Higher

Table 145: Utilities

Utilities Items	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Solid waste/trash service (e.g., trash, recycle, compost)	80%	7	22	Similar
Quality of Louisville water	88%	5	24	Higher
Storm drainage (e.g., flooding management)	87%	1	26	Higher

Table 146: Safety

Safety Items	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Overall performance of the Louisville Police Department	87%	6	30	Similar
In your neighborhood	91%	18	25	Similar
In Louisville's downtown area	94%	12	25	Similar
From property crimes (e.g., burglary, theft)	83%	4	22	Higher
From violent crime (e.g., rape, assault, robbery)	92%	2	22	Higher

Table 147: Natural Environment

Natural Environment Items	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Quality of overall natural environment in Louisville	87%	7	25	Higher

Table 148: Parks and Recreation

Parks and Recreation Items	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Recreational opportunities	89%	3	27	Higher

Parks and Recreation Items	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Overall quality of the Louisville Recreation Center	94%	1	25	Much Higher

Table 149: Education, Arts, and Culture

Education, Arts, and Culture Items	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Opportunities to attend cultural activities	66%	7	26	Higher
Overall performance of the Louisville Public Library	97%	1	24	Higher

Table 150: Inclusivity and Engagement

Inclusivity and Engagement Items	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Louisville as a place to raise children	93%	1	32	Higher
Louisville as a place to retire	74%	4	32	Higher
Openness and acceptance of the community towards people of diverse backgrounds	78%	1	27	Higher
Opportunities to participate in special events and community activities	85%	1	24	Higher
Opportunities to participate in community matters	74%	2	26	Higher

Regional Benchmark Communities

The communities included in the Colorado Front Range are listed on the following pages along with their population according to the 2021 American Community Survey.

Table 151: Jurisdictions Included in the Front Range Regional Comparison

	Total Population (ACS 2021)
Adams County, CO	520,149
Berthoud, CO	10,892
Boulder, CO	106,598
Brighton, CO	40,569
Broomfield, CO	73,946
Centennial, CO	107,702
Commerce City, CO	63,050
Denver, CO	710,800
Elbert County, CO	26,457
Englewood, CO	33,634
Erie, CO	30,447
Estes Park, CO	5,906
Firestone, CO	16,704
Fort Collins, CO	168,758
Fort Lupton, CO	8,164
Frederick, CO	15,037
Golden, CO	20,461
Greeley, CO	107,949
Highlands Ranch, CO	101,514
Johnstown, CO	17,327
Lakewood, CO	156,149
Littleton, CO	45,531
Loveland, CO	76,500
Northglenn, CO	37,948
Parker, CO	58,733
Superior, CO	13,146
Wellington, CO	11,163
Westminster, CO	115,502

	Total Population (ACS 2021)
Wheat Ridge, CO	32,263
Windsor, CO	33,905
Woodland Park, CO	7,911

Appendix F: Survey Methodology

About the Survey

The Louisville Community Survey serves as a consumer report card for the City by providing residents the opportunity to rate City services, local government, community amenities and the quality of life in the City. The survey also gives residents a chance to provide feedback to government on what is working well and what is not, and to communicate their priorities for community planning and resource allocation. The City of Louisville funded this research. Please contact Grace Johnson of the City of Louisville at gjohnson@louisvilleco.gov if you have any questions about the survey.

Developing the Questionnaire

The 2024 survey instrument was developed by starting with the version from the previous implementation in 2020. Few changes were made to the survey in order to maximize comparisons over time. In an iterative process between City staff and Polco/NRC staff, a final five-page questionnaire was created.

Selecting Survey Recipients

“Sampling” refers to the method by which survey recipients are chosen. The “sample” refers to all those who were given a chance to participate in the survey. A list of all households within the zip codes serving Louisville was purchased from Go-Dog Direct based on updated listings from the United States Postal Service, updated every three months, providing the best representation of all households in a specific geographic location. NRC used the USPS data to select the survey recipients.

A larger list than needed was pulled so that a process referred to as “geocoding” could be used to eliminate addresses from the list that were outside Louisville’s boundaries. Geocoding is a computerized process in which addresses are compared to electronically mapped boundaries and coded as inside or outside desired boundaries; in this case, within Louisville. All addresses determined to be outside the study boundaries were eliminated from the list of potential households. Each address identified as being within city boundaries was further identified as being within one of three wards. A random selection was made of the remaining addresses to create a mailing list of 3,500 addresses.

To choose the 3,500 survey recipients, a systematic sampling method was applied to the list of households previously screened for geographic location. Systematic sampling is a procedure whereby a complete list of all possible households is culled, selecting every Nth one, giving each eligible household a known probability of selection, until the appropriate number of households is selected. Multi-family housing units were selected at a higher rate as residents of this type of housing typically respond at lower rates to surveys than do those in single-family housing units. In general, because of the random sampling techniques used, the displayed sampling density will closely mirror the overall housing unit density (which may be different from the population density). While the theory of probability assumes no bias in selection, there may be some minor variations in practice (meaning, an area with only 15% of the housing units might be selected at an actual rate that is slightly above or below that).

An individual within each household was randomly selected to complete the survey using the birthday method. The birthday method selects a person within the household by asking the “person whose birthday has most recently passed” to complete the questionnaire. The underlying assumption in this method is that

day of birth has no relationship to the way people respond to surveys. This instruction was contained in the cover letter accompanying the questionnaire.

In addition to the scientific, random sample, a link to an online "opt-in" survey was publicized through various channels including the Louisville website and social media. This opt-in survey was identical to the scientific survey and open to all City residents.

Survey Administration and Response Rate

Each selected household was contacted two times. First, a prenotification announcement was sent on April 22, 2024, informing the household members that they had been selected to participate in the City of Louisville Community Survey. Approximately one week after mailing the prenotification, each household was mailed a survey containing a cover letter signed by Mayor Chris Leh enlisting participation. The packet also contained a postage-paid return envelope in which the survey recipients could return the completed questionnaire directly to NRC. Each wave of the cover letter accompanying the mailed survey included a web link for residents to visit if they preferred to take the survey online. Data collection was open through June 10, 2024. The online "opt-in" survey became available to all Louisville residents on May 20, 2024 and remained open for the final three weeks of data collection.

About 4% of the 3,500 surveys mailed were returned because the housing unit was vacant, or the postal service was unable to deliver the survey as addressed. Of the 3,365 households presumed to have received a survey, 570 completed the survey (276 of which were completed online), providing a response rate of 17%. The response rates were calculated using AAPOR's response rate #2¹ for mailed surveys of unnamed persons. Additionally, 246 residents completed the online "opt-in" online survey, providing a grand total of 816 completed surveys.

Response Rate by Area for Mailed Survey

	Number of surveys mailed	Number of completed surveys	Number of households receiving a survey (minus undeliverables)	Response rate
Ward 1	1,516	180	1,178	13%
Ward 2	923	181	592	20%
Ward 3	1,061	209	660	20%
Overall	3,500	570	3,365	17%

¹ See AAPOR's Standard Definitions here: [http://www.aapor.org/Standards-Ethics/Standard-Definitions-\(1\).aspx](http://www.aapor.org/Standards-Ethics/Standard-Definitions-(1).aspx) for more information

Margin of Error

The 95% confidence interval (or “margin of error”) quantifies the “sampling error” or precision of the estimates made from the survey results. A 95% confidence interval can be calculated for any sample size and indicates that in 95 of 100 surveys conducted like this one, for a particular item, a result would be found that is within three percentage points of the result that would be found if everyone in the population of interest was surveyed. The practical difficulties of conducting any resident survey may introduce other sources of error in addition to sampling error. Despite best efforts to boost participation and ensure potential inclusion of all households, some selected households will decline participation in the survey (referred to as non-response error) and some eligible households may be unintentionally excluded from the listed sources for the sample (referred to as coverage error).

While the margin of error for the survey is generally no greater than plus or minus four² percentage points around any given percent reported for the entire sample, results for subgroups will have wider confidence intervals. Where estimates are given for subgroups, they are less precise.

Survey Processing (Data Entry)

Upon receipt, completed surveys were assigned a unique identification number. Additionally, each survey was reviewed and “cleaned” as necessary. For example, a question may have asked a respondent to pick two items out of a list of five, but the respondent checked three; in this case, NRC would use protocols to randomly choose two of the three selected items for inclusion in the dataset.

All surveys then were entered twice into an electronic dataset; any discrepancies were resolved in comparison to the original survey form. Range checks as well as other forms of quality control were also performed.

NRC uses Polco, an online public engagement tool designed primarily for local governments, to collect online survey data. The Polco platform includes many features of online survey tools, but also includes elements tailored to the civic environment. For example, like NRC’s mailed surveys, surveys on Polco are presented with the city name, logo (or other image) and a description, so residents understand who is asking for input and why. Optionally, Polco can also verify respondents with local public data to ensure respondents are residents or voters. More generally, an advantage of online programming and data gathering is that it allows for more rigid control of the data format, making extensive data cleaning unnecessary.

A series of quality control checks were also performed in order to ensure the integrity of the web data. Steps may include and not be limited to reviewing the data for clusters of repeat IP addresses and time stamps (indicating duplicate responses) and removing empty submissions (questionnaires submitted with no questions answered).

² Although this has become the traditional way to describe survey research precision, when opt-in results are blended with scientific results, assumptions about randomness of responses are not the same as when results come only from the random sample. Consequently, other terms sometimes are used in place of “confidence interval” or “margin of error,” such as “credibility intervals.” We hew to the traditional way of describing sample-driven uncertainty while we work with the industry to sort out the best ways to describe these new approaches.

Weighting the Data

Upon completion of data collection for both the scientific (probability) and online "opt-in" (non-probability) samples, data were compared in order to determine whether it was appropriate to combine, or blend, both samples together. In the case of Louisville, the non-probability sample's characteristics were similar to the probability sample, in both respondent trait and opinion, indicating that the samples could be blended. This decision reflects a growing trend in survey research toward integration of traditional scientific probability samples and non-probability samples (opt-in).

The demographic characteristics of the survey sample were compared to those found in the 2020 Census and the 2021 American Community Survey estimates for adults in the City of Louisville. The primary objective of weighting survey data is to make the survey sample reflective of the larger population of the community. Both samples were weighted independently and then combined into one final dataset.

The characteristics used for weighting were respondent gender, age, housing unit type (attached or detached), and housing tenure (rent or own). This decision was based on:

- The disparity between the survey respondent characteristics and the population norms for these variables
- The saliency of these variables in differences of opinion among subgroups
- The historical profile created and the desirability of consistently representing different groups over the years

A special software program using mathematical algorithms is used to calculate the appropriate weights. Several different weighting "schemes" are tested to ensure the best fit for the data.

The results of the weighting scheme are presented in the table on the following page.

2024 Louisville Community Survey Weighting Table

Characteristic	Population Norm	Unweighted Data	Weighted Data
Housing			
Rent home	30%	14%	27%
Own home	70%	86%	73%
Detached unit	68%	79%	70%
Attached unit	32%	21%	30%
Sex and Age			
Female	50%	59%	52%
Male	50%	41%	48%
18-34 years of age	24%	7%	22%
35-54 years of age	36%	28%	37%
55+ years of age	39%	65%	41%
Females 18-34	11%	5%	11%
Females 35-54	18%	15%	18%
Females 55+	21%	38%	22%
Males 18-34	14%	2%	11%
Males 35-54	18%	12%	19%
Males 55+	18%	27%	18%
Ward			
Ward 1	39%	32%	39%
Ward 2	29%	32%	28%
Ward 3	32%	37%	33%

* 2020 U.S. Census Bureau, 2021 American Community Survey Population Estimates

Analyzing the Data

The electronic dataset was analyzed by NRC staff using the Statistical Package for the Social Sciences (SPSS). For the most part, frequency distributions and mean ratings are presented in the body of the report. A complete set of frequencies for each survey question is presented in *Appendix B: Complete Survey Frequencies*. Also included are results by respondent characteristics). Chi-square or ANOVA tests of significance were applied to these breakdowns of selected survey questions. A “p-value” of 0.05 or less indicates that there is less than a 5% probability that differences observed between groups are due to chance; or in other words, a greater than 95% probability that the differences observed in the selected categories of the sample represent “real” differences among those populations. Where differences between subgroups are statistically significant, they have been denoted with capital letters.

Comparing Survey Results

For reporting comparability, the “don’t know” responses from years prior to 2016 were removed in order to match the reporting of the 2016 and 2020 data, which shows the percentages without “don’t know” to focus on the results from those who had an opinion about a particular service or activity. Ratings between 2024 and 2020 can be considered statistically significant if there are differences of four percentage points or more.

Appendix G: Survey Materials

The following pages contain copies of the survey materials sent to randomly selected households within the City of Louisville.

2024 Louisville Community Survey

Please complete this questionnaire if you are the adult (age 18 or older) in the household who most recently had a birthday. The adult’s year of birth does not matter. Please circle the response that most closely represents your opinion for each question. Your responses are confidential and will be reported in group form only.

1. Please rate each of the following aspects of quality of life in Louisville:

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Louisville as a place to live	1	2	3	4	5
Louisville as a place to raise children.....	1	2	3	4	5
Louisville as a place to retire.....	1	2	3	4	5
Louisville as a place to work	1	2	3	4	5
The overall quality of life in Louisville.....	1	2	3	4	5

2. Please rate Louisville as a community on each of the items listed below:

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Openness and acceptance of the community towards people of diverse backgrounds.....	1	2	3	4	5
Overall appearance of Louisville.....	1	2	3	4	5
Opportunities to attend cultural activities.....	1	2	3	4	5
Shopping opportunities.....	1	2	3	4	5
Opportunities to participate in special events and community activities.....	1	2	3	4	5
Opportunities to participate in community matters	1	2	3	4	5
Recreational opportunities.....	1	2	3	4	5
Employment opportunities	1	2	3	4	5
Variety of housing options	1	2	3	4	5
Availability of affordable quality housing.....	1	2	3	4	5
Preservation of the historic character of old town	1	2	3	4	5
Quality of overall natural environment in Louisville	1	2	3	4	5
Overall economic health of Louisville	1	2	3	4	5

3. Please rate how safe you feel:

	<u>Very safe</u>	<u>Somewhat safe</u>	<u>Neither safe nor unsafe</u>	<u>Somewhat unsafe</u>	<u>Very unsafe</u>	<u>Don't know</u>
From violent crime (e.g., personal assault, sexual assault, robbery, hate crimes).....	1	2	3	4	5	6
From property crimes (e.g., burglary, theft, vandalism, arson) ..	1	2	3	4	5	6
In your neighborhood	1	2	3	4	5	6
In Louisville’s downtown area	1	2	3	4	5	6
In Louisville’s parks and open spaces	1	2	3	4	5	6

4. Please rate the job you feel the Louisville community does at each of the following.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Making all residents feel welcome	1	2	3	4	5
Attracting people from diverse backgrounds.....	1	2	3	4	5
Valuing/respecting residents from diverse backgrounds.....	1	2	3	4	5
Taking care of vulnerable residents (elderly, disabled, homeless, etc.)	1	2	3	4	5

5. Please rate the following areas of the City of Louisville Administration:

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
City response to citizen complaints or concerns.....	1	2	3	4	5
Information about City Council, Planning Commission & other official City meetings	1	2	3	4	5
Information about City's strategic plan and budget	1	2	3	4	5
Programming on Louisville cable TV, municipal channel 8.....	1	2	3	4	5
Louisville website (www.louisvilleco.gov).....	1	2	3	4	5
Overall customer service (knowledgeable, available, responsive, courteous).....	1	2	3	4	5
Overall performance of the Louisville City government.....	1	2	3	4	5

6. Please rate the following areas of the Louisville Police Department and public safety:

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Visibility of patrol cars.....	1	2	3	4	5
Enforcement of traffic regulations.....	1	2	3	4	5
Municipal code enforcement issues (e.g., dogs, noise, weeds, etc.).....	1	2	3	4	5
Communicating regularly with community members (e.g., website, meetings, etc.).....	1	2	3	4	5
Response to emerging community issues (e.g., opioids, mental health, etc.).....	1	2	3	4	5
Overall customer service (knowledgeable, available, responsive, courteous).....	1	2	3	4	5
Overall performance of the Louisville Police Department.....	1	2	3	4	5

7. Please rate the following areas of community design and the Louisville Community Development Department:

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
The public input process on City planning issues	1	2	3	4	5
Planning review process for new development	1	2	3	4	5
Building permit process related to the Marshall Fire	1	2	3	4	5
Building permit process overall.....	1	2	3	4	5
Building/construction inspection process.....	1	2	3	4	5
Overall customer service (knowledgeable, available, responsive, courteous).....	1	2	3	4	5
Overall performance of the Louisville Planning and Building Safety Department.....	1	2	3	4	5

8. Please rate the following areas of the Louisville Public Library and Historical Museum and their services:

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Louisville Public Library programs (e.g., story time, author events, etc.)	1	2	3	4	5
Services at the Louisville Public Library (e.g., reference desk, check out, etc.).....	1	2	3	4	5
Internet and computer services at the Louisville Public Library	1	2	3	4	5
Louisville Public Library services online at www.louisville-library.org accessed from home or elsewhere (e.g., book holds, access databases, research, etc.).....	1	2	3	4	5
Louisville Public Library materials and collections	1	2	3	4	5
Louisville Public Library building	1	2	3	4	5
Overall customer service at the Library (knowledgeable, available, responsive, courteous).....	1	2	3	4	5
Overall performance of the Louisville Public Library	1	2	3	4	5

Louisville Historical Museum programs (e.g., lectures, walking tours, newsletters, programs).....	1	2	3	4	5
Louisville Historical Museum campus.....	1	2	3	4	5
Archival materials (e.g., historic photographs, newspapers, etc.).....	1	2	3	4	5
Overall customer service at the Historical Museum (knowledgeable, available, responsive, courteous).....	1	2	3	4	5
Overall performance of the Louisville Historical Museum.....	1	2	3	4	5

9. Please rate the following areas of the Louisville Recreation and Senior Center, and the Coal Creek Golf Course:

	Excellent	Good	Fair	Poor	Don't know
Current recreation programs for youth (e.g., swim lessons, sports, preschool, camps).....	1	2	3	4	5
Current recreation programs for adults (e.g., fitness classes, sports, general interests).....	1	2	3	4	5
Recreation Center fees in Louisville.....	1	2	3	4	5
Overall quality of the Louisville Recreation Center.....	1	2	3	4	5
Overall customer service at the Louisville Recreation Center (knowledgeable, available, responsive, courteous).....	1	2	3	4	5
Overall performance of the Louisville Recreation Center.....	1	2	3	4	5
Current programs and services for seniors.....	1	2	3	4	5
Overall quality of the Louisville Senior Center.....	1	2	3	4	5
Overall customer service at the Louisville Senior Center (knowledgeable, available, responsive, courteous).....	1	2	3	4	5
Overall performance of the Louisville Senior Center.....	1	2	3	4	5
Overall quality of the Coal Creek Golf Course.....	1	2	3	4	5
Overall customer service at the Coal Creek Golf Course (knowledgeable, available, responsive, courteous).....	1	2	3	4	5
Overall performance of the Coal Creek Golf Course.....	1	2	3	4	5

10. Please rate the following areas of the Louisville Parks and Open Space Divisions:

	Excellent	Good	Fair	Poor	Don't know
Adequacy of parks, bike paths, playing fields and playgrounds.....	1	2	3	4	5
Maintenance of parks (e.g., landscaping, trees, turf areas, playgrounds, picnic areas).....	1	2	3	4	5
Maintenance of medians and street landscaping.....	1	2	3	4	5
Maintenance of the Louisville Cemetery.....	1	2	3	4	5
Overall customer service of the Parks Division (knowledgeable, available, responsive, courteous).....	1	2	3	4	5
Overall performance of the Parks Division.....	1	2	3	4	5
Maintenance of open space (e.g., trash bins, trailheads, habitat, etc.).....	1	2	3	4	5
Maintenance of the trail system.....	1	2	3	4	5
Overall customer service of the Open Space Division (knowledgeable, available, responsive, courteous).....	1	2	3	4	5
Overall performance of the Open Space Division.....	1	2	3	4	5

11. Please rate the following areas of the Louisville Public Works Department:

	Excellent	Good	Fair	Poor	Don't know
Street maintenance in Louisville (e.g., paving and concrete replacement).....	1	2	3	4	5
Street maintenance in your neighborhood.....	1	2	3	4	5
Street sweeping.....	1	2	3	4	5
Snow removal/street sanding.....	1	2	3	4	5
Street lighting, signage and street markings.....	1	2	3	4	5
Waste water (e.g., sewage system).....	1	2	3	4	5

Storm drainage (e.g., flooding management)	1	2	3	4	5
Quality of Louisville water.....	1	2	3	4	5
Solid waste/trash service (e.g., trash, recycle, compost)	1	2	3	4	5
Fees for water, sewer and trash	1	2	3	4	5
Overall customer service (knowledgeable, available, responsive, courteous).....	1	2	3	4	5
Overall performance of the Louisville Public Works Department	1	2	3	4	5

12. Please rate the following areas of Louisville’s Transportation System:

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don’t know</u>
Ease of car travel in Louisville	1	2	3	4	5
Ease of bus travel in Louisville	1	2	3	4	5
Ease of bicycle travel in Louisville	1	2	3	4	5
Ease of walking in Louisville	1	2	3	4	5
Traffic flow on major streets	1	2	3	4	5
Overall quality of Louisville’s Transportation System	1	2	3	4	5
Overall safety of Louisville’s Transportation System.....	1	2	3	4	5

13. Overall, how do you rate the quality of services provided by the City of Louisville?

- Excellent
 Good
 Fair
 Poor
 Don’t know

14. First tell us how much of a priority, if at all, the City should place on each of the following aspects of the community. Then, select which three (3) should be the top priorities for the City to focus on in the next 4 years.

	<u>High priority</u>	<u>Medium priority</u>	<u>Low/not a priority</u>	<u>Don’t know</u>	<u>Top 3 priorities</u>
Transportation (e.g., safe/well-maintained multi-modal transportation system) 1	2	3	4		<input type="checkbox"/>
Utilities (e.g., safe/reliable water, treated wastewater).....1	2	3	4		<input type="checkbox"/>
Public Safety (e.g., community safety and compliance with Municipal Code/State Law)..... <input type="checkbox"/>	1	2	3	4	
Parks (e.g., well-maintained parks/landscapes areas, sports facilities, cemetery) 1	2	3	4		<input type="checkbox"/>
Open Space & Trails (e.g., preserving native plants, wildlife and scenic vistas) ... 1	2	3	4		<input type="checkbox"/>
Recreation (e.g., high quality, reasonably priced recreation/leisure activities) 1	2	3	4		<input type="checkbox"/>
Library (e.g., informing/involving the community)..... 1	2	3	4		<input type="checkbox"/>
Museum Services (e.g., preserving heritage, informing community)..... 1	2	3	4		<input type="checkbox"/>
Economic Prosperity (e.g., promoting a thriving business climate) 1	2	3	4		<input type="checkbox"/>
Administration & Support Services (e.g., effective and efficient governance)..... 1	2	3	4		<input type="checkbox"/>
Environmental Sustainability (e.g., promoting efficiency, reducing environmental impacts) <input type="checkbox"/>	1	2	3	4	

15. First tell us how much of a priority, if at all, the City should place on each of the following aspects of its strategy to ensure a vibrant economic climate. Then, select which two (2) should be the top priorities for the City to focus on in the next 4 years.

	<u>High priority</u>	<u>Medium priority</u>	<u>Low/not a priority</u>	<u>Don’t know</u>	<u>Top 2 priorities</u>
Meet the retail and services needs of local residents..... 1	2	3	4		<input type="checkbox"/>
Attract visitors to shop in Louisville	1	2	3	4	<input type="checkbox"/>
Attract businesses to locate or expand in Louisville..... 1	2	3	4		<input type="checkbox"/>
Pursue redevelopment of vacant or underused commercial sites..... 1	2	3	4		<input type="checkbox"/>
Preserve the historic character of existing buildings..... 1	2	3	4		<input type="checkbox"/>
Provide gathering spaces for the community (e.g., parks, facilities, etc.)..... 1	2	3	4		<input type="checkbox"/>
Create and enhance unique identities for each of Louisville’s business districts. 1	2	3	4		<input type="checkbox"/>

16. How much of a priority, if at all, should the City place on each of the following aspects of its strategy to achieve Louisville’s sustainability vision?

	High priority	Medium priority	Low/not a priority	Don’t know
Reduce energy consumption and increase use of clean energy	1	2	3	4
Encourage water efficiency and water quality efforts.....	1	2	3	4
Promote fuel-efficient transportation and multi-modal infrastructure	1	2	3	4
Increase community waste diversion	1	2	3	4
Ensure a sustainable, safe and healthy food supply that is accessible.....	1	2	3	4

17. Imagine a commercial area with several vacant storefronts and empty parking lots. How much would you support, if at all, the development of mixed-use housing and businesses in this area?

- Strongly support
- Somewhat support
- Somewhat oppose
- Strongly oppose
- Don’t know

18. The City is working on a housing plan that aims to increase the availability of affordable housing options while maintaining Louisville character. To achieve this, the plan explores offering incentives to developers who create affordable housing units. Which of the following incentive types would you MOST SUPPORT to encourage the development of more affordable housing?

- Increased building density (allowing for more units on a single lot)
- Increased building height limitations (allowing taller buildings in specific areas)
- Reduced parking requirements
- Financial incentives for developers (tax breaks, grants, etc.)
- All of the above
- None of the above
- Don’t know

19. Following is a list of information sources. First, please select how often you use each of the following sources to gain information about the City of Louisville. Then, indicate the quality and reliability of the information from that source.

	Always	Frequently	Sometimes	Never	Excellent	Good	Fair	Poor	Don’t know
Attend, watch or stream a City Council meeting	1	2	3	4	1	2	3	4	5
Quarterly Community Update Newsletter (direct mail).....	1	2	3	4	1	2	3	4	5
Monthly Community Update eNewsletter (emailed).....	1	2	3	4	1	2	3	4	5
The Daily Camera/Hometown Weekly.....	1	2	3	4	1	2	3	4	5
The City of Louisville website (www.LouisvilleCO.gov)	1	2	3	4	1	2	3	4	5
City’s online engagement site (www.EngageLouisville.org)	1	2	3	4	1	2	3	4	5
City’s email notices (eNotification).....	1	2	3	4	1	2	3	4	5
Utility bill inserts	1	2	3	4	1	2	3	4	5
Social media (Facebook, Instagram, Nextdoor)	1	2	3	4	4	1	2	3	4 5
Word of mouth	1	2	3	4	1	2	3	4	5
Channel 8	1	2	3	4	1	2	3	4	5

Our last questions are about you and your household. Again, all of your responses to this survey are confidential and will be reported in group form only.

D1. How many years have you lived in Louisville?

- Less than 1 year 11-15 years
- 1-5 years More than 15 years
- 6-10 years

D2. Which best describes the building you live in?

- One family house detached from any other houses
- House attached to one or more houses (e.g., a duplex or townhome)
- Building with two or more apartments or condominiums
- Mobile home
- Other

D3. Do you rent or own your home?

- Rent Own

D4. How many people (including yourself) currently live in your household? _____ people

D5. Do any children 17 or under live in your household?

- No Yes

D6. Are you or any other members of your household aged 60 or older?

- No Yes

D7. In which category is your age?

- 18-24 years 55-64 years
- 25-34 years 65-74 years
- 35-44 years 75 years or older
- 45-54 years

D8. How do you describe your gender identity?

- Female
- Male
- Identify another way (specify if you wish):

D9. How has the Marshall Fire impacted you?

- Directly, my home was lost.
- Directly, my home was damaged.
- Indirectly, my home was not lost or damaged, but it affected me as a community member.
- I have not been affected by the Marshall Fire / I moved here after the fire.
- Other: _____

Thank you for completing this survey. Please return the completed survey in the postage-paid envelope to: National Research Center, Inc., PO Box 549, Belle Mead, NJ 08502



Dear Louisville Resident:

How do you think we're doing? We want to know how the City is serving you, and where we can improve! You've been randomly selected to participate in the 2024 Louisville Community Survey. If you've already completed the survey online, thank you. Please do not respond twice.

If you have not yet participated, please fill out the enclosed survey. Your feedback is crucial since your household is among a select number invited to participate. Survey results will impact decisions that affect Louisville.

Important things to keep in mind:

- Please do not share your survey link. This survey is for randomly selected households only.
- Your responses are confidential and no identifying information will be shared.
- Complete the survey if you're 18 or older. If there are multiple adults in your household, have the one who most recently had a birthday fill it out. This way, the person within your household is also randomized.
- Please return the survey by mail in the enclosed postage-paid envelope, or you can complete the survey online at:

polco.us/Louisville2024xx

QR Code
Placeholder

If you have questions about the survey, call 720-693-1735.

We appreciate your time and insights!

Thank you,

A handwritten signature in blue ink that reads 'Chris Leh'.

Chris Leh
Mayor