



City of Louisville, CO

2008 Citizen Survey

Report of Results

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Executive Summary

Survey Background and Methods

The Louisville Citizen Survey serves as a consumer report card for Louisville by providing 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 also permits residents an opportunity 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. This is the second time National Research Center, Inc. (NRC) conducted the Louisville Citizen Survey and the fifth iteration in a series of citizen survey projects completed by the City of Louisville since 1990.

The Louisville Citizen Survey was administered by mail to 2,000 randomly selected households within the city. Of those households receiving the survey, 976 residents responded to the mailed questionnaire, giving a high response rate of 50%. The margin of error was plus or minus three percentage points around any given percentage for the entire sample. Survey results were weighted so that the characteristics of gender, age and tenure (rent versus own) were represented in proportions reflective of the entire city.

Because Louisville has administered a resident survey before, comparisons could be made between 2008 responses and those from prior years. Louisville's results also were compared to those of other jurisdictions around the nation as well as to those of other Front Range jurisdictions. These comparisons were made possible through NRC's national benchmark database. This database contains resident perspectives gathered in citizen surveys from approximately 500 jurisdictions.

Survey Findings

Since the 2004 survey, Louisville has been recognized in three publications as one of the best places to live and raise a family in the United States.¹ The 2008 survey results corroborate these rankings, as the vast majority of residents rated most aspects of Louisville highly. Findings from 2008 were not only positive but stable or better than those in 2004, with very few exceptions. Survey results indicated that a majority of residents value a wide variety of aspects of life in Louisville and the services being provided to them by the City.

Of the 89 ratings that could be compared to the nation, 85 were above the national benchmark, two were similar and only one was below. Most ratings also were above ratings given by residents in other Front Range jurisdictions.

Quality of Life and Community

As in previous years, the majority of Louisville residents who were surveyed perceived their quality of life to be "good" or "excellent." Other ratings of quality of life, such as neighborhood as a place to live, place to retire and place to raise children, were stable or had improved since 2004. Some of the quality of life ratings differed by age, gender and voting status. For instance, older residents

¹ In July of 2005, *CNN/Money* and *Money* magazine ranked Louisville fifth on their list of the 100 best places to live in the United States. Criteria included financial, housing, education, quality of life, leisure and culture, and weather data. In May of 2006, in *Best Places to Raise Your Family: The Top 100 Affordable Communities in the U.S.*, ranked Louisville first on their list of best places in the U.S. to raise a family. In August of 2007, *CNN/Money* and *Money* magazine again ranked Louisville third on their list of the 100 best places to live in the United States. ([http://en.wikipedia.org/wiki/Louisville, Colorado](http://en.wikipedia.org/wiki/Louisville,_Colorado), accessed July 29, 2008).

(55+) tended to give more favorable ratings to Louisville as a place to work than did younger respondents.

In response to the 24 city characteristics listed on the survey, most respondents were pleased with the city, rating each characteristic as either “excellent” or “good.” There were three exceptions. Half or fewer respondents thought that the following qualities were “good” or “excellent”: shopping opportunities, availability of affordable quality housing and employment opportunities. Still, 23 of the 24 characteristics received higher ratings than were given around the nation in other jurisdictions. Sixteen of the characteristics on the survey were compared to the Front Range’s ratings, and 12 were ranked above the benchmarks, with only shopping opportunities ranking below.

Many characteristics’ ratings had improved since 2004, although there were wording differences in some of the survey questions, which could account, in part, to differences between results. Again, there were differences by age and gender on some of the ratings. For this set of questions, there was also a difference by length of residency, with longer-term residents (10+ years) rating the availability of affordable housing lower than did shorter-term residents.

Louisville residents reported feeling very safe in the community, giving higher ratings for all aspects of safety than their counterparts across the nation and in the Front Range. These ratings were consistent with those given in 2004, although an even higher percentage of respondents reported feeling safe in parks after dark in 2008 than they had in 2004.

City Services and Departments

In 2008, for the first time, residents were asked to rate the overall quality of City services. The vast majority of respondents gave Louisville City services a rating of “good” or better, and no one rated it as “poor.” This rating ranked Louisville above the national and the Front Range benchmarks.

Residents were given the opportunity to rate 13 City services. The majority of those who had an opinion on each service rated all but one as “excellent” or “good,” with fire services, emergency services and public schools being rated by about half or more as “excellent.” Services to low-income people were rated lower, with less than half of respondents rating these services as “good” or better, and one-quarter rating them as “poor.” All 13 services compared favorably against the national and the Front Range benchmarks.

The survey also contained questions about City employees, the Web site, cable television and the overall performance of Louisville City government, along with other City administration-related questions. Two-thirds or more of respondents rated these aspects of Louisville as “good” or better. The Web site, City response to citizen concerns, television programming and overall City government performance could be compared to the national benchmark, and Louisville ranked above other jurisdictions in all categories. Two Front Range comparisons could be made – City Web site and overall City government performance – and Louisville rose to the top in these comparisons as well.

About half of the respondents in 2008 had made contact with a City employee in the preceding 12 months. As in 2004, the majority were impressed with City employees’ customer service. These impressions ranked Louisville above both the national benchmarks and the Front Range benchmarks.

Public Safety

A majority of survey respondents reported that the various aspects of Public Safety included on the survey were “excellent” or “good.” All of the aspects of Public Safety that could be compared with national and Front Range normative data showed Louisville once again exceeding its peers.

Louisville Public Safety ratings were similar to 2004, with traffic regulation enforcement being seen even more positively in 2008 than it had in 2004. Most respondents felt that the level of most aspects of traffic enforcement was “about right.”

Planning and Building

More than half of respondents thought that Louisville’s building and planning processes and the overall performance of the Building Safety Division and the Planning Department were at least “good.” About one-quarter of respondents rated the Planning and Building services and departments as “fair.” The only comparison that was available in this topic area was for the overall performance of the Planning Department, which showed Louisville as ranking above the national benchmark.

Parks and Recreation

When asked to rate various aspects of Parks and Recreation in Louisville, two-thirds or more of respondents who had an opinion gave a “good” or better rating to each of the 14 services listed on the survey. Two out of five respondents who had an opinion rated trail system maintenance and parks, paths, fields and playgrounds as “excellent.” Ten of the Parks and Recreation questions could be compared to the national benchmark. Louisville was above the benchmark for all of these, except the golf course, which received a rating similar to the national benchmark. Three comparisons were available for the Front Range: Trail maintenance, recreation center maintenance and performance. In all, Louisville compared favorably.

Public Library

Since the 2004 survey, a new library was built in Louisville. Nine out of 10 respondents thought highly of the facility and services the library provides, rating each as “good” or better. Louisville rated higher, in fact, than its counterparts across the nation and Front Range, where comparisons were available. Not surprisingly, all library ratings were higher than those given for the library in 2004.

Public Works

Two-thirds or more of respondents felt that Louisville’s water, sidewalks and streets as well as the overall performance of Public Works was “good” or better. Snow removal was rated the lowest among this category of services and characteristics, but still received a “good” or better rating from 6 in 10 respondents. Of those questions that could be compared to national and Front Range benchmark data, snow removal was the only one below the national norm. It ranked above the Front Range benchmark, however, where lower ratings for snow removal were received in surveys administered in other jurisdictions during the last year, probably attributable to the winter blizzard that paralyzed much of the Front Range in 2007. The only Public Works ratings that had decreased since 2004 were street sweeping and snow removal.

Information Sources

People who responded to the survey reported using the City newsletter, *Community Update*, as a source of information about Louisville, followed by the *Boulder Daily Camera* and *The Louisville Times*. The Louisville Web site has increased in viewing since 2004 but was not reported to be used as frequently as these other information sources. The quality of *Community Update* and the City Web site were rated higher than other information sources listed on the survey.

Resident Priorities

Residents were given the chance to rate the importance of various aspects of the city. Of the 10 qualities listed, three were rated as “essential” by at least 6 in 10 respondents: Safety, open space and recreation amenities. Four in 10 thought that the transportation system was “essential” to maintaining Louisville’s character.

When asked about shopping in Louisville, nearly half said it was “very important” to do so, while 1 in 10 thought it was “essential.” One in 10 respondents had heard of the Shop Louisville program, and analyses showed that familiarity with the program was linked to respondents valuing local shopping.

The survey asked residents to comment on potential guidelines for Highway 42 redevelopment. The strongest support was voiced for providing green spaces (8 in 10) and pedestrian connections to downtown Louisville (7 in 10). Also a priority, underground utility lines were “strongly” supported by 6 in 10 respondents. Age, gender and voting status made a difference in how people responded to the different guidelines.

The survey contained a series of policies about which residents could express support or opposition. Six out of 10 supported a tax increase for historic preservation, while 2 in 10 “strongly” opposed such an increase. Eight in 10 supported using City-owned open space as a location to install alternative energy sources. Respondents were split about rezoning the area west of McCaslin Boulevard to permit residential as well as commercial development, with more strong opposition than strong support reported.

Half of respondents expressed strong support for the City contracting with a single trash hauler as long as rates stayed the same or decreased, and another one-third “somewhat” supported this proposal. One in five expressed opposition. There were differences in response patterns depending upon length of residency and gender.

Given the opportunity to rate the importance of 10 potential City projects, at least 3 in 10 respondents rated future city rail-stop amenities and additional open space as “essential,” with the same proportion rating future rail stop amenities as the “most important” project. Compared to 2004, new trails and underpasses and a new aquatic center increased in importance for residents responding to the survey.

Overall, the City of Louisville’s survey results showed strongly positive ratings of most aspects of life in Louisville.

Survey Background

Survey Purpose

The Louisville Citizen Survey serves as a consumer report card for Louisville by providing 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 also permits residents an opportunity 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.

This kind of survey gets at the key services that local government controls to create a quality community. It is akin to private sector customer surveys that are used regularly by many corporations to monitor where there are weaknesses in product or service delivery before customers defect to competition or before other problems from dissatisfied customers arise.

This is the second time National Research Center, Inc. (NRC) conducted the Louisville Citizen Survey and the fifth iteration in a series of citizen survey projects completed by the City of Louisville since 1990.

Survey Methods

The Louisville Citizen Survey was administered by mail in May 2008 to 2,000 randomly selected households within the City of Louisville. Each household received three mailings. Completed surveys were collected over the following six weeks. The first mailing was a prenotification postcard announcing the upcoming survey. Over the following two weeks, two survey mailings were sent to residents; each contained a letter from the Mayor inviting the household to participate in the 2008 Louisville Citizen Survey, a five-page questionnaire and self-mailing envelope. The survey instrument itself appears in *Appendix G: Survey Instrument*.

Of those households receiving the survey, 976 residents responded to the mailed questionnaire, giving a response rate of 50%. Survey results were weighted so that the characteristics of gender, age and tenure (rent versus own) were represented in the proportions reflective of the entire city. (For more information see *Appendix D: Survey Methodology*.)

Understanding the Results

Precision of Estimates

It is customary to describe the precision of estimates made from surveys by a "level of confidence" (or margin of error). The 95% confidence level for this survey is generally no greater than plus or minus three percentage points around any given percent reported for the entire sample (976 completed surveys).

"Don't Know" Responses and Rounding

On many of the questions in the survey, respondents gave 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 Set of Frequencies* and is discussed in the body of this report if it is 20% 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.

When a table for a question that permitted only a single response does not total to exactly 100%, it is due to the customary practice of rounding percentages to the nearest whole number.

Comparing Survey Results

Because this survey was the fifth in a series of citizen surveys, the 2008 results are presented along with past ratings when available. Differences between years can be considered “statistically significant” if they are greater than five percentage points. Trend data for Louisville represent important comparisons and should be examined for improvements or declines. Deviations from stable trends over time especially represent opportunities for understanding how local policies, programs or public information may have affected residents’ opinions. It should be kept in mind that survey methodologies changed over time and that such changes might contribute to any differences in results across survey years.

National and Front Range normative comparisons also have been included in the report when available (jurisdictions to which Louisville was compared nationally and in the Front Range can be found in *Appendix F: Jurisdictions Included in Benchmark Comparisons*). Selected survey results were compared to certain demographic characteristics of survey respondents and are presented as *Appendix C: Comparison of Responses by Respondent Demographics*.

Comparing to Other Survey Results

Certain kinds of services tend to be thought better of by residents in many communities across the country. Where possible, the better comparison is not from one service to another in Louisville, but from Louisville services to like services provided by other jurisdictions.

National Benchmark Database

NRC has been leading the strategic use of surveys for local governments since 1991, when the principals of the company wrote the first edition of what became the classic text on citizen surveying. In *Citizen Surveys: How to do them, how to use them, what they mean*, published by the International City/County Management Association (ICMA), we not only articulated the principles for quality survey methods, we pioneered both the idea of benchmark data for citizen opinion and the method for gathering benchmark data. We called it, “In Search of Standards,” and argued for norms. “What has been missing from a local government’s analysis of its survey results is the context that school administrators can supply when they tell parents how an 80 percent score on the social studies test compares to test results from other school systems...”

NRC’s database of comparative resident opinion is comprised of resident perspectives gathered in citizen surveys from approximately 500 jurisdictions whose residents evaluated local government services. Conducted with typically no fewer than 400 residents in each jurisdiction, opinions are intended to represent over 30 million Americans. NRC has innovated a method for quantitatively integrating the results of surveys that we have conducted with those that others have conducted. We have described our integration methods thoroughly in *Public Administration Review, Journal of Policy Analysis and Management* and in our first book on conducting and using citizen surveys. Scholars who specialize in the analysis of citizen surveys regularly have relied on our work (e.g., Kelly, J. & Swindell, D. (2002)). Service quality variation across urban space: First steps towards a model of citizen satisfaction, *Journal of Urban Affairs*, 24, 271-288.; Van Ryzin, G., Muzzio, D., Immerwahr, S., Gulick, L. & Martinez, E. (2004); Drivers and consequences of citizen satisfaction: An application of the American Customer Satisfaction Index Model to New York City, *Public Administration Review*, 64,

331-341). The method described in those publications is refined regularly and statistically tested on a growing number of citizen surveys in our proprietary database.

NRC's work on calculating national norms for resident opinions about service delivery and quality of life won the Samuel C. May award for research excellence from the Western Governmental Research Association.

The Role of Comparisons

Normative comparisons are used for benchmarking. Jurisdictions use the comparative information to help interpret their own citizen survey results, to create or revise community plans, to evaluate the success of policy or budget decisions and to measure local government performance. We do not know what is small or large without comparing. Taking the pulse of the community has little meaning without knowing what pulse rate is too high and what is too low. When surveys of service satisfaction turn up "good" citizen evaluations, we need to know how others rate their services to understand if "good" is good enough. Furthermore, in the absence of national or peer community comparisons, a jurisdiction is left comparing its fire protection rating to its street maintenance rating. That comparison is unfair. Streets always lose to fire. We need to ask more important and harder questions. We need to know how residents' ratings of fire service compare to opinions about fire service in other communities.

A police department that provides the fastest and most efficient service – one that closes most of its cases, solves most of its crimes and keeps the crime rate low – still has a problem to fix if the residents in the city it intends to protect believe services are not very good compared to ratings given by residents in other cities to their own objectively "worse" departments.

The normative data can help that police department – or any city department – to understand how well citizens think it is doing. Without the comparative data, it would be like bowling in a tournament without knowing what the other teams are scoring. We recommend that citizen opinion be used in conjunction with other sources of data about budget, personnel and politics to help managers know how to respond to comparative results.

Jurisdictions in the normative database are distributed geographically across the country and range from small to large in population size. Comparisons may be made to subsets of jurisdictions (within a given region or population category such as Front Range jurisdictions). Most commonly (including in this report), comparisons are made to all jurisdictions. Despite the differences in jurisdiction characteristics, all are in the business of providing local government services to residents. Though individual jurisdiction circumstances, resources and practices vary, the objective in every community is to provide services that are so timely, tailored and effective that residents conclude the services are of the highest quality. High ratings in any jurisdiction, like SAT scores in any teen household, bring pride and a sense of accomplishment.

Comparison of Louisville to the Benchmark Database

Normative comparisons have been provided when similar questions on the Louisville survey are included in NRC's database and there are at least five jurisdictions in which the question was asked, though most questions are compared to more than five other cities across the country or in the Front Range. Where comparisons are available, Louisville results are noted as being "above" the norm, "below" the norm or "similar to" the norm. This evaluation of "above," "below" or "similar to" comes from a statistical comparison of Louisville's rating to the benchmark.

Survey Results

Quality of Life and Community

Several questions on the 2008 survey assessed resident’s opinions about the quality of life in Louisville, the quality of a variety of community characteristics and safety in the city. This information can be used for local governments to determine the overall climate of the community.

Quality of Life

The first set of questions asked respondents to rate different aspects of quality of life as well as the overall quality of life in Louisville. Nearly all respondents felt that Louisville was an “excellent” or “good” place to live (98%) and raise children (97%), and that the overall quality of life in Louisville was at least “good” (97%). Nine in 10 residents said that their neighborhood was an “excellent” or “good” place to live (92%). Slightly fewer respondents rated Louisville as a place to retire and Louisville as a place to work as “good” or better (79% and 66%, respectively). Please note that a high proportion of respondents selected “don’t know” when rating the quality of Louisville as a place to work (33%) and as a place to retire (23%). Percentages reported in the body of the report are for those who had an opinion. For a full set of responses including “don’t know,” please see *Appendix B: Complete Set of Frequencies*.

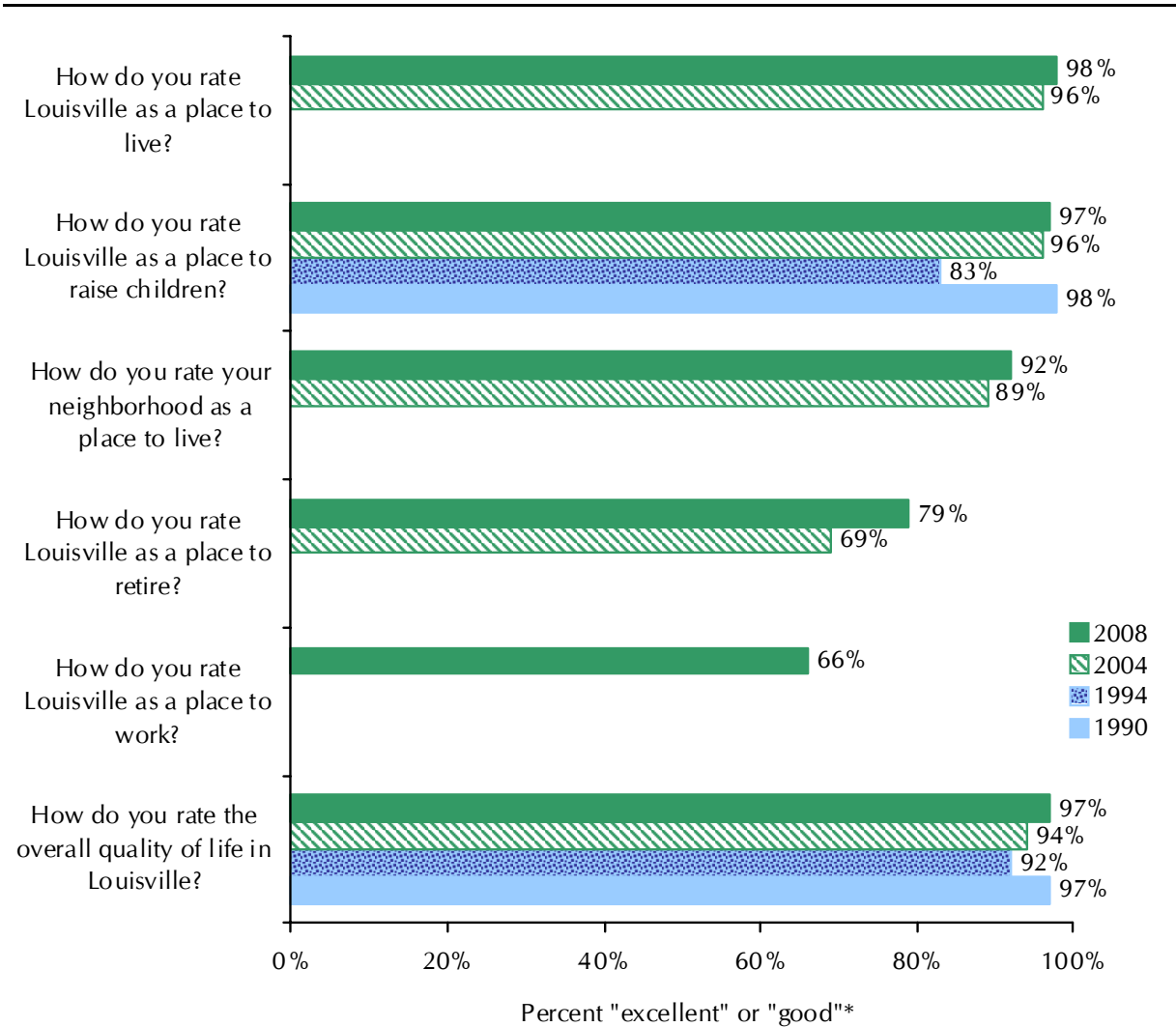
Comparisons of Louisville’s quality of life ratings were made to jurisdictions across the nation as well as to those in the Front Range. Louisville received high marks for all aspects of quality of life, with ratings above those given nationally and in the Front Range.

Table 1: Aspects of Quality of Life

Please circle the number that comes closest to your opinion about the quality of life in Louisville:	Excellent	Good	Fair	Poor	Total	National comparison	Front Range comparison
How do you rate Louisville as a place to live?	66%	32%	2%	0%	100%	Above	Above
How do you rate Louisville as a place to raise children?	66%	31%	2%	1%	100%	Above	Above
How do you rate your neighborhood as a place to live?	53%	39%	7%	1%	100%	Above	Above
How do you rate Louisville as a place to retire?	37%	43%	18%	3%	100%	Above	Above
How do you rate Louisville as a place to work?	26%	40%	24%	10%	100%	Above	Above
How do you rate the overall quality of life in Louisville?	58%	39%	3%	0%	100%	Above	Above

When compared to 2004 results, most aspects of quality of life remained stable in 2008. A higher proportion of respondents in 2008 than in 2004 rated Louisville as a place to retire as “excellent” or “good” (79% in 2008 versus 69% in 2004). Ratings for the other aspects of quality of life were similar in 2004. Louisville as a place to raise children and overall quality of life in the city has trended upward since 1994.

Figure 1: Aspects of Quality of Life Compared by Year



*Some question characteristics (i.e., question wording and scale) changed between survey years. To see the comparison of question wording across all survey years, see Appendix E: Comparison of Question Characteristics by Year. These questions were not asked in 1999.

Responses to aspects of quality of life were compared by respondent characteristics. Older residents (55+) were more likely to give favorable ratings to the city as a place to work than were their younger counterparts. Female respondents gave more positive ratings to Louisville as a place to retire than did male respondents. Residents who were registered to vote were more likely to rate Louisville as a place to raise children as “excellent” or “good” than were those not registered to vote. See *Appendix C: Comparison of Responses by Respondent Demographics* for more information about crosstabulations of survey results.

Community Characteristics

Survey respondents were provided with a list of 24 characteristics of Louisville and asked to evaluate the quality of each characteristic. In general, residents were happy with the quality of characteristics in the community. Nine in 10 or more residents said that the overall image or reputation of Louisville (95%), ease of walking (90%), Louisville's overall appearance (89%), ease of bicycle travel (89%), ease of car travel (88%), air quality (87%) and quality of overall natural environment (87%) was "excellent" or "good." Less than half of respondents felt that the shopping opportunities, availability of affordable quality housing and employment opportunities were "good" or better (46%, 39% and 33% "excellent" or "good," respectively). Between half and 85% of respondents rated all other characteristics as at least "good." One-quarter or fewer rated each characteristic as "poor." (See the table on the following page.)

Please note that 20% or more of respondents said "don't know" when rating the quality of the following characteristics: opportunities to volunteer, opportunities to participate in community matters, employment opportunities, availability of affordable quality child care, availability of preventive health services and ease of bus travel in Louisville. For a full set of responses including "don't know," see *Appendix B: Complete Set of Frequencies*.

All community characteristics were compared to the national benchmark. Twenty-three of the 24 characteristics were rated higher than the national average. Louisville residents gave a similar rating to that of residents in other jurisdictions across the country for shopping opportunities.

Sixteen of the 24 community characteristics could be compared to the Front Range benchmark. Twelve characteristics were rated above the Front Range average. Opportunities to attend cultural activities, availability of affordable quality housing and employment opportunities were given ratings similar to that of other Front Range jurisdictions, while shopping opportunities was rated below the benchmark.

Table 2: Community Characteristics

Please rate each of the following characteristics as they relate to Louisville as a whole:	Excellent	Good	Fair	Poor	Total	National comparison	Front Range comparison
Overall image or reputation of Louisville	51%	44%	4%	0%	100%	Above	Above
Ease of walking in Louisville	49%	42%	9%	1%	100%	Above	Above
Overall appearance of Louisville	27%	62%	10%	1%	100%	Above	Above
Ease of bicycle travel in Louisville	44%	44%	11%	1%	100%	Above	Above
Ease of car travel in Louisville	36%	52%	10%	2%	100%	Above	Above
Air quality	24%	63%	12%	1%	100%	Above	Above
Quality of overall natural environment in Louisville	31%	56%	12%	1%	100%	Above	NA
Recreational opportunities	35%	51%	13%	2%	100%	Above	Above
Overall lighting in the City	19%	64%	15%	2%	100%	Above	Above
Sense of community	34%	48%	16%	2%	100%	Above	Above
Availability of preventive health services	27%	53%	15%	4%	100%	Above	NA
Traffic flow on major streets	20%	58%	18%	4%	100%	Above	NA
Opportunities to volunteer	23%	54%	19%	4%	100%	Above	NA
Opportunities to participate in community matters	22%	53%	21%	3%	100%	Above	NA
Opportunities to participate in social events and activities	21%	51%	24%	4%	100%	Above	NA
Availability of affordable quality food	18%	53%	25%	4%	100%	Above	NA
Openness and acceptance of the community towards people of diverse backgrounds	18%	48%	27%	6%	100%	Above	Above
Ease of bus travel in Louisville	24%	44%	24%	9%	100%	Above	Above
Variety of housing options	12%	49%	30%	10%	100%	Above	NA
Opportunities to attend cultural activities	16%	44%	34%	6%	100%	Above	Similar
Availability of affordable quality child care	13%	37%	36%	14%	100%	Above	Above
Shopping opportunities	10%	36%	40%	14%	100%	Similar	Below
Availability of affordable quality housing	7%	32%	38%	23%	100%	Above	Similar
Employment opportunities	6%	26%	46%	21%	100%	Above	Similar

Community characteristics that were rated more favorably in 2008 than in 2004 included ease of bicycle travel in Louisville (89% said “excellent” or “good” in 2008 versus 79% in 2004), ease of car travel in Louisville (88% versus 76%), air quality (87% versus 79%), sense of community (82% versus 76%), traffic flow on major streets (78% “excellent” or “good” versus 61% “minor problem” or “not a problem”) and opportunities to attend cultural activities (60% versus 49%). Shopping opportunities received lower ratings in 2008 than in 2004 (46% rated as “good” or better in 2008 versus 60% in 2004). Please note that differences in ratings between 2008 and 2004 may be at least partially attributable to changes in question characteristics. See *Appendix E: Comparison of Question Characteristics by Year* for detailed notes on question differences across years.

Table 3: Community Characteristics Compared by Year

Please rate each of the following characteristics as they relate to Louisville as a whole:	Percent “excellent” or “good”*			
	2008	2004	1994	1990
Overall image or reputation of Louisville	95%	NA	NA	NA
Ease of walking in Louisville	90%	88%	NA	NA
Overall appearance of Louisville	89%	85%	NA	NA
Ease of bicycle travel in Louisville	89%	79%	NA	NA
Ease of car travel in Louisville	88%	76%	NA	NA
Air quality	87%	79%	84%	84%
Quality of overall natural environment in Louisville	87%	NA	NA	NA
Recreational opportunities	85%	80%	NA	NA
Overall lighting in the City	83%	82%	75%	NA
Sense of community	82%	76%	NA	NA
Availability of preventive health services	80%	NA	NA	NA
Traffic flow on major streets	78%	61%	NA	NA
Opportunities to volunteer	77%	NA	27%	NA
Opportunities to participate in community matters	75%	NA	40%	NA
Opportunities to participate in social events and activities	73%	NA	79%	NA
Availability of affordable quality food	71%	69%	NA	NA
Openness and acceptance of the community towards people of diverse backgrounds	67%	68%	NA	NA
Ease of bus travel in Louisville	67%	62%	NA	NA
Variety of housing options	61%	NA	NA	NA
Opportunities to attend cultural activities	60%	49%	41%	NA
Availability of affordable quality child care	50%	50%	NA	NA
Shopping opportunities	46%	60%	NA	NA
Availability of affordable quality housing	39%	30%	32%	NA
Employment opportunities	33%	25%	NA	NA

*Some question characteristics (i.e., question wording and scale) changed between survey years. To see the comparison of question wording across all survey years, see Appendix E: Comparison of Question Characteristics by Year. These questions were not asked in 1999.

Residents age 18 to 34 were more likely to give positive ratings to the availability of affordable quality housing than were those ages 35 and older. Those living in Louisville for more than 10 years were less likely to give favorable ratings to the availability of affordable quality housing than were residents who had lived in the city for a shorter period of time. Female residents felt a greater sense of community than did male residents. See *Appendix C: Comparison of Responses by Respondent Demographics* for more information about crosstabulations of survey results.

Safety in Louisville

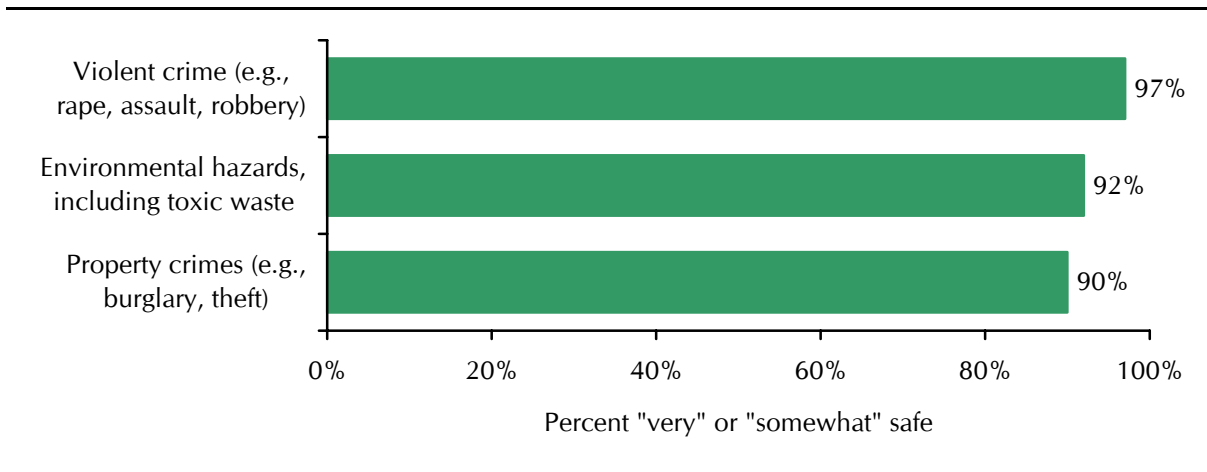
New to the 2008 survey was a question about how safe Louisville residents felt from different types of crime and from environmental hazards. Ninety percent or more of respondents said that they felt “very” or “somewhat” safe from violent crime, environmental hazards and property crimes; 2% or less reported feeling unsafe from each item.

Louisville ratings were higher than those given by other jurisdictions across the country and Front Range. Front Range comparisons for safety from environmental hazards were not available.

Table 4: Safety From Crime and Environmental Hazards

Please rate how safe or unsafe you feel from the following in Louisville:	Very safe	Somewhat safe	Neither safe nor unsafe	Somewhat unsafe	Very unsafe	Total	National comparison	Front Range comparison
Violent crime (e.g., rape, assault, robbery)	74%	23%	3%	0%	0%	100%	Above	Above
Environmental hazards, including toxic waste	61%	31%	7%	1%	0%	100%	Above	NA
Property crimes (e.g., burglary, theft)	44%	47%	7%	2%	0%	100%	Above	Above

Figure 2: Ratings of Safety From Crime and Environmental Hazards



As in 2004, respondents were asked to rate how safe they felt in various areas throughout the city. Generally, Louisville residents reported feeling safe in the city. Almost all respondents (94% or more) felt “very” or “somewhat” safe in each of the various areas around Louisville, except in Louisville parks after dark where 85% said they felt at least “somewhat” safe.

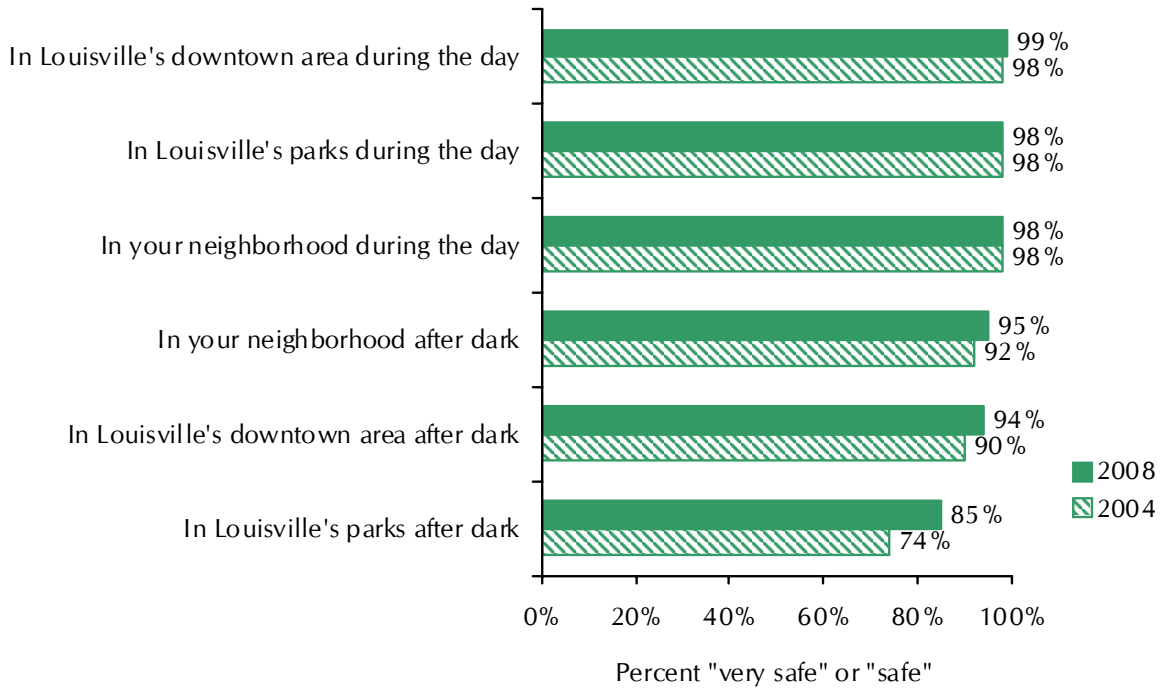
All safety ratings were above those given by residents in other communities across the nation and in the Front Range.

Table 5: Safety in Various Public Areas

Please rate how safe you feel:	Very safe	Somewhat safe	Neither safe nor unsafe	Somewhat unsafe	Very unsafe	Total	National comparison	Front Range comparison
In Louisville's downtown area during the day	88%	11%	1%	0%	0%	100%	Above	Above
In Louisville's parks during the day	87%	12%	1%	1%	0%	100%	Above	Above
In your neighborhood during the day	88%	10%	1%	1%	0%	100%	Above	Above
In your neighborhood after dark	58%	37%	3%	1%	0%	100%	Above	Above
In Louisville's downtown area after dark	57%	37%	5%	1%	0%	100%	Above	Above
In Louisville's parks after dark	34%	50%	10%	5%	1%	100%	Above	Above

Overall, safety ratings given in 2008 were similar to those in 2004, though a higher proportion of respondents noted feeling safer in Louisville’s parks after dark in 2008 than in 2004 (85% versus 74%).

Figure 3: Safety in Various Public Areas Compared by Year



City Services and Departments

Two pages of the five-page survey were devoted to gathering information about the quality of 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.

General City Services

Overall, residents rated the quality of 13 different City services positively. Fire services (97% “excellent” or “good”), ambulance/emergency medical services (95%), public schools (89%) and services to seniors (88%) topped the list of services, with large majority of respondents saying these services were “good” or better. Though rated as “excellent” or “good” by half of residents (48%), services to low-income people received the lowest quality ratings. Please note that between 22% and 70% of respondents answered “don’t know” when rating most of the City services. For a full set of responses including “don’t know,” see *Appendix B: Complete Set of Frequencies*.

When compared to other communities across the country and in the Front Range, Louisville’s ratings for all City services compared favorably.

Table 6: Quality of City Services

How do you rate the quality of each of the following services in Louisville?	Excellent	Good	Fair	Poor	Total	National comparison	Front Range comparison
Fire services	60%	37%	3%	0%	100%	Above	Above
Ambulance/emergency medical services	53%	42%	4%	1%	100%	Above	Above
Public schools	45%	45%	9%	1%	100%	Above	Above
Services to seniors	35%	52%	11%	2%	100%	Above	Above
Health services	33%	52%	11%	4%	100%	Above	Above
Services to youth	29%	54%	14%	3%	100%	Above	Above
Louisville public information sources	16%	62%	19%	2%	100%	Above	Above
Bus/transit services	22%	53%	18%	6%	100%	Above	Above
Building inspection	18%	54%	22%	5%	100%	Above	Above
Amount of public parking downtown	18%	49%	26%	6%	100%	Above	Above
Land use, planning and zoning	16%	47%	29%	9%	100%	Above	Above
Economic development	11%	48%	33%	8%	100%	Above	Above
Services to low-income people	15%	33%	28%	24%	100%	Above	Above

Services to youth (83% “excellent” or “good” in 2008 versus 76% in 2004), bus/transit services (76% versus 68%), the amount of public parking downtown (67% versus 61%) and services to low-income people (48% versus 37%) each received higher ratings in 2008 than in 2004. Other city services received similar evaluations in 2008 as in 2004.

Table 7: Quality of City Services Compared by Year

How do you rate the quality of each of the following services in Louisville?	Percent “excellent” or “good”*			
	2008	2004	1994	1990
Fire services	97%	97%	NA	NA
Ambulance/emergency medical services	95%	96%	NA	NA
Public schools	89%	86%	69%	NA
Services to seniors	88%	83%	72%	90%
Health services	85%	84%	78%	NA
Services to youth	83%	76%	NA	74%
Louisville public information sources	78%	NA	NA	76%
Bus/transit services	76%	68%	NA	NA
Building inspection	73%	NA	NA	NA
Amount of public parking downtown	67%	61%	NA	NA
Land use, planning and zoning	63%	NA	NA	NA
Economic development	59%	NA	NA	NA
Services to low-income people	48%	37%	NA	NA

*Some question characteristics (i.e., question wording and scale) changed between survey years. To see the comparison of question wording across all survey years, see Appendix E: Comparison of Question Characteristics by Year. These questions were not asked in 1999.

City Administration

A set of seven questions was included on the survey about City Administration. Of those who had an opinion, between two-thirds and three-quarters of respondents rated each area of the City Administration as “excellent” or “good.” The overall performance of the City government received the most positive evaluation, with 76% saying it was “good” or better. The City’s response to citizen complaints or concerns and programming on Louisville cable TV were given slightly lower ratings (66% felt each of these items was “excellent” or “good”). Please note that 20% or more of respondents said “don’t know” to some of the questions regarding City Administration. For a full set of responses including “don’t know,” see *Appendix B: Complete Set of Frequencies*.

Each of the four items that could be compared to the national benchmark was rated higher than the average. The City’s Web site and the overall performance of the City government were above the Front Range benchmark.

Table 8: Quality of City Administration

Please circle the number that comes closest to your opinion about the performance of the following areas of the City of Louisville Administration:	Excellent	Good	Fair	Poor	Total	National comparison	Front Range comparison
Availability of City Employees	19%	55%	21%	5%	100%	NA	NA
Information about City Council, Planning Commission and other official City meetings	20%	54%	24%	3%	100%	NA	NA
Louisville Web site (www.ci.louisville.co.us)	15%	56%	24%	4%	100%	Above	Above
Information about City plans and programs	14%	53%	28%	6%	100%	NA	NA
City response to citizen complaints or concerns	13%	52%	25%	10%	100%	Above	NA
Programming on Louisville cable TV, municipal channel 8	11%	56%	25%	9%	100%	Above	NA
Overall performance of Louisville City government	11%	65%	22%	3%	100%	Above	Above

The availability of City employees (74% “excellent” or “good” in 2008 versus 66% in 2004) and programming on Louisville cable TV, municipal channel 8 (66% versus 60%) were rated more favorably in 2008 than in 2004. Similar ratings to 2004 were given to the other City Administration areas in 2008.

Table 9: Quality of City Administration Compared by Year

Please circle the number that comes closest to your opinion about the performance of the following areas of the City of Louisville Administration:	Percent “excellent” or “good”*				
	2008	2004	1999	1994	1990
Availability of City Employees	74%	66%	68%	51%	91%
Information about City Council, Planning Commission and other official City meetings	73%	74%	64%	46%	NA
Louisville Web site (www.ci.louisville.co.us)	71%	75%	57%	NA	NA
Information about City plans and programs	67%	69%	67%	NA	NA
City response to citizen complaints or concerns	66%	65%	61%	47%	NA
Programming on Louisville cable TV, municipal channel 8	66%	60%	63%	NA	NA
Overall performance of Louisville City government	76%	75%	75%	56%	65%

*Some question characteristics (i.e., question wording and scale) changed between survey years. To see the comparison of question wording across all survey years, see Appendix E: Comparison of Question Characteristics by Year.

Public Safety

Nine in 10 or more survey respondents stated that the 911 services (95%), safety of their neighborhood (94%) and the overall performance of the Louisville Police Department (89%) were “excellent” or “good.” About four out of five respondents felt that the visibility of patrol cars and the enforcement of traffic regulations was “good” or better (84% and 83%, respectively). Two-thirds said that municipal code enforcement issues, such as dogs, noise and weeds, was at least “good.” Please note that 56% of respondents selected the “don’t know” response option when rating the quality of 911 services. For a full set of responses including “don’t know,” see *Appendix B: Complete Set of Frequencies*.

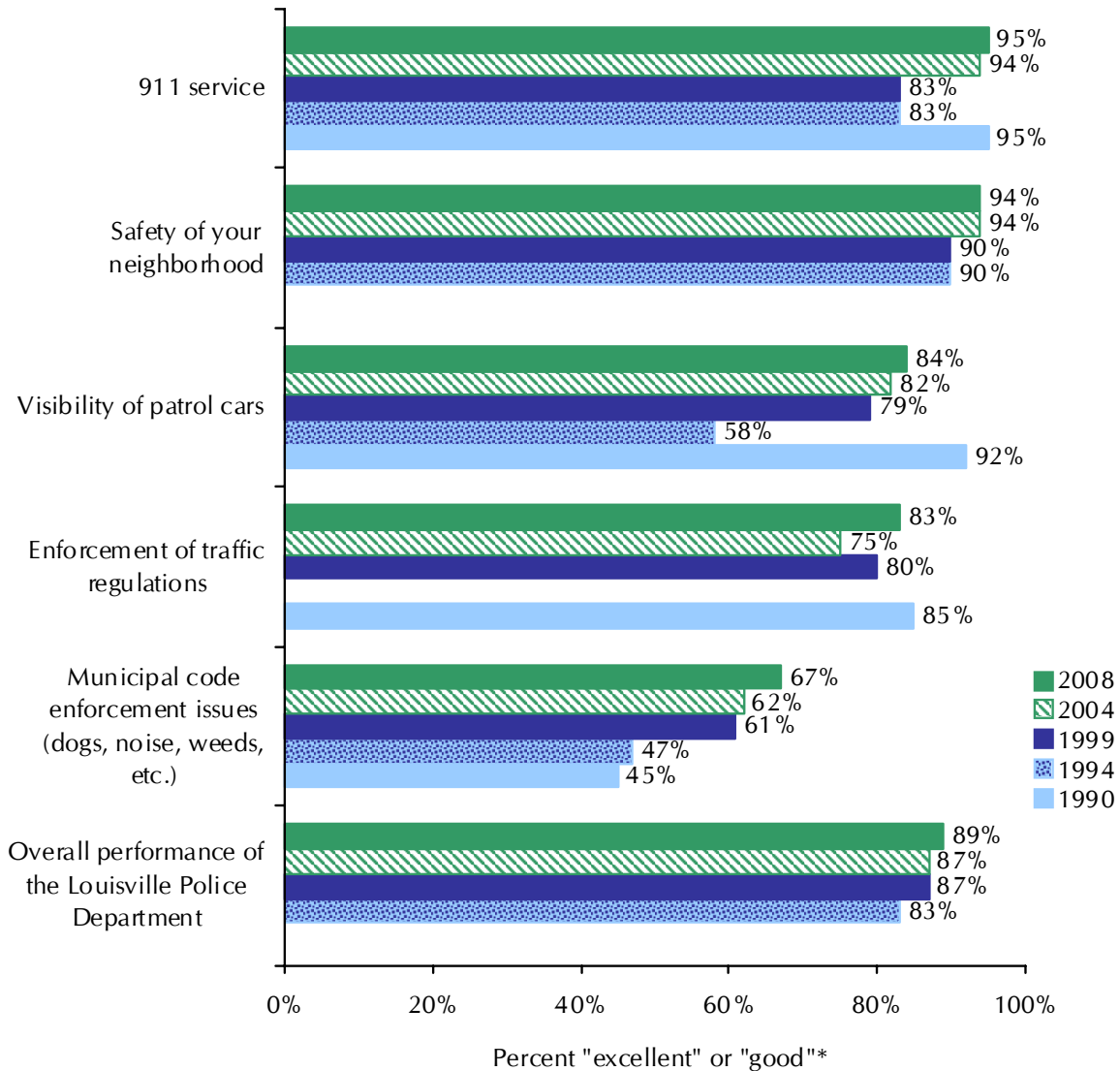
All but one public safety area could be compared to the nation. Safety of your neighborhood, visibility of patrol cars, enforcement of traffic regulations, municipal code enforcement issues and the overall performance of the Louisville Police Department were each rated higher than the national benchmark. The three areas that were compared to the Front Range benchmark were all rated above the average.

Table 10: Quality of Louisville Public Safety

Please circle the number that comes closest to your opinion about the following areas of Louisville Public Safety:						National comparison	Front Range comparison
	Excellent	Good	Fair	Poor	Total		
911 service	53%	42%	5%	0%	100%	NA	NA
Safety of your neighborhood	61%	33%	5%	1%	100%	Above	NA
Visibility of patrol cars	40%	44%	11%	5%	100%	Above	NA
Enforcement of traffic regulations	29%	54%	12%	4%	100%	Above	Above
Municipal code enforcement issues (dogs, noise, weeds, etc.)	24%	43%	22%	10%	100%	Above	Above
Overall performance of the Louisville Police Department	35%	55%	9%	2%	100%	Above	Above

Most 2008 Public Safety ratings were similar to those given in 2004 by Louisville residents. However, more residents rated the enforcement of traffic regulations as “excellent” or “good” in 2008 than in 2004 (83% versus 75%, respectively).

Figure 4: Quality of Louisville Public Safety Compared by Year



*Some question characteristics (i.e., question wording and scale) changed between survey years. To see the comparison of question wording across all survey years, see Appendix E: Comparison of Question Characteristics by Year.

Traffic Regulations

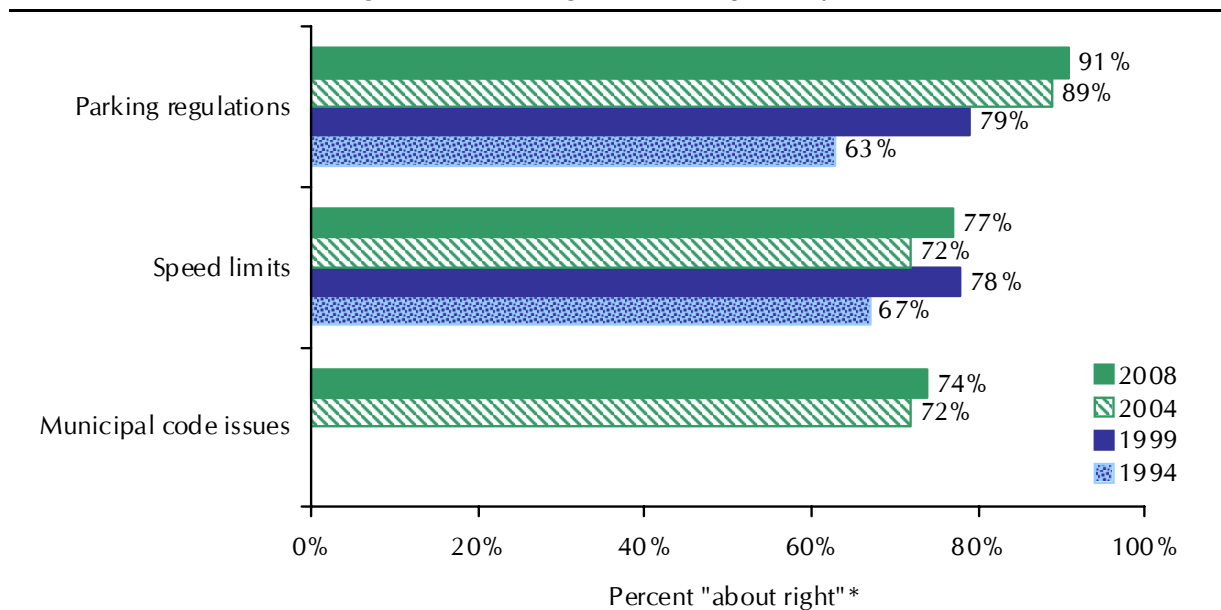
Within the realm of Public Safety were a few questions regarding the enforcement of traffic regulations. When asked if the enforcement of parking regulations was too tough, about right or too lenient, nearly all respondents felt it was “about right” (91%). About three-quarters of residents said that the enforcement of speed limits and municipal code issues was “about right.” No more than 15% of respondents reported the enforcement of each of these regulations to be “too tough.” Please note that 25% of respondents answered “don’t know” when assessing the enforcement of parking regulations and 32% said “don’t know” to municipal code issues. For a full set of responses including “don’t know,” see *Appendix B: Complete Set of Frequencies*.

Table 11: Traffic Regulations

To what extent do you feel that enforcement of the following general traffic regulations is too tough or too lenient?	Too tough	About right	Too lenient	Total
Parking regulations	7%	91%	2%	100%
Speed limits	15%	77%	8%	100%
Municipal code issues	15%	74%	12%	100%

The 2008 responses for these questions were similar to those given in 2004. Ratings have increased since these questions were first asked in 1994.

Figure 5: Traffic Regulations Compared by Year



*Some question characteristics (i.e., question wording and scale) changed between survey years. To see the comparison of question wording across all survey years, see Appendix E: Comparison of Question Characteristics by Year. These questions were not asked in 1990.

Planning and Building

The overall performance of the Building Safety Division was rated highly, with 7 in 10 respondents saying it was “excellent” or “good.” Code enforcement on building issues, the public input process on City planning issues and the permit process for remodeling work were rated as “good” or better by two-thirds of residents. Three in five respondents noted that the overall performance of the Planning Department (61%) and the planning review process for new development (59%) were at least “good.” About 1 in 10 residents rated each of these areas of Louisville Planning and Building as “excellent.” Please note that half or more of respondents selected “don’t know” when rating each area of Planning and Building. For a full set of responses including “don’t know,” see *Appendix B: Complete Set of Frequencies*.

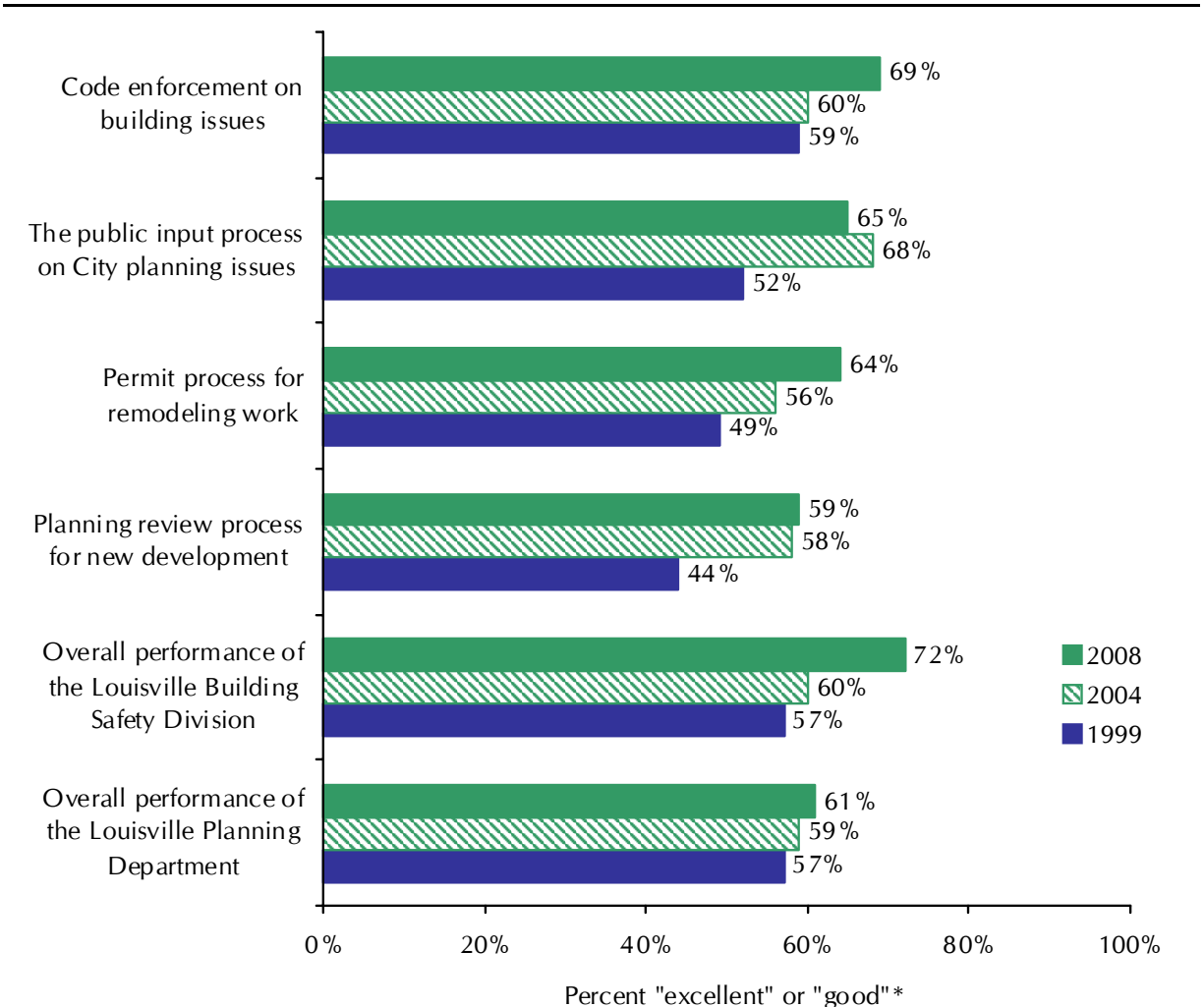
Only the overall performance of the Louisville Planning Department was able to be compared to the benchmark database. Louisville residents rated the overall Planning Department’s performance higher than ratings given in other jurisdictions across the nation. Front Range comparisons were not available for these questions.

Table 12: Quality of Louisville Planning and Building

Please circle the number that comes closest to your opinion about the following areas of Louisville Planning and Building:	Excellent	Good	Fair	Poor	Total	National comparison	Front Range comparison
Code enforcement on building issues	12%	57%	23%	8%	100%	NA	NA
The public input process on City planning issues	12%	53%	25%	10%	100%	NA	NA
Permit process for remodeling work	13%	51%	24%	11%	100%	NA	NA
Planning review process for new development	8%	51%	29%	12%	100%	NA	NA
Overall performance of the Louisville Building Safety Division	12%	60%	25%	2%	100%	NA	NA
Overall performance of the Louisville Planning Department	10%	51%	33%	6%	100%	Above	NA

Higher ratings were given to the following areas of Louisville Building and Planning in 2008 than in 2004: code enforcement on building issues (69% “excellent” or “good” in 2008 versus 60% in 2004), permit process for remodeling work (64% versus 56%) and the overall performance of the Louisville Building Safety Division (72% versus 60%). All other areas had similar ratings when comparing the 2008 and 2004 survey administrations.

Figure 6: Quality of Louisville Planning and Building Compared by Year



*Some question characteristics (i.e., question wording and scale) changed between survey years. To see the comparison of question wording across all survey years, see Appendix E: Comparison of Question Characteristics by Year. These questions were not asked in 1994 or 1990.

Parks and Recreation

Survey respondents were given a list of 14 services provided by the Parks and Recreation Department and asked to rate the quality of each. Louisville residents rated each area favorably, with two-thirds or more reporting “excellent” or “good.” (See the table on the following page.) Maintenance of the trail system (92%) and the adequacy of parks, bike paths, playing fields and playgrounds (91%) received the highest ratings. Eighty-eight percent of respondents said the overall performance of the Louisville Parks and Recreation Department was “good” or better. Recreation fees in the city had the lowest rating, though 64% still rated fees as “excellent” or “good.” Fewer than 10% of respondents gave “poor” ratings to any area in the Parks and Recreation Department. Please note that between 20% and 70% of respondents said “don’t know” when rating the quality of the following: current recreation programs for youth, current recreation programs for adults, current programs and services for seniors, overall performance of the Louisville Senior Center, overall performance of the Coal Creek Golf Course, programming at the Louisville Arts Center and maintenance of the cemetery. For a full set of responses including “don’t know,” see *Appendix B: Complete Set of Frequencies*.

When compared to other jurisdictions across the nation, nine of the 14 Parks and Recreation Department services were rated higher than the benchmark. Overall performance of the Coal Creek Golf Course was similar to the national average for municipal golf courses.

Three of the 14 services could be compared to the Front Range benchmark. Maintenance of the trail system, maintenance and cleanliness of the Louisville Recreation Center and the overall performance of the Louisville Recreation Center were rated higher than other Front Range communities.

Table 13: Quality of Louisville Parks and Recreation Department

Please circle the number that comes closest to your opinion about the following areas of the Louisville Parks and Recreation Department:	Excellent	Good	Fair	Poor	Total	National comparison	Front Range comparison
Maintenance of the trail system	42%	50%	8%	1%	100%	Above	Above
Adequacy of parks, bike paths, playing fields and playgrounds	48%	42%	8%	2%	100%	NA	NA
Current programs and services for seniors	35%	54%	8%	3%	100%	NA	NA
Overall performance of the Louisville Senior Center	36%	54%	8%	3%	100%	Above	NA
Maintenance of the cemetery	31%	58%	9%	2%	100%	Above	NA
Current recreation programs for youth	33%	55%	10%	1%	100%	Above	NA
Maintenance and cleanliness of the Louisville Recreation Center	30%	57%	10%	2%	100%	Above	Above
Maintenance of open space	39%	49%	11%	2%	100%	Above	NA
Overall performance of the Louisville Recreation Center	27%	54%	15%	3%	100%	Above	Above
Current recreation programs for adults	23%	57%	18%	3%	100%	NA	NA
Overall performance of the Coal Creek Golf Course	21%	54%	19%	6%	100%	Similar	NA
Programming at the Louisville Arts Center	18%	54%	24%	3%	100%	Above	NA
Recreation fees in Louisville	17%	47%	29%	7%	100%	NA	NA
Overall performance of the Louisville Parks and Recreation Department	28%	60%	11%	1%	100%	Above	NA

Two services were rated higher in 2008 than in 2004: maintenance of the trail system (92% said “excellent” or “good” in 2008 versus 85% in 2004) and recreation fees in Louisville (64% versus 55%). All other Parks and Recreation services had similar ratings in 2008 when compared to 2004.

Table 14: Quality of Louisville Parks and Recreation Department Compared by Year

Please circle the number that comes closest to your opinion about the following areas of the Louisville Parks and Recreation Department:	Percent “excellent” or “good”*			
	2008	2004	1999	1994
Maintenance of the trail system	92%	85%	79%	NA
Adequacy of parks, bike paths, playing fields and playgrounds	91%	86%	81%	84%
Current programs and services for seniors	89%	86%	87%	78%
Overall performance of the Louisville Senior Center	89%	86%	86%	NA
Maintenance of the cemetery	89%	88%	NA	NA
Current recreation programs for youth	88%	86%	80%	NA
Maintenance and cleanliness of the Louisville Recreation Center	88%	85%	NA	NA
Maintenance of open space	87%	85%	NA	NA
Overall performance of the Louisville Recreation Center	82%	82%	84%	NA
Current recreation programs for adults	79%	77%	75%	NA
Overall performance of the Coal Creek Golf Course	75%	71%	87%	80%
Programming at the Louisville Arts Center	73%	69%	79%	NA
Recreation fees in Louisville	64%	55%	60%	67%
Overall performance of the Louisville Parks and Recreation Department	88%	84%	86%	NA

*Some question characteristics (i.e., question wording and scale) changed between survey years. To see the comparison of question wording across all survey years, see Appendix E: Comparison of Question Characteristics by Year. These questions were not asked in 1990.

Public Library

Six questions on the survey assessed the quality of the Louisville Public Library services. Louisville residents gave positive ratings to the library services. Nine in 10 or more respondents felt that the quality of the library facility (96%), programs (93%), services (92%), Internet and computer services (90%) and the overall performance of the Louisville Public Library (94%) were “excellent” or “good.” Three out of four residents rated the library materials and collections as “good” or better. The quality of each library service was viewed as “excellent” by about one-third or more of survey respondents. Please note that a high proportion of respondents selected “don’t know” when rating the quality of most library services. For a full set of responses including “don’t know,” see *Appendix B: Complete Set of Frequencies*.

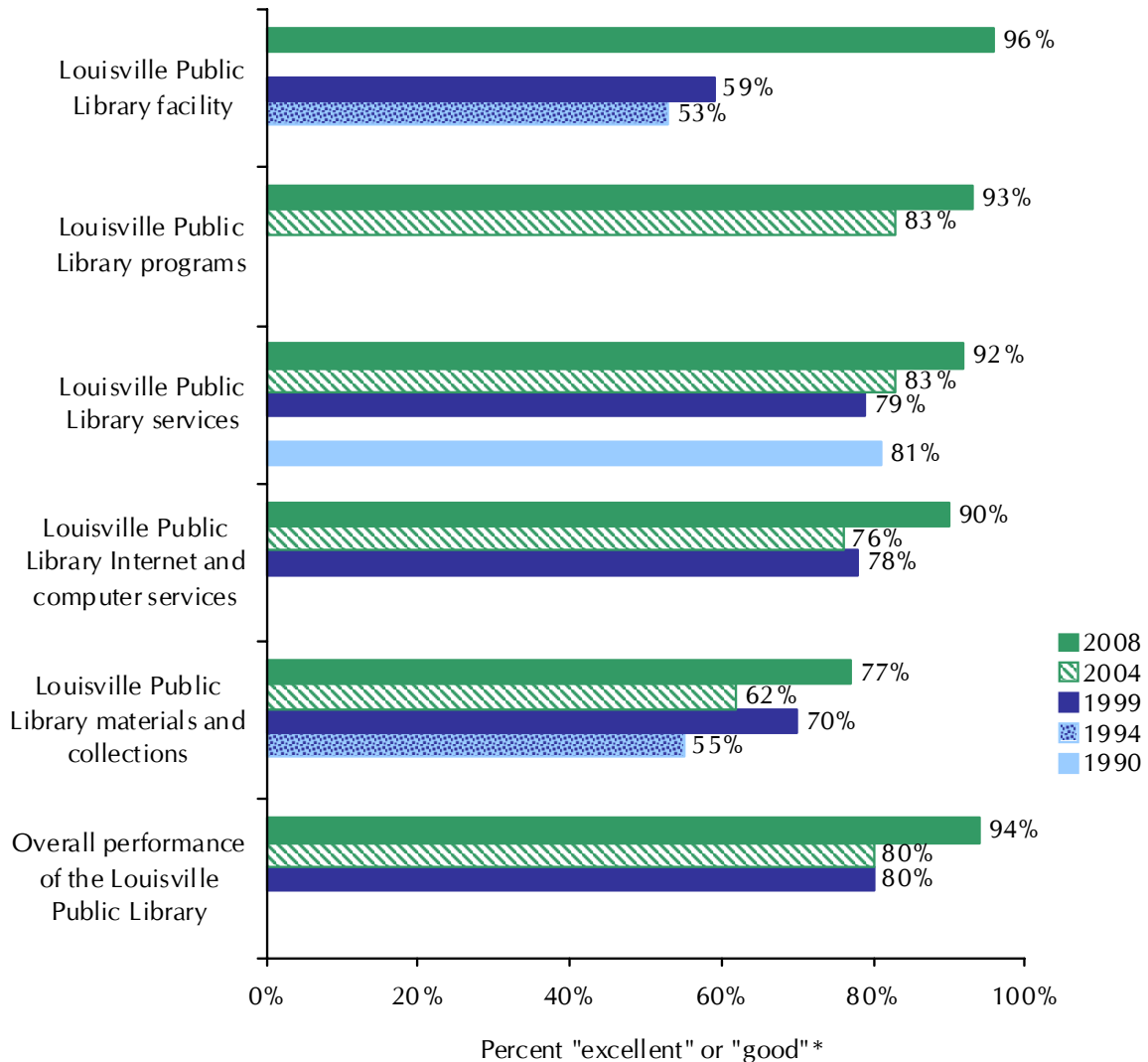
National benchmark comparisons were available for five of the six library services. Each Louisville service was rated higher than the national average. The overall performance of the Louisville Public Library was compared to the Front Range benchmark and was given higher ratings than those given in other communities in the region.

Table 15: Quality of the Louisville Public Library

Please circle the number that comes closest to your opinion about the Louisville Public Library and its services:	Excellent	Good	Fair	Poor	Total	National comparison	Front Range comparison
Louisville Public Library facility	65%	31%	3%	1%	100%	Above	NA
Louisville Public Library programs	47%	46%	6%	1%	100%	NA	NA
Louisville Public Library services	52%	40%	6%	2%	100%	Above	NA
Louisville Public Library Internet and computer services	48%	42%	9%	1%	100%	Above	NA
Louisville Public Library materials and collections	38%	39%	20%	4%	100%	Above	NA
Overall performance of the Louisville Public Library	47%	47%	5%	1%	100%	Above	Above

When comparisons were available, all 2008 library ratings were higher than those given in 2004, which is not unexpected since a new library facility was constructed after the 2004 survey. Over time, the quality of aspects of the library has increased.

Figure 7: Quality of the Louisville Public Library Compared by Year



*Some question characteristics (i.e., question wording and scale) changed between survey years. To see the comparison of question wording across all survey years, see Appendix E: Comparison of Question Characteristics by Year.

Public Works

A series of questions on the survey asked about the quality of a variety of areas of Louisville Public Works. The quality of Louisville water was rated highly, with 89% of respondents saying it was “excellent” or “good.” The overall performance of Louisville Public Works (84% “excellent” or “good”), handicap access on sidewalks/crosswalks (84%) and street lighting, signage and street markings (82%) also were among the top-rated Public Works areas. Just over half of residents (55%) felt that snow removal/street sanding was “good” or better, with 2 in 10 reporting it as “poor.”

Six of the nine services could be compared to the national benchmark. Each service received ratings above those given by residents in other jurisdictions across the country, except for snow removal/sanding, which was given a rating below the national average. The quality of Louisville water, street maintenance in Louisville, street sweeping and snow removal/street sanding all were given higher ratings than in other Front Range communities.

Table 16: Quality of Louisville Public Works

Please circle the number that comes closest to your opinion about the performance of the following areas of Louisville Public Works:	Excellent	Good	Fair	Poor	Total	National comparison	Front Range comparison
Quality of Louisville water	39%	50%	10%	2%	100%	Above	Above
Handicap access on sidewalks/crosswalks	26%	59%	14%	2%	100%	NA	NA
Street lighting, signage and street markings	23%	59%	15%	3%	100%	Above	NA
Street maintenance in Louisville	15%	63%	18%	3%	100%	Above	Above
Street sweeping	20%	54%	21%	5%	100%	Above	Above
Bike lanes on Louisville streets	19%	51%	24%	6%	100%	NA	NA
Street maintenance in your neighborhood	17%	52%	23%	8%	100%	NA	NA
Snow removal/street sanding	14%	41%	27%	17%	100%	Below	Above
Overall performance of Louisville Public Works	19%	65%	15%	1%	100%	Above	NA

Ratings for about half of the Public Works services have remained stable since 2004. The quality of Louisville water (89% “excellent” or “good” in 2008 versus 80% in 2004) and bike lanes on Louisville streets (70% versus 64%) were given higher ratings in 2008 than in 2004. Services that received lower ratings in 2008 compared to 2004 were street sweeping (74% versus 82%, respectively) and snow removal/street sanding (55% versus 68%). Differences in snow removal ratings may be due, in part, to the blizzards in the winter of 2006-2007, and this may be the first opportunity residents have had to express frustration about the extreme snowfall. Other Front Range jurisdictions also experienced significant decreases in snow removal ratings after that severe winter.

Table 17: Quality of Louisville Public Works Compared by Year

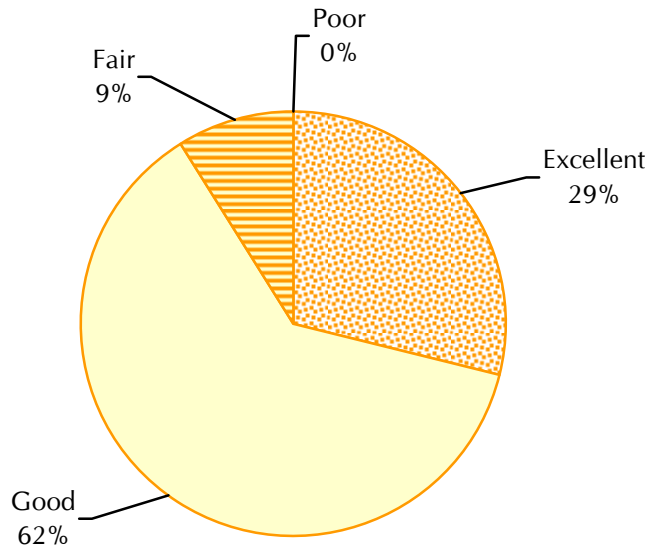
Please circle the number that comes closest to your opinion about the performance of the following areas of Louisville Public Works:	Percent “excellent” or “good”*				
	2008	2004	1999	1994	1990
Quality of Louisville water	89%	80%	82%	79%	NA
Handicap access on sidewalks/crosswalks	84%	79%	80%	NA	NA
Street lighting, signage and street markings	82%	82%	79%	78%	86%
Street maintenance in Louisville	78%	81%	82%	75%	76%
Street sweeping	74%	82%	77%	76%	77%
Bike lanes on Louisville streets	70%	64%	66%	NA	NA
Street maintenance in your neighborhood	69%	74%	80%	NA	NA
Snow removal/street sanding	55%	68%	70%	79%	67%
Overall performance of Louisville Public Works	84%	83%	86%	85%	NA

*Some question characteristics (i.e., question wording and scale) changed between survey years. To see the comparison of question wording across all survey years, see Appendix E: Comparison of Question Characteristics by Year.

Overall Quality of City Services

For the first time in 2008, Louisville residents were asked to rate the overall quality of City services. A majority of respondents gave favorable ratings, with 3 in 10 saying the overall quality was “excellent” and 62% selecting “good.” Nine percent reported the overall quality of City services was “fair” and no one said it was “poor.” Residents rated the overall quality of City services higher than did residents in other jurisdictions across the nation and than did residents in the Front Range.

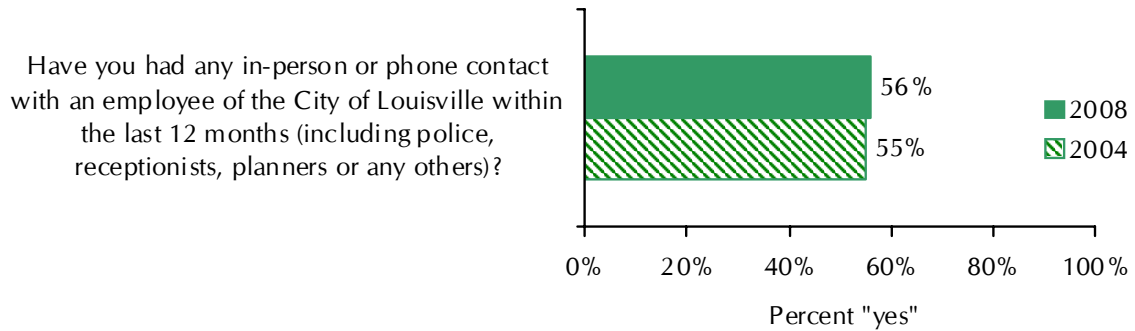
Figure 8: Overall Quality of City Services



City Employees

When asked if they had any in-person or phone contact with a Louisville employee in the last 12 months, about half (56%) said “yes.” This was similar to the level of contact reported in 2004.

Figure 9: Contact with City Employee Compared by Year



The 56% of respondents who reported having contact with a City employee in the last 12 months were asked to rate several characteristics of the employee with whom they had contact. Most residents were satisfied with their interaction with the City employee. More than 8 in 10 respondents felt the employee was knowledgeable (89% said “excellent” or “good”), courteous (86%) and responsive (84%). Eighty-four percent of respondents said their overall impression of the employee was “good” or better.

All employee characteristics and residents’ overall impression of the employee were given ratings above the national and Front Range benchmarks.

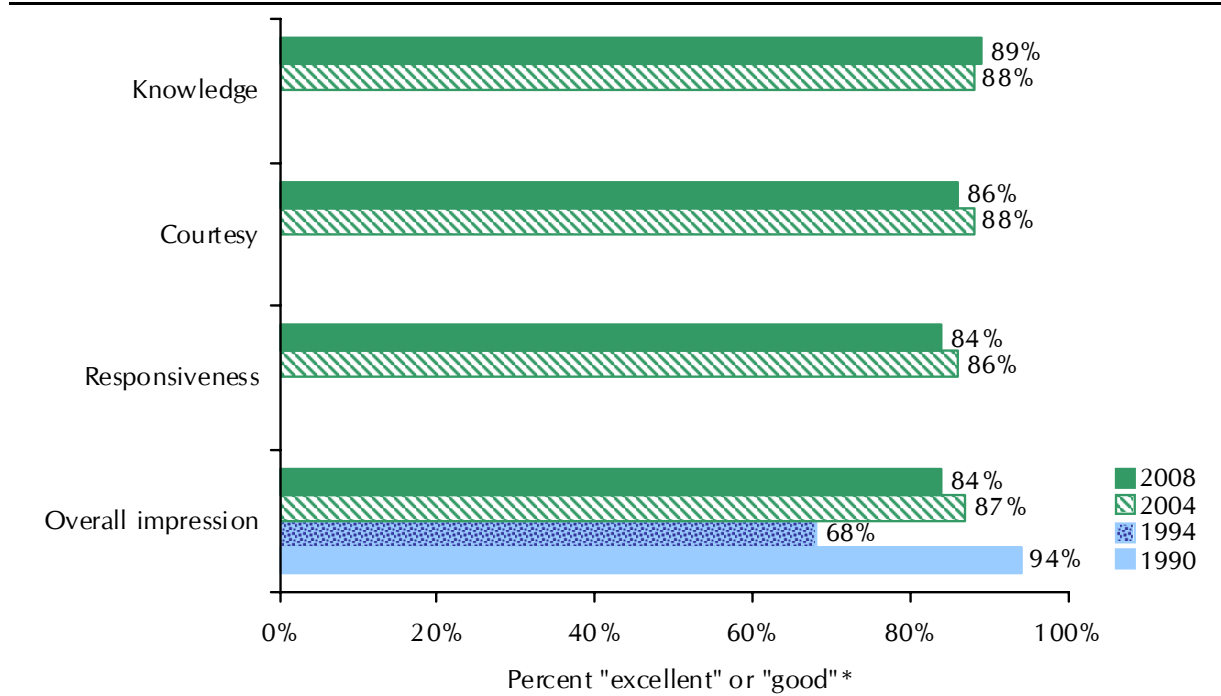
Table 18: Quality of City Employees

What was your impression of employees of the City of Louisville in your most recent contact? (Rate each characteristic below.)	Excellent	Good	Fair	Poor	Total	National comparison	Front Range comparison
Knowledge	46%	43%	9%	2%	100%	Above	Above
Courtesy	58%	28%	9%	5%	100%	Above	Above
Responsiveness	51%	34%	9%	7%	100%	Above	Above
Overall impression	51%	33%	11%	5%	100%	Above	Above

Asked only of those who had contact with a City employee in the last 12 months.

Ratings similar to 2004 were given in 2008 for all employee characteristics as well as for the overall impression of the employee. Ratings for the overall impression of City employees was noticeably lower since the first survey administration in 1990, with a dip in 1994 ratings. Differences over time may be at least partially attributable to changes in question characteristics between survey years.

Figure 10: Quality of City Employees Compared by Year



*Some question characteristics (i.e., question wording and scale) changed between survey years. To see the comparison of question wording across all survey years, see Appendix E: Comparison of Question Characteristics by Year. These questions were not asked in 1999.

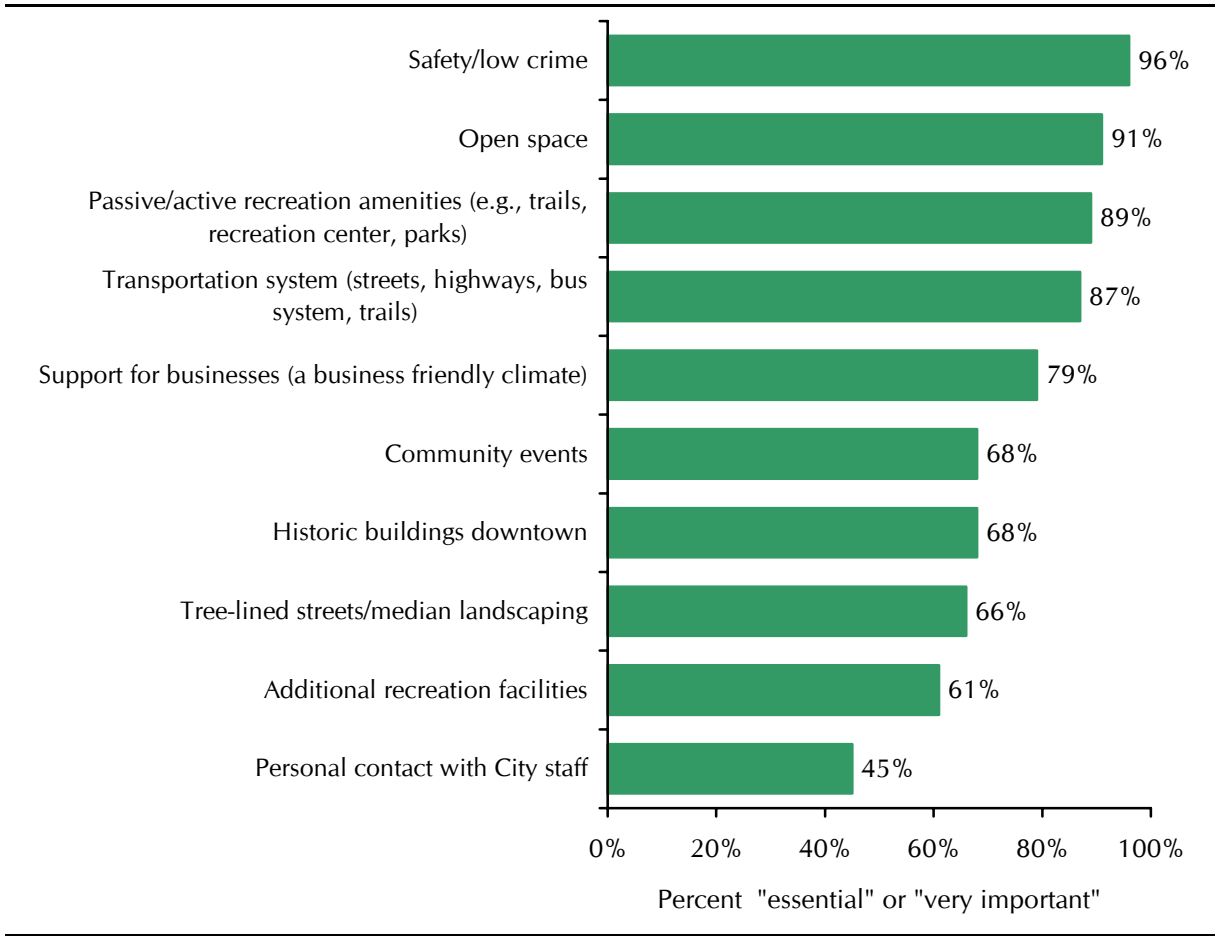
City's Character

To help the City prioritize potential projects, survey respondents were asked to rate the importance of several aspects of Louisville's character. Safety/low crime (96%), open space (91%), passive/active recreation amenities (89%) and the transportation system (87%) were most important to residents, with 9 in 10 or more saying these were "essential" or "very important." Seventy-nine percent said that support for business was "essential" or "very important." Two-thirds of residents stated that community events, historic buildings downtown and tree-lined streets/median landscaping were at least "very important" (68%, 68% and 66%, respectively). Six in 10 said that an additional recreation facility was "essential" or "very important," and just under half (45%) noted personal contact with City staff was at least "very important." No more than 1 in 10 said that each of these aspects was "not at all important."

Table 19: Importance of Aspects of Louisville's Character

Please rate how important, if at all, each of the following aspects of Louisville's character is to you:	Essential	Very important	Somewhat important	Not at all important	Total
Safety/low crime	73%	23%	4%	0%	100%
Open space	66%	24%	8%	1%	100%
Passive/active recreation amenities (e.g., trails, recreation center, parks)	59%	31%	10%	1%	100%
Transportation system (streets, highways, bus system, trails)	42%	46%	11%	1%	100%
Support for businesses (a business friendly climate)	34%	46%	18%	2%	100%
Community events	26%	42%	28%	3%	100%
Historic buildings downtown	32%	36%	26%	6%	100%
Tree-lined streets/median landscaping	28%	38%	29%	5%	100%
Additional recreation facilities	27%	34%	28%	11%	100%
Personal contact with City staff	12%	33%	44%	11%	100%

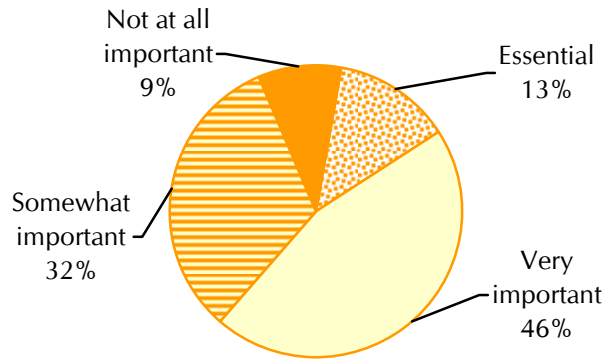
Figure 11: Importance Ratings of Aspects of Louisville's Character



Shopping in Louisville

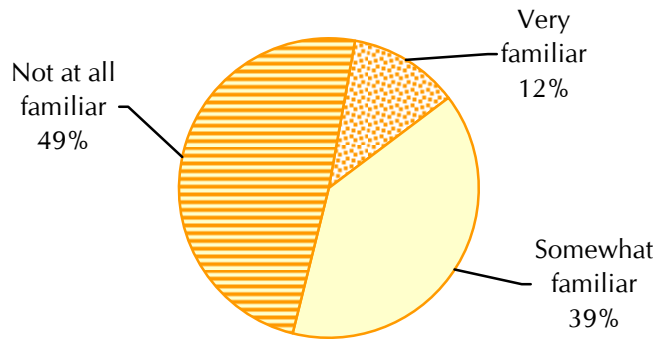
Residents were asked if all things were equal, how important was it to them to shop in Louisville instead of other cities or on the Internet. Thirteen percent of respondents said it was “essential” to them and 46% felt it was “very important.” One-third reported it was “somewhat important” and 9% said it was “not at all important.”

Figure 12: Importance of Shopping in Louisville



Twelve percent of survey respondents stated that they were “very familiar” with the Shop Louisville program, 39% said they were “somewhat familiar” and half (49%) reported they were “not at all familiar” with the program.

Figure 13: Familiarity with Shop Louisville Program



When looking at the importance of shopping in Louisville by the familiarity of the Shop Louisville program, the more familiar residents were with the program the more likely they were to think it was “essential” or “very important” to shop in Louisville.

Table 20: Familiarity with Shop Louisville Program by Importance of Shopping in Louisville

Please rate how important, if at all, it is to you to shop in Louisville.	How familiar, if at all, are you with the Shop Louisville program?			
	Very familiar	Somewhat familiar	Not at all familiar	Total
Essential	5%	4%	5%	13%
Very important	5%	22%	19%	45%
Somewhat important	2%	12%	18%	32%
Not at all important	1%	2%	6%	9%
Total	12%	39%	49%	100%

Policy Topics

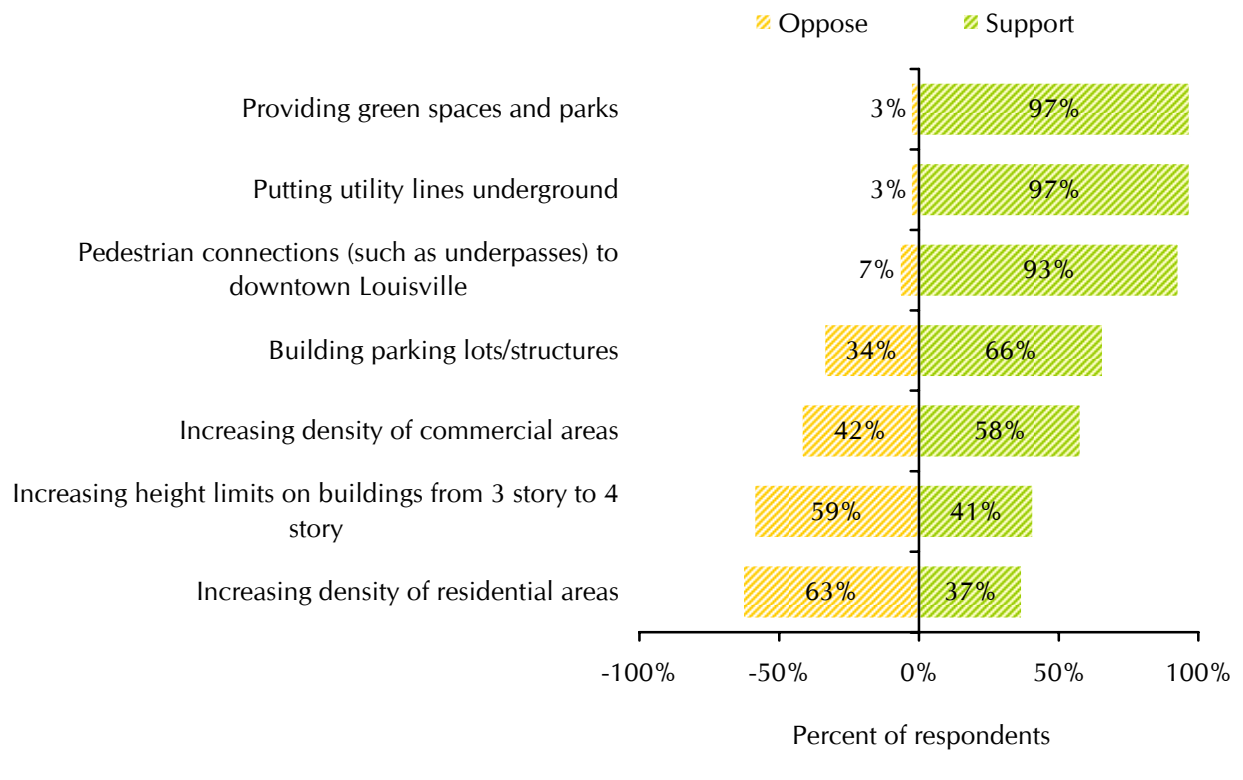
The City wanted to know to what extent residents supported or opposed different kinds of development guidelines and characteristics related to the redevelopment of the Highway 42 area. Strong support was voiced for providing green spaces and parks, with 79% strongly supporting this development guideline and 18% somewhat supporting it. Nearly all respondents also supported putting utility lines underground (57% “strongly” supported and 39% “somewhat” supported) and having pedestrian connections to downtown Louisville (67% “strongly” supported and 27% “somewhat” supported). A majority supported building parking lots/structures (66% supported) and increasing the density of commercial areas (58% supported). Six in 10 respondents “strongly” or “somewhat” opposed increasing height limits on buildings from three to four stories (59% opposed) and increasing the density of residential areas (63% opposed), with one-third strongly opposing each of these two development guidelines.

When these questions were compared by respondent characteristics, residents age 55 and older were more likely to support building parking lots/structures than residents under 55 years of age. Male respondents were more likely to support increasing building height limits, the density of commercial areas and the density of residential areas than were females. Registered voters were more supportive of increasing the density of commercial areas than were those not registered to vote. See *Appendix C: Comparison of Responses by Respondent Demographics* for more information about crosstabulations of survey results.

Table 21: Support for or Opposition to Development Guidelines

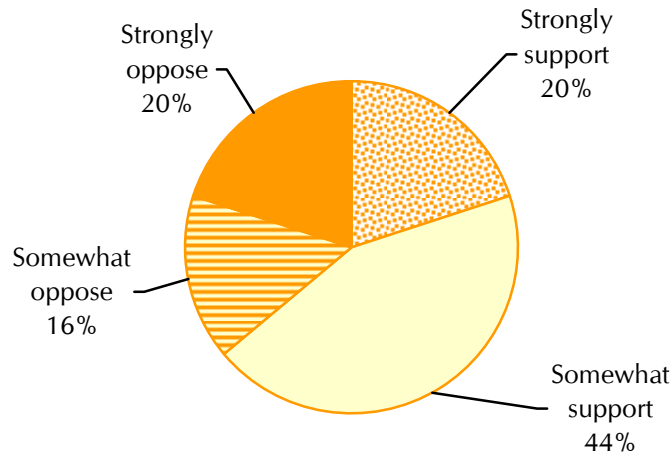
As the Highway 42 area redevelops east of the railroad tracks, to what extent do you support or oppose each of the following development guidelines or characteristics in Louisville.	Strongly support	Somewhat support	Somewhat oppose	Strongly oppose	Total
Providing green spaces and parks	79%	18%	2%	1%	100%
Putting utility lines underground	57%	39%	2%	1%	100%
Pedestrian connections (such as underpasses) to downtown Louisville	67%	27%	4%	3%	100%
Building parking lots/structures	16%	50%	21%	13%	100%
Increasing density of commercial areas	17%	41%	26%	16%	100%
Increasing height limits on buildings from 3 story to 4 story	13%	28%	27%	32%	100%
Increasing density of residential areas	9%	28%	34%	29%	100%

Figure 14: Support for or Opposition to Development Guidelines



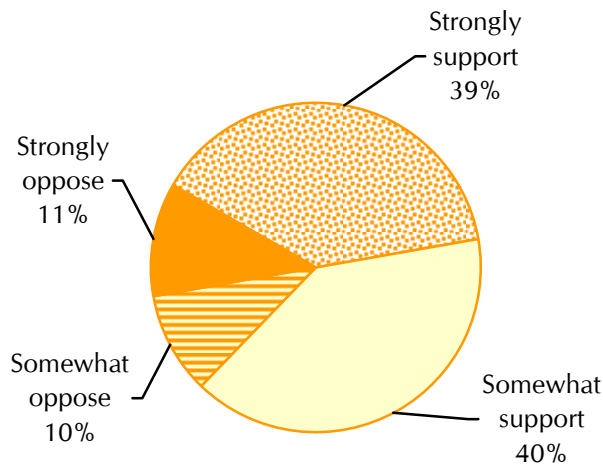
Four survey questions asked residents if they supported or opposed a variety of issues in the city. A majority of residents supported a tax increase for historic preservation purposes, with 20% showing “strong” support and 44% “somewhat” supporting the tax increase. Sixteen percent of respondents “somewhat” opposed the tax and one in five “strongly” opposed.

Figure 15: Support for or Opposition to Historic Preservation Tax



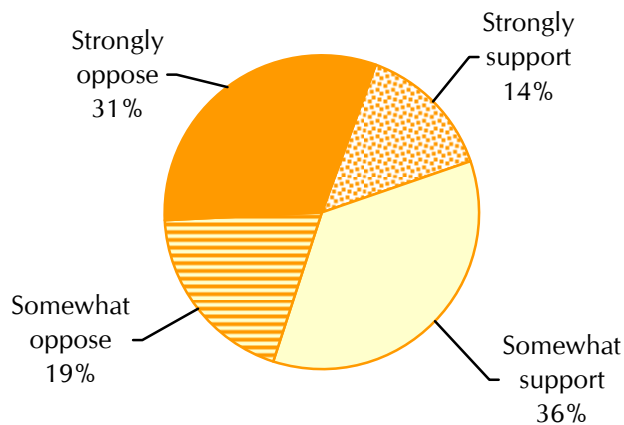
A large majority of respondents (79%) supported using City-owned open space as a location to install alternative energy sources such as wind turbines and solar panels. Ten percent “somewhat” opposed this initiative and 11% offered “strong” opposition.

Figure 16: Support for or Opposition to Installing Alternative Energy Sources on Open Space



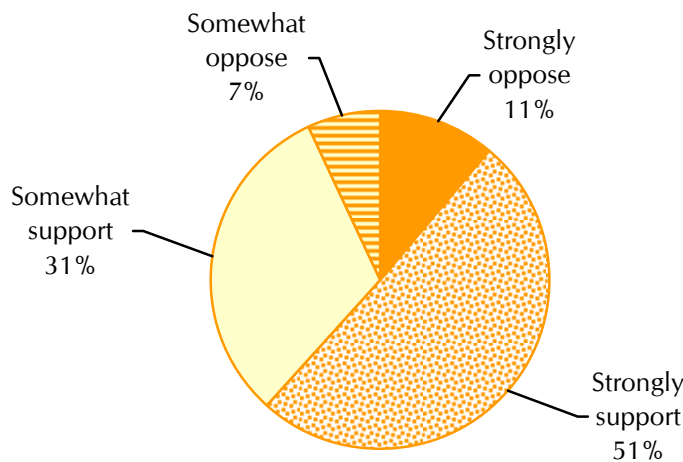
Louisville respondents were split about rezoning the area west of McCaslin Boulevard to permit residential as well as commercial development. Half of residents supported rezoning this area and half opposed it. A larger proportion of respondents “strongly” opposed (31%) than “strongly” supported (14%) rezoning.

Figure 17: Support for or Opposition to Rezoning West of McCaslin Boulevard



Survey respondents voiced strong support for the City contracting with a single trash hauler as long as rates stayed the same or decreased, with 51% “strongly” supporting and 31% “somewhat” supporting this proposal. One in five “strongly” or “somewhat” opposed the City contracting with a single hauler.

Figure 18: Support for or Opposition to the City Contracting with a Single Trash Hauler



Generally, residents who had lived in Louisville for more than 15 years were less likely to support each of these issues than those who had lived in the city for 15 years or less. Females were more supportive of using City-owned open spaces for alternative energy sources and of the City contracting with a single trash hauler than were males. See *Appendix C: Comparison of Responses by Respondent Demographics* for more information about crosstabulations of survey results.

Importance of Potential Projects

The 2008 survey asked residents to rate the importance of 10 potential projects in the city. Future projects most important to residents were amenities and pedestrian-friendly design around the future rail stop in Louisville (75% said “essential” or “very important”), building new trails and pedestrian underpasses (64%) and acquiring additional open space (60%). Half of respondents felt that the preservation of historic buildings in Louisville was at least “very important” and 45% said that the addition of a new outdoor aquatics center was “essential” or “very important.” Four in 10 or fewer respondents felt that each of the other potential projects was “essential” or “very important.” Two-thirds of respondents did not feel the expansion of the Coal Creek Golf Course Club House for special events was important. Please note that 35% of respondents said “don’t know” when rating the importance of the expansion of the Louisville Senior Center. For a full set of responses including “don’t know,” see *Appendix B: Complete Set of Frequencies*.

Along with rating the importance of each item, respondents also were asked which of the 10 potential projects was the “most important.” Three in 10 respondents said that amenities and pedestrian-friendly design around the future rail stop in Louisville was the most important potential project. Twenty-one percent of residents felt that acquiring additional open space was the most important and 11% reported that the expansion of the Louisville Recreation Center was most important. Ten percent or fewer rated the other potential projects as the most important.

Table 22: Importance of Potential Projects in Louisville

How important, if at all, is each of the following potential projects in Louisville? Please first circle the number which best fits your opinion for each item.	Essential	Very important	Somewhat important	Not at all important	Total	Percent of respondents rating as “most important”
Amenities and pedestrian-friendly design around the future rail stop in Louisville	35%	40%	21%	4%	100%	29%
Acquiring additional open space	28%	31%	31%	10%	100%	21%
Expansion of the Louisville Recreation Center	18%	28%	38%	17%	100%	11%
Building new trails and pedestrian underpasses	22%	42%	27%	9%	100%	10%
Addition of a new outdoor aquatics center	15%	25%	37%	23%	100%	9%
Preservation of historic buildings in Louisville	18%	30%	41%	11%	100%	8%
Building a cultural/arts facility	11%	27%	40%	22%	100%	7%
Building new sports fields	7%	16%	42%	35%	100%	3%
Expansion of the Louisville Senior Center	8%	23%	43%	26%	100%	2%
Expansion of the Coal Creek Golf Course Club House for special events	2%	6%	24%	68%	100%	1%

The relative order of importance of each item remained the same in 2008 compared to the 2004 survey results. (Note that some potential projects were added and some were removed from 2004 to 2008.) Respondents felt that building new trails and pedestrian underpasses (64% “essential” or “very important” in 2008 versus 51% in 2004) and the addition of a new outdoor aquatics center (40% versus 32%) was more important in 2008 than in 2004.

Table 23: Importance of Potential Projects in Louisville Compared by Year

How important, if at all, is each of the following potential projects in Louisville? Please first circle the number which best fits your opinion for each item.	Percent “essential” or “very important”*	
	2008	2004
Amenities and pedestrian-friendly design around the future rail stop in Louisville	75%	NA
Building new trails and pedestrian underpasses	64%	51%
Acquiring additional open space	60%	NA
Preservation of historic buildings in Louisville	47%	NA
Expansion of the Louisville Recreation Center	45%	42%
Addition of a new outdoor aquatics center	40%	32%
Building a cultural/arts facility	37%	37%
Expansion of the Louisville Senior Center	31%	34%
Building new sports fields	23%	21%
Expansion of the Coal Creek Golf Course Club House for special events	8%	NA
Addition of a teen center	NA	NA
Total	NA	NA

*Some question characteristics (i.e., question wording and scale) changed between survey years. To see the comparison of question wording across all survey years, see Appendix E: Comparison of Question Characteristics by Year.

When looking at which potential projects were the “most important” in 2008 versus 2004, residents’ priorities shifted slightly with the addition of new potential projects to the 2008 survey. While the most important potential project in 2004 was building new trails, in 2008, residents rated this as the fourth “most important” potential project. The importance of the expansion of the Louisville Recreation Center (11% in 2008 versus 17% in 2004), building new trails and pedestrian underpasses (10% versus 25%), addition of a new outdoor aquatics center (9% versus 15%) and building a cultural/arts facility (7% versus 19%) decreased in 2008 from 2004.

Table 24: Most Important Potential Project Compared by Year

How important, if at all, is each of the following potential projects in Louisville? Check the ONE box of the item you think is the most important project for Louisville to consider.	Percent of respondents rating as “most important”*	
	2008	2004
Amenities and pedestrian-friendly design around the future rail stop in Louisville	29%	NA
Acquiring additional open space	21%	NA
Expansion of the Louisville Recreation Center	11%	17%
Building new trails and pedestrian underpasses	10%	25%
Addition of a new outdoor aquatics center	9%	15%
Preservation of historic buildings in Louisville	8%	NA
Building a cultural/arts facility	7%	19%
Building new sports fields	3%	4%
Expansion of the Louisville Senior Center	2%	4%
Expansion of the Coal Creek Golf Course Club House for special events	1%	NA
Addition of a teen center	NA	16%
Total	100%	100%

*Some question characteristics (i.e., question wording and scale) changed between survey years. To see the comparison of question wording across all survey years, see Appendix E: Comparison of Question Characteristics by Year.

Information Sources

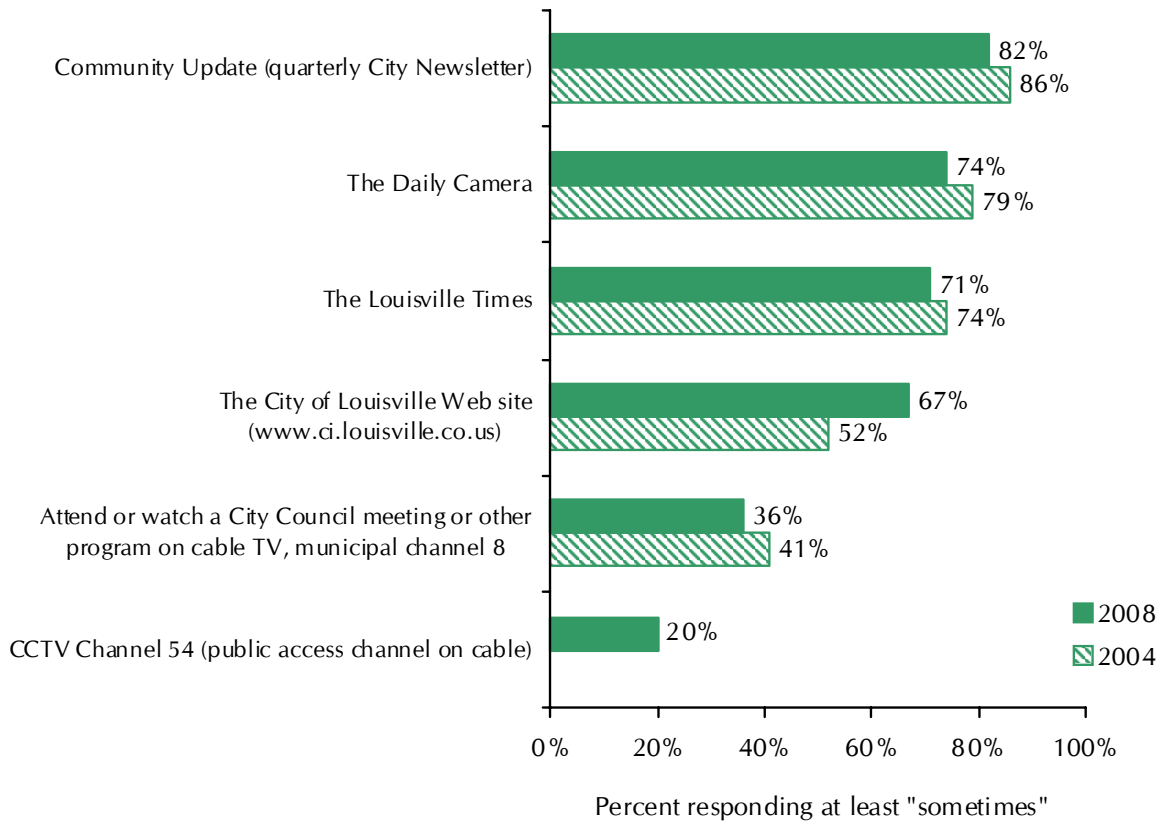
As in 2004, the City wanted to know where residents obtained their information about Louisville and how frequently they used different sources of information. Eight in 10 respondents reported using the City newsletter, *Community Update*, for information about the city at least “sometimes.” *The Daily Camera* and *The Louisville Times* were used by about three-quarters of respondents. Two-thirds said they used the City’s Web site to get information and 36% at least “sometimes” attended or watched a City Council meeting or other program on cable channel 8. One in five residents reported using CCTV Channel 54 to gather information about the city. Two in 10 or more respondents said that they “never” used any of these sources to get information about the city.

Figure 19: Frequency of Use of Information Sources

Following is a list of information sources. First, please select how often you use the following sources to gain information about the City of Louisville.	Always	Frequently	Sometimes	Never	Total
Community Update (quarterly City Newsletter)	25%	33%	24%	18%	100%
The Daily Camera	20%	20%	34%	26%	100%
The Louisville Times	14%	20%	37%	29%	100%
The City of Louisville Web site (www.ci.louisville.co.us)	5%	18%	45%	33%	100%
Attend or watch a City Council meeting or other program on cable TV, municipal channel 8	0%	5%	30%	64%	100%
CCTV Channel 54 (public access channel on cable)	0%	2%	18%	80%	100%

As would be expected, a higher percentage of respondents reported using the City’s Web site to get information about Louisville in 2008 than in 2004 (67% used the site at least “sometimes” in 2008 versus 52% in 2004). The frequency of use of all other information sources in 2008 was similar to 2004.

Figure 20: Frequency of Use of Information Sources Compared by Year



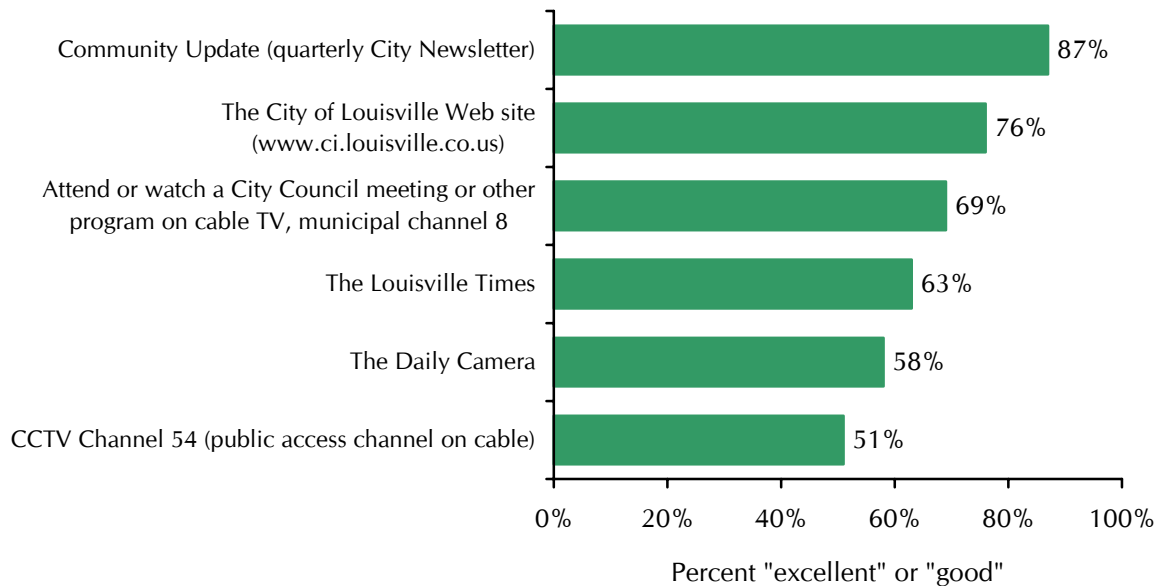
New to the 2008 survey, residents also were asked to rate the quality of each of the six sources of information. Most residents felt the quality of *Community Update* (87%) and the City’s Web site (76%) were “excellent” or “good.” Two-thirds or slightly fewer respondents said the quality of Council meetings attended in-person or on cable channel 8 (69%), and *The Louisville Times* (63%) was at least “good.” *The Daily Camera* was seen as an “excellent” or “good” sources of information by 58% of respondents and half (51%) said that CCTV Channel 54 was “good” or better. Please note that 20% or more of survey respondents answered “don’t know” when rating the quality of the following information sources: attended or watched a City Council meeting or other program on cable channel 8, CCTV Channel 54, *The Louisville Times*, the City of Louisville Web site. For a full set of responses including “don’t know,” see *Appendix B: Complete Set of Frequencies*.

The national benchmark comparison was available for the quality of the City’s newsletter. It received ratings above those given by residents in other communities across the country. Front Range comparisons were not available.

Table 25: Quality of Information Sources

Following is a list of information sources. Tell us what your opinion is of the quality and reliability of the information from that source?	Excellent	Good	Fair	Poor	Total
Community Update (quarterly City Newsletter)	21%	66%	12%	1%	100%
The City of Louisville Web site (www.ci.louisville.co.us)	13%	63%	20%	4%	100%
Attend or watch a City Council meeting or other program on cable TV, municipal channel 8	9%	61%	26%	4%	100%
The Louisville Times	9%	54%	31%	6%	100%
The Daily Camera	7%	51%	32%	10%	100%
CCTV Channel 54 (public access channel on cable)	7%	44%	30%	19%	100%

Figure 21: Ratings of Quality of Information Sources



Please note that some respondents did not select a response for how frequently they used each source but did rate the quality of the source.

Appendix A: Respondent Characteristics

Characteristics of the survey respondents are displayed in the tables on the following pages.

Length of Residency	
How many years have you lived in Louisville?	Percent of respondents
Less than 1 year	8%
1-5 years	32%
6-10 years	19%
11-15 years	14%
More than 15 years	27%
Total	100%

Respondent Housing Unit Type	
Which best describes the building you live in?	Percent of respondents
One family house detached from any other houses	77%
House attached to one or more houses (e.g., a duplex or townhome)	7%
Building with two or more apartments or condominiums	14%
Mobile home	0%
Other	2%
Total	100%

Respondent Tenure	
Do you rent or own your home?	Percent of respondents
Rent	24%
Own	76%
Total	100%

Respondent Gender	
What is your gender?	Percent of respondents
Female	52%
Male	48%
Total	100%

Respondent Level of Education	
What is the highest degree or level of school you have completed? (Please select one box.)	Percent of respondents
12th Grade or less, no diploma	1%
High school diploma	6%
Some college, no degree	13%
Associate's degree (e.g. AA, AS)	6%
Bachelor's degree (e.g. BA, AB, BS)	39%
Graduate degree or professional degree	35%
Total	100%

Respondent Age	
In which category is your age?	Percent of respondents
18-24 years	4%
25-34 years	24%
35-44 years	23%
45-54 years	33%
55-64 years	8%
65-74 years	3%
75 years or older	5%
Total	100%

Respondent Voter Status	
Are you registered to vote in Louisville?	Percent of respondents
No	11%
Yes	85%
Don't know	4%
Total	100%

Appendix B: Complete Set of Frequencies

The following pages contain a complete set of responses to each question on the survey including the “don’t know” responses.

Question 1						
Please circle the number that comes closest to your opinion about the quality of life in Louisville:	Excellent	Good	Fair	Poor	Don't know	Total
How do you rate Louisville as a place to live?	66%	32%	2%	0%	0%	100%
How do you rate your neighborhood as a place to live?	53%	39%	7%	1%	0%	100%
How do you rate Louisville as a place to raise children?	57%	26%	2%	0%	14%	100%
How do you rate Louisville as a place to retire?	28%	33%	14%	2%	23%	100%
How do you rate Louisville as a place to work?	18%	27%	16%	7%	33%	100%
How do you rate the overall quality of life in Louisville?	58%	39%	3%	0%	0%	100%

Question 2						
Please rate each of the following characteristics as they relate to Louisville as a whole:	Excellent	Good	Fair	Poor	Don't know	Total
Sense of community	33%	47%	15%	2%	3%	100%
Openness and acceptance of the community towards people of diverse backgrounds	15%	41%	23%	5%	15%	100%
Overall appearance of Louisville	27%	62%	10%	1%	0%	100%
Opportunities to attend cultural activities	15%	40%	32%	6%	8%	100%
Shopping opportunities	10%	36%	40%	14%	1%	100%
Opportunities to participate in social events and activities	20%	48%	22%	3%	6%	100%
Opportunities to volunteer	16%	37%	13%	3%	30%	100%
Opportunities to participate in community matters	18%	42%	17%	3%	21%	100%
Recreational opportunities	34%	50%	13%	2%	2%	100%
Employment opportunities	4%	18%	31%	14%	32%	100%
Air quality	23%	60%	11%	1%	5%	100%
Variety of housing options	12%	46%	28%	9%	6%	100%
Availability of affordable quality housing	5%	26%	31%	19%	19%	100%
Availability of affordable quality child care	5%	16%	15%	6%	58%	100%
Availability of affordable quality food	18%	52%	25%	4%	2%	100%
Availability of preventive health services	22%	42%	12%	3%	20%	100%
Ease of car travel in Louisville	35%	52%	10%	2%	1%	100%
Ease of bus travel in Louisville	16%	31%	17%	6%	30%	100%
Ease of bicycle travel in Louisville	40%	40%	10%	0%	10%	100%
Ease of walking in Louisville	48%	41%	9%	1%	2%	100%
Traffic flow on major streets	20%	58%	18%	4%	1%	100%
Overall lighting in the City	19%	62%	14%	2%	3%	100%
Quality of overall natural environment in Louisville	30%	55%	12%	1%	1%	100%
Overall image or reputation of Louisville	50%	43%	4%	0%	2%	100%

Question 3							
Please rate how safe or unsafe you feel from the following in Louisville:	Very safe	Somewhat safe	Neither safe nor unsafe	Somewhat unsafe	Very unsafe	Don't know	Total
Violent crime (e.g., rape, assault, robbery)	73%	22%	3%	0%	0%	2%	100%
Property crimes (e.g., burglary, theft)	43%	46%	7%	2%	0%	2%	100%
Environmental hazards, including toxic waste	56%	29%	6%	1%	0%	8%	100%

Question 4							
Please rate how safe you feel:	Very safe	Somewhat safe	Neither safe nor unsafe	Somewhat unsafe	Very unsafe	Don't know	Total
In your neighborhood during the day	88%	10%	1%	1%	0%	0%	100%
In your neighborhood after dark	58%	36%	3%	1%	0%	1%	100%
In Louisville's downtown area during the day	87%	11%	1%	0%	0%	2%	100%
In Louisville's downtown area after dark	53%	35%	5%	1%	0%	6%	100%
In Louisville's parks during the day	85%	11%	1%	1%	0%	2%	100%
In Louisville's parks after dark	30%	43%	8%	5%	1%	14%	100%

Question 5						
How do you rate the quality of each of the following services in Louisville?	Excellent	Good	Fair	Poor	Don't know	Total
Fire services	39%	24%	2%	0%	34%	100%
Ambulance/emergency medical services	32%	25%	3%	1%	39%	100%
Amount of public parking downtown	18%	47%	25%	6%	3%	100%
Bus/transit services	16%	39%	13%	5%	27%	100%
Health services	25%	39%	8%	3%	26%	100%
Services to seniors	16%	23%	5%	1%	55%	100%
Services to youth	19%	36%	9%	2%	34%	100%
Services to low-income people	4%	10%	8%	7%	70%	100%
Public schools	34%	34%	7%	1%	24%	100%
Economic development	8%	35%	24%	6%	27%	100%
Land use, planning and zoning	13%	38%	23%	7%	19%	100%
Building inspection	8%	25%	10%	2%	55%	100%
Louisville public information sources	13%	48%	15%	2%	22%	100%

Question 6						
Please circle the number that comes closest to your opinion about the performance of the following areas of the City of Louisville Administration:	Excellent	Good	Fair	Poor	Don't know	Total
City response to citizen complaints or concerns	8%	30%	14%	5%	43%	100%
Information about City Council, Planning Commission and other official City meetings	16%	43%	19%	2%	20%	100%
Information about City plans and programs	11%	44%	23%	5%	18%	100%
Availability of City Employees	11%	32%	12%	3%	41%	100%
Programming on Louisville cable TV, municipal channel 8	5%	26%	12%	4%	52%	100%
Louisville Web site (www.ci.louisville.co.us)	11%	40%	17%	3%	29%	100%
Overall performance of Louisville City government	10%	56%	19%	2%	14%	100%

Question 7						
Please circle the number that comes closest to your opinion about the following areas of Louisville Public Safety:	Excellent	Good	Fair	Poor	Don't know	Total
Safety of your neighborhood	61%	33%	5%	1%	0%	100%
Visibility of patrol cars	39%	43%	11%	5%	2%	100%
911 service	24%	18%	2%	0%	56%	100%
Enforcement of traffic regulations	26%	47%	11%	4%	13%	100%
Municipal code enforcement issues (dogs, noise, weeds, etc.)	20%	35%	18%	8%	19%	100%
Overall performance of the Louisville Police Department	31%	49%	8%	2%	10%	100%

Question 8					
To what extent do you feel that enforcement of the following general traffic regulations is too tough or too lenient?	Too tough	About right	Too lenient	Don't know	Total
Speed limits	13%	72%	8%	7%	100%
Parking regulations	5%	69%	1%	25%	100%
Municipal code issues	10%	50%	8%	32%	100%

Question 9

Please circle the number that comes closest to your opinion about the following areas of Louisville Planning and Building:	Excellent	Good	Fair	Poor	Don't know	Total
The public input process on City planning issues	6%	28%	13%	5%	47%	100%
Planning review process for new development	4%	24%	14%	6%	52%	100%
Permit process for remodeling work	6%	22%	10%	5%	58%	100%
Code enforcement on building issues	5%	21%	9%	3%	62%	100%
Overall performance of the Louisville Planning Department	5%	24%	16%	3%	52%	100%
Overall performance of the Louisville Building Safety Division	5%	23%	10%	1%	61%	100%

Question 10

Please circle the number that comes closest to your opinion about the following areas of the Louisville Parks and Recreation Department:	Excellent	Good	Fair	Poor	Don't know	Total
Current recreation programs for youth	23%	38%	7%	1%	31%	100%
Current recreation programs for adults	18%	45%	14%	3%	20%	100%
Current programs and services for seniors	15%	24%	4%	1%	56%	100%
Recreation fees in Louisville	14%	41%	25%	6%	14%	100%
Overall performance of the Louisville Recreation Center	24%	47%	13%	2%	14%	100%
Overall performance of the Louisville Senior Center	12%	17%	3%	1%	67%	100%
Overall performance of the Coal Creek Golf Course	7%	19%	7%	2%	66%	100%
Programming at the Louisville Arts Center	8%	24%	10%	1%	57%	100%
Maintenance and cleanliness of the Louisville Recreation Center	26%	49%	9%	2%	15%	100%
Adequacy of parks, bike paths, playing fields and playgrounds	46%	40%	8%	2%	4%	100%
Maintenance of open space	37%	46%	10%	2%	5%	100%
Maintenance of the trail system	38%	46%	7%	1%	8%	100%
Maintenance of the cemetery	9%	17%	3%	1%	70%	100%
Overall performance of the Louisville Parks and Recreation Department	26%	56%	10%	1%	6%	100%

Question 11

Please circle the number that comes closest to your opinion about the Louisville Public Library and its services:	Excellent	Good	Fair	Poor	Don't know	Total
Louisville Public Library programs	30%	29%	4%	1%	36%	100%
Louisville Public Library services	39%	30%	5%	1%	25%	100%
Louisville Public Library Internet and computer services	31%	26%	5%	1%	37%	100%
Louisville Public Library materials and collections	28%	29%	15%	3%	25%	100%
Louisville Public Library facility	52%	25%	3%	1%	19%	100%
Overall performance of the Louisville Public Library	38%	37%	4%	1%	20%	100%

Question 12

Please circle the number that comes closest to your opinion about the performance of the following areas of Louisville Public Works:	Excellent	Good	Fair	Poor	Don't know	Total
Street maintenance in your neighborhood	17%	51%	23%	8%	1%	100%
Street maintenance in Louisville	15%	62%	18%	3%	1%	100%
Street sweeping	19%	51%	20%	5%	5%	100%
Snow removal/street sanding	14%	40%	26%	17%	2%	100%
Street lighting, signage and street markings	23%	59%	15%	3%	1%	100%
Bike lanes on Louisville streets	18%	47%	22%	6%	8%	100%
Handicap access on sidewalks/crosswalks	16%	35%	8%	1%	39%	100%
Quality of Louisville water	38%	49%	9%	2%	2%	100%
Overall performance of Louisville Public Works	18%	63%	15%	1%	3%	100%

Question 13

Overall, how do you rate the quality of services by the City of Louisville?	Percent of respondents
Excellent	28%
Good	61%
Fair	9%
Poor	0%
Don't know	2%
Total	100%

Question 14

Have you had any in-person or phone contact with an employee of the City of Louisville within the last 12 months (including police, receptionists, planners or any others)?	Percent of respondents
No	44%
Yes	56%
Total	100%

Question 15

What was your impression of employees of the City of Louisville in your most recent contact? (Rate each characteristic below.)	Excellent	Good	Fair	Poor	Don't know	Total
Knowledge	45%	43%	9%	2%	1%	100%
Responsiveness	50%	33%	9%	7%	1%	100%
Courtesy	58%	28%	9%	5%	0%	100%
Overall impression	50%	33%	11%	5%	0%	100%

Asked only of those who had contact with a City employee in the last 12 months.

Question 16 - Frequency of Use of Information Sources

Following is a list of information sources. First, please select how often you use the following sources to gain information about the City of Louisville.	Always	Frequently	Sometimes	Never	Total
Attend or watch a City Council meeting or other program on cable TV, municipal channel 8	0%	5%	30%	64%	100%
CCTV Channel 54 (public access channel on cable)	0%	2%	18%	80%	100%
Community Update (quarterly City Newsletter)	25%	33%	24%	18%	100%
The Louisville Times	14%	20%	37%	29%	100%
The Daily Camera	20%	20%	34%	26%	100%
The City of Louisville Web site (www.ci.louisville.co.us)	5%	18%	45%	33%	100%

Question 16 - Quality of Information Sources

Following is a list of information sources. Tell us what your opinion is of the quality and reliability of the information from that source?	Excellent	Good	Fair	Poor	Don't know	Total
Attend or watch a City Council meeting or other program on cable TV, municipal channel 8	4%	26%	11%	2%	57%	100%
CCTV Channel 54 (public access channel on cable)	2%	11%	7%	5%	75%	100%
Community Update (quarterly City Newsletter)	18%	56%	10%	1%	15%	100%
The Louisville Times	7%	42%	24%	5%	22%	100%
The Daily Camera	6%	42%	26%	8%	18%	100%
The City of Louisville Web site (www.ci.louisville.co.us)	10%	46%	15%	3%	26%	100%

Question 17

Please rate how important, if at all, each of the following aspects of Louisville's character is to you:	Question 17					Total
	Essential	Very important	Somewhat important	Not at all important	Don't know	
Historic buildings downtown	32%	35%	26%	6%	2%	100%
Open space	65%	24%	8%	1%	1%	100%
Additional recreation facilities	27%	33%	28%	11%	2%	100%
Community events	26%	41%	28%	3%	2%	100%
Passive/active recreation amenities (e.g., trails, recreation center, parks)	58%	31%	10%	1%	1%	100%
Safety/low crime	73%	23%	4%	0%	0%	100%
Transportation system (streets, highways, bus system, trails)	41%	45%	11%	1%	1%	100%
Support for businesses (a business friendly climate)	33%	45%	18%	2%	2%	100%
Tree-lined streets/median landscaping	28%	38%	29%	5%	0%	100%
Personal contact with City staff	11%	31%	41%	10%	6%	100%

Question 18

All things being equal, you have the option to shop in Louisville, other cities or on the Internet. Please rate how important, if at all, it is to you to shop in Louisville.	Percent of respondents
Essential	13%
Very important	45%
Somewhat important	32%
Not at all important	9%
Don't know	0%
Total	100%

Question 19

How familiar, if at all, are you with the Shop Louisville program?	Percent of respondents
Very familiar	12%
Somewhat familiar	39%
Not at all familiar	49%
Total	100%

Question 20						
As the Highway 42 area redevelops east of the railroad tracks, to what extent do you support or oppose each of the following development guidelines or characteristics in Louisville.	Strongly support	Somewhat support	Somewhat oppose	Strongly oppose	Don't know	Total
Increasing height limits on buildings from 3 story to 4 story	12%	25%	24%	29%	11%	100%
Increasing density of commercial areas	15%	37%	24%	14%	10%	100%
Increasing density of residential areas	9%	26%	31%	26%	8%	100%
Building parking lots/structures	15%	46%	19%	12%	8%	100%
Putting utility lines underground	52%	36%	2%	1%	8%	100%
Providing green spaces and parks	77%	17%	2%	1%	3%	100%
Pedestrian connections (such as underpasses) to downtown Louisville	64%	25%	4%	3%	4%	100%

Question 21	
Louisville is considering creating a fund to preserve historic buildings in the city. The fund could provide for the acquisition and rehabilitation of historic properties. To what extent do you support or oppose a sales tax increase of 0.125% (1.25 cents for every \$10 spent) for this purpose?	Percent of respondents
Strongly support	20%
Somewhat support	42%
Somewhat oppose	16%
Strongly oppose	19%
Don't know	3%
Total	100%

Question 22	
To what extent do you support or oppose using City-owned open space as a location to install alternative energy sources (such as wind turbines and solar panels)?	Percent of respondents
Strongly support	37%
Somewhat support	38%
Somewhat oppose	10%
Strongly oppose	10%
Don't know	5%
Total	100%

Question 23

Currently, most areas west of McCaslin Boulevard are zoned for non-residential use. To what extent do you support or oppose changing the zoning in that area to permit residential development as well as commercial development?	Percent of respondents
Strongly support	13%
Somewhat support	32%
Somewhat oppose	17%
Strongly oppose	28%
Don't know	11%
Total	100%

Question 24

In an effort to increase recycling and reduce the number of heavy trucks on city streets, Louisville is considering contracting with a single hauler to provide City-wide residential trash and recycling services. To what extent do you support or oppose the City contracting with a single hauler if residents' current costs were to stay the same or decrease?	Percent of respondents
Strongly support	48%
Somewhat support	30%
Somewhat oppose	7%
Strongly oppose	11%
Don't know	5%
Total	100%

Question 25 - Importance						
How important, if at all, is each of the following potential projects in Louisville? Please first circle the number which best fits your opinion for each item.	Essential	Very important	Somewhat important	Not at all important	Don't know	Total
Expansion of the Louisville Recreation Center	16%	25%	35%	16%	7%	100%
Expansion of the Louisville Senior Center	5%	15%	28%	17%	35%	100%
Expansion of the Coal Creek Golf Course Club House for special events	2%	5%	19%	56%	18%	100%
Acquiring additional open space	28%	30%	30%	9%	3%	100%
Addition of a new outdoor aquatics center	15%	23%	34%	22%	6%	100%
Building new trails and pedestrian underpasses	22%	41%	26%	9%	2%	100%
Building new sports fields	6%	15%	38%	31%	10%	100%
Building a cultural/arts facility	10%	25%	38%	22%	4%	100%
Preservation of historic buildings in Louisville	18%	29%	41%	11%	1%	100%
Amenities and pedestrian-friendly design around the future rail stop in Louisville	34%	39%	21%	4%	2%	100%

Question 25 - Most Important	
How important, if at all, is each of the following potential projects in Louisville? Check the ONE box of the item you think is the most important project for Louisville to consider.	Percent of respondents
Expansion of the Louisville Recreation Center	11%
Expansion of the Louisville Senior Center	2%
Expansion of the Coal Creek Golf Course Club House for special events	1%
Acquiring additional open space	21%
Addition of a new outdoor aquatics center	9%
Building new trails and pedestrian underpasses	10%
Building new sports fields	3%
Building a cultural/arts facility	7%
Preservation of historic buildings in Louisville	8%
Amenities and pedestrian-friendly design around the future rail stop in Louisville	29%
Total	100%

Question D1	
How many years have you lived in Louisville?	Percent of respondents
Less than 1 year	8%
1-5 years	32%
6-10 years	19%
11-15 years	14%
More than 15 years	27%
Total	100%

Question D2	
Which best describes the building you live in?	Percent of respondents
One family house detached from any other houses	77%
House attached to one or more houses (e.g., a duplex or townhome)	7%
Building with two or more apartments or condominiums	14%
Mobile home	0%
Other	2%
Total	100%

Question D3	
Do you rent or own your home?	Percent of respondents
Rent	24%
Own	76%
Total	100%

Question D4	
What is your gender?	Percent of respondents
Female	52%
Male	48%
Total	100%

Question D5	
What is the highest degree or level of school you have completed? (Please select one box.)	Percent of respondents
12th Grade or less, no diploma	1%
High school diploma	6%
Some college, no degree	13%
Associate's degree (e.g. AA, AS)	6%
Bachelor's degree (e.g. BA, AB, BS)	39%
Graduate degree or professional degree	35%
Total	100%

Question D6	
In which category is your age?	Percent of respondents
18-24 years	4%
25-34 years	24%
35-44 years	23%
45-54 years	33%
55-64 years	8%
65-74 years	3%
75 years or older	5%
Total	100%

Question D7	
Are you registered to vote in Louisville?	Percent of respondents
No	11%
Yes	85%
Don't know	4%
Total	100%

Appendix C: Comparison of Responses by Respondent Demographics

Responses to selected survey questions by respondent demographics are compared in this appendix. Responses that are significantly different ($p < .05$) are marked with gray shading. For comparisons among subgroups, the margin of error rises to plus or minus five percentage points for a sample size of 400 and plus or minus 10 percentage points for a sample size of 100.

Aspects of Quality of Life by Respondent Characteristics

	Age			Gender			Length of residency					Registered to vote				
	18-34	35-54	55+	Overall	Female	Male	Overall	Five years or less	6 to 10 years	11 to 15 years	More than 15 years	Overall	No	Yes	Overall	
How do you rate Louisville as a place to live?	99%	98%	98%	98%	99%	97%	98%	99%	98%	100%	95%	98%	100%	98%	98%	98%
How do you rate your neighborhood as a place to live?	91%	94%	89%	92%	91%	93%	92%	92%	93%	94%	90%	92%	96%	92%	92%	92%
How do you rate Louisville as a place to raise children?	95%	98%	97%	97%	97%	97%	97%	98%	98%	99%	94%	97%	90%	98%	98%	97%
How do you rate Louisville as a place to retire?	86%	74%	83%	79%	82%	76%	79%	84%	75%	80%	75%	79%	87%	78%	79%	79%
How do you rate Louisville as a place to work?	61%	67%	76%	66%	65%	66%	66%	59%	72%	72%	67%	66%	64%	68%	67%	67%
How do you rate the overall quality of life in Louisville?	98%	97%	94%	97%	97%	96%	97%	96%	99%	99%	95%	97%	97%	97%	97%	97%

Percent "excellent" or "good"

Select Community Characteristics by Respondent Characteristics

	Age				Gender			Length of residency					Registered to vote		
	18-34	35-54	55+	Overall	Female	Male	Overall	Five years or less	6 to 10 years	11 to 15 years	More than 15 years	Overall	No	Yes	Overall
	Sense of community	74%	87%	81%	82%	86%	78%	82%	80%	81%	86%	84%	82%	84%	83%
Employment opportunities	29%	33%	40%	33%	36%	28%	32%	30%	38%	37%	30%	33%	26%	32%	32%
Availability of affordable quality housing	47%	36%	32%	39%	37%	40%	39%	44%	43%	31%	31%	39%	35%	39%	38%

Percent "excellent" or "good"

Support for or Opposition to Development Guidelines by Respondent Characteristics

To what extent do you support or oppose each of the following development guidelines or characteristics in Louisville?	Age				Gender			Length of residency					Registered to vote		
	18-34	35-54	55+	Overall	Female	Male	Overall	Five years or less	6 to 10 years	11 to 15 years	More than 15 years	Overall	No	Yes	Overall
	Increasing height limits on buildings from 3 story to 4 story	45%	42%	33%	41%	35%	47%	41%	43%	37%	42%	40%	41%	43%	40%
Increasing density of commercial areas	60%	61%	46%	58%	51%	66%	59%	60%	61%	57%	55%	58%	49%	60%	58%
Increasing density of residential areas	39%	39%	31%	37%	34%	41%	37%	43%	41%	29%	32%	37%	30%	38%	37%
Building parking lots/structures	58%	67%	77%	66%	63%	69%	66%	63%	67%	69%	67%	66%	57%	67%	66%
Putting utility lines underground	97%	97%	95%	97%	96%	97%	97%	97%	97%	96%	96%	97%	98%	97%	97%
Providing green spaces and parks	99%	96%	96%	97%	99%	95%	97%	99%	95%	97%	95%	97%	100%	96%	97%
Pedestrian connections (such as underpasses) to downtown Louisville	93%	94%	89%	93%	94%	92%	93%	96%	92%	93%	90%	93%	97%	93%	93%

Percent "strongly" or "somewhat" support

Support for or Opposition to a Variety of Policy Topics by Respondent Characteristics

	Age				Gender			Length of residency					Registered to vote		
	18-34	35-54	55+	Overall	Female	Male	Overall	Five years or less	6 to 10 years	11 to 15 years	More than 15 years	Overall	No	Yes	Overall
To what extent do you support or oppose a sales tax increase of 0.125% (1.25 cents for every \$10 spent) for historic preservation?	63%	65%	60%	64%	66%	62%	64%	69%	67%	62%	56%	64%	73%	64%	65%
To what extent do you support or oppose using City-owned open space as a location to install alternative energy sources (such as wind turbines and solar panels)?	83%	77%	81%	79%	84%	75%	80%	82%	84%	83%	71%	79%	86%	78%	79%
To what extent do you support or oppose changing the zoning in that area to permit residential development as well as commercial development?	54%	48%	48%	50%	46%	53%	49%	54%	49%	49%	43%	49%	40%	50%	49%
To what extent do you support or oppose the City contracting with a single hauler if residents' current costs were to stay the same or decrease?	90%	80%	74%	82%	86%	78%	82%	85%	87%	77%	75%	82%	87%	80%	81%

Percent "strongly" or "somewhat" support

Appendix D: Survey Methodology

Survey Instrument Development

The Louisville Citizen Survey was first administered in 1990. General citizen surveys, such as this one, ask recipients their perspectives about the quality of life in the city, their use of city amenities, their opinion on policy issues facing the city and their assessment of city service delivery. The 2008 citizen survey instrument for Louisville was developed by starting with the version from the previous implementation in 2004. A list of topics was generated for new questions; topics and questions were modified to find those that were the best fit for the 2008 questionnaire. In an iterative process between City staff and NRC staff, a final five-page questionnaire was created.

Sample Selection

Approximately 2,000 Louisville households were selected to participate in the survey using a stratified, systematic sampling method. (Systematic sampling is a method that closely approximates random sampling by selecting every Nth address until the desired number of households are chosen.) To ensure households selected to participate in the survey were within the City of Louisville boundaries, the latitude and longitude of each address was plotted to determine its location within the city. Addresses that fell outside of the city boundaries were removed from the sample. Attached units within the city were oversampled to compensate for detached unit residents' tendency to return surveys at a higher rate. An individual within each household was selected 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 regardless of year of birth. The underlying assumption in this method is that day of birth has no relationship to the way people respond to surveys.)

Survey Administration

Households received three mailings each, beginning in late May 2008. Completed surveys were collected over the following six weeks. The first mailing was a prenotification postcard announcing the upcoming survey. A week after the prenotification postcard was sent, the first wave of the survey was sent. The second wave was sent one week after the first. The survey mailings contained a letter from the mayor inviting the household to participate in the 2008 Citizen Survey, a questionnaire and self-mailing envelope. About 2% of the surveys were returned because the housing unit was vacant or the postal service was unable to deliver the survey as addressed. Of the 1,954 households that received a survey, 976 completed the survey, providing a response rate of 50%.

Weighting the Data

The demographic characteristics of the survey sample were compared to those found in the 2000 U.S. Census estimates for adults in the city. Sample results were weighted using the population norms to reflect the appropriate percent of those residents in the city. Other discrepancies between the whole population and the sample were also aided by the weighting due to the intercorrelation of many socioeconomic characteristics.

The variables used for weighting were respondent gender, age and housing unit type. 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

The primary objective of weighting survey data is to make the survey sample reflective of the larger population of the community. This is done by: 1) reviewing the sample demographics and comparing them to the population norms from the most recent Census or other sources and 2) comparing the responses to different questions for demographic subgroups. The demographic characteristics that are least similar to the Census and yield the most different results are the best candidates for data weighting. A third criterion sometimes used is the importance that the community places on a specific variable. For example, if a jurisdiction feels that accurate race representation is key to staff and public acceptance of the study results, additional consideration will be given in the weighting process to adjusting the race variable.

A special software program using mathematical algorithms is used to calculate the appropriate weights. A limitation of data weighting is that only 2-3 demographic variables can be adjusted in a single study. Several different weighting “schemes” are tested to ensure the best fit for the data.

The process actually begins at the point of sampling. Knowing that residents in single-family dwellings are more likely to respond to a mail survey, NRC oversamples residents of multi-family dwellings to ensure they are accurately represented in the sample data. Rather than giving all residents an equal chance of receiving the survey, this is systematic, stratified sampling, which gives each resident of the jurisdiction a known chance of receiving the survey (and apartment dwellers, for example, a greater chance than single family home dwellers). As a consequence, results must be weighted to recapture the proper representation of apartment dwellers.

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

2008 Louisville, Colorado Citizen Survey Weighting Table			
Characteristic	Population Norm ¹	Unweighted Data	Weighted Data
Housing			
Own home	76%	89%	76%
Rent home	24%	11%	24%
Detached unit	77%	87%	79%
Attached unit	23%	13%	21%
Sex and Age			
18-34 years of age	28%	11%	28%
35-54 years of age	56%	52%	56%
55+ years of age	16%	37%	16%
Female	51%	61%	52%
Male	49%	39%	48%
Females 18-34	14%	7%	14%
Females 35-54	29%	33%	29%
Females 55+	9%	21%	9%
Males 18-34	14%	4%	14%
Males 35-54	27%	19%	27%
Males 55+	7%	16%	7%
Education²			
High school or less	15%	8%	7%
More than high school	85%	92%	93%

¹ Source: 2000 U.S. Census

² Population 25 years and over

Data Analysis

The surveys were analyzed using the Statistical Package for the Social Sciences (SPSS). Frequency distributions are presented in the body of the report. Chi-square and ANOVA tests of significance were applied to breakdowns of selected survey questions by respondent characteristics. 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 our sample represent “real” differences among those populations. Where differences between subgroups are statistically significant, they are marked with grey shading in the appendices.

Appendix E: Comparison of Question Characteristics by Year

The following table compares differences in question wording and scale between all survey years. Differences in ratings compared over time may be at least partially attributable to changes in question characteristics. Abbreviations for each scale used are shown below:

- E, G, F, P: excellent, good, fair, poor
- VS, SS, N, SU, VU: very safe, somewhat safe, neither safe nor unsafe, somewhat unsafe, very unsafe
- NP, MiP, MoP, MaP: not a problem, minor problem, moderate problem, major problem
- 1 to 9: 1=very low/very poor, 2, 3, 4, 5, 6, 7, 8, 9=very high/excellent
- SA, A, D, SD: strongly agree, agree, disagree, strongly disagree
- E, G, NG, P: excellent, good, not so good, poor
- VG, G, F, P, VP: very good, good, fair, poor, very poor
- VS, SS, SD, VD: very satisfied, somewhat satisfied, somewhat dissatisfied, very dissatisfied
- TT, AR, TL: too tough, about right, too lenient
- A, F, S, N: always, frequently, sometimes, never
- E, VI, SI, NI: essential, very important, somewhat important, not at all important

2008 question	2008 scale	2004 question	2004 scale	1999 question	1999 scale	1994 question	1994 scale	1990 question	1990 scale
How do you rate Louisville as a place to live?	E, G, F, P	How do you rate Louisville as a place to live?	E, G, F, P	NA	NA	NA	NA	NA	NA
How do you rate your neighborhood as a place to live?	E, G, F, P	How do you rate your neighborhood as a place to live?	E, G, F, P	NA	NA	NA	NA	NA	NA
How do you rate Louisville as a place to raise children?	E, G, F, P	How do you rate Louisville as a place to raise children?	E, G, F, P	NA	NA	"Louisville as a community to raise pre-teens" and "Louisville as a community to raise teenagers" (an average of responses was used for comparison)	1 to 9	Louisville is a good community in which to raise children	SA, A, D, SD

2008 question	2008 scale	2004 question	2004 scale	1999 question	1999 scale	1994 question	1994 scale	1990 question	1990 scale
How do you rate Louisville as a place to retire?	E, G, F, P	How do you rate Louisville as a place to retire?	E, G, F, P	NA	NA	NA	NA	NA	NA
How do you rate Louisville as a place to work?	E, G, F, P	NA	NA	NA	NA	NA	NA	NA	NA
How do you rate the overall quality of life in Louisville?	E, G, F, P	How do you rate the overall quality of life in Louisville?	E, G, F, P	NA	NA	overall quality of life in Louisville	1 to 9	Taking all things into consideration, how would you rate your overall quality of life in Louisville?	E, G, NG, P
Sense of community	E, G, F, P	Sense of community	E, G, F, P	NA	NA	NA	NA	NA	NA
Openness and acceptance of the community towards people of diverse backgrounds	E, G, F, P	Openness and acceptance of the community towards people of diverse backgrounds	E, G, F, P	NA	NA	NA	NA	NA	NA
Overall appearance of Louisville	E, G, F, P	Overall appearance of Louisville	E, G, F, P	NA	NA	NA	NA	NA	NA
Opportunities to attend cultural activities	E, G, F, P	Opportunities to attend cultural activities	E, G, F, P	NA	NA	artistic and cultural facilities and programming	1 to 9	NA	NA
Shopping opportunities	E, G, F, P	Shopping opportunities	E, G, F, P	NA	NA	NA	NA	NA	NA
Opportunities to participate in social events and activities	E, G, F, P	NA	NA	NA	NA	sponsoring community-wide events such as the "Louisville Festival of Lights" and the "Louisville Fall Festival"	1 to 9	NA	NA

2008 question	2008 scale	2004 question	2004 scale	1999 question	1999 scale	1994 question	1994 scale	1990 question	1990 scale
Opportunities to volunteer	E, G, F, P	NA	NA	NA	NA	informing Louisville citizens about volunteer opportunities	1 to 9	NA	NA
Opportunities to participate in community matters	E, G, F, P	NA	NA	NA	NA	providing information and opportunity for public input on ordinance changes, zoning issues, and other community efforts	1 to 9	NA	NA
Recreational opportunities	E, G, F, P	Recreational opportunities	E, G, F, P	NA	NA	NA	NA	NA	NA
Employment opportunities	E, G, F, P	Job opportunities	E, G, F, P	NA	NA	NA	NA	NA	NA
Air quality	E, G, F, P	Air quality	E, G, F, P	NA	NA	air quality in Louisville	1 to 9	How do you rate the quality of Louisville's air?	E, G, NG, P
Variety of housing options	E, G, F, P	NA	NA	NA	NA	NA	NA	NA	NA
Availability of affordable quality housing	E, G, F, P	Access to affordable quality housing	E, G, F, P	NA	NA	availability of affordable housing in Louisville	1 to 9	NA	NA
Availability of affordable quality child care	E, G, F, P	Access to affordable quality child care	E, G, F, P	NA	NA	NA	NA	NA	NA
Availability of affordable quality food	E, G, F, P	Access to affordable quality health care	E, G, F, P	NA	NA	NA	NA	NA	NA
Availability of preventive health services	E, G, F, P	NA	NA	NA	NA	NA	NA	NA	NA
Ease of car travel in Louisville	E, G, F, P	Ease of car travel in Louisville	E, G, F, P	NA	NA	NA	NA	NA	NA

2008 question	2008 scale	2004 question	2004 scale	1999 question	1999 scale	1994 question	1994 scale	1990 question	1990 scale
Ease of bus travel in Louisville	E, G, F, P	Ease of bus travel in Louisville	E, G, F, P	NA	NA	NA	NA	NA	NA
Ease of bicycle travel in Louisville	E, G, F, P	Ease of bicycle travel in Louisville	E, G, F, P	NA	NA	NA	NA	NA	NA
Ease of walking in Louisville	E, G, F, P	Ease of walking in Louisville	E, G, F, P	NA	NA	NA	NA	NA	NA
Traffic flow on major streets	E, G, F, P	Traffic congestion on City streets	NP, MIP, MoP, MaP	NA	NA	NA	NA	NA	NA
Overall lighting in the City	E, G, F, P	Overall lighting in the City	E, G, F, P	NA	NA	adequacy of street lighting	1 to 9	NA	NA
Quality of overall natural environment in Louisville	E, G, F, P	NA	NA	NA	NA	NA	NA	NA	NA
Overall image or reputation of Louisville	E, G, F, P	NA	NA	NA	NA	NA	NA	NA	NA
Violent crime (e.g., rape, assault, robbery)	VS, SS, N, SU, VU	NA	NA	NA	NA	NA	NA	NA	NA
Property crimes (e.g., burglary, theft)	VS, SS, N, SU, VU	NA	NA	NA	NA	NA	NA	NA	NA
Environmental hazards, including toxic waste	VS, SS, N, SU, VU	NA	NA	NA	NA	NA	NA	NA	NA
In your neighborhood during the day	VS, SS, N, SU, VU	In your neighborhood during the day	VS, SS, N, SU, VU	NA	NA	NA	NA	NA	NA
In your neighborhood after dark	VS, SS, N, SU, VU	In your neighborhood after dark	VS, SS, N, SU, VU	NA	NA	NA	NA	NA	NA
In Louisville's downtown area during the day	VS, SS, N, SU, VU	In Louisville's downtown area during the day	VS, SS, N, SU, VU	NA	NA	NA	NA	NA	NA

2008 question	2008 scale	2004 question	2004 scale	1999 question	1999 scale	1994 question	1994 scale	1990 question	1990 scale
In Louisville's downtown area after dark	VS, SS, N, SU, VU	In Louisville's downtown areas after dark	VS, SS, N, SU, VU	NA	NA	NA	NA	NA	NA
In Louisville's parks during the day	VS, SS, N, SU, VU	In Louisville's parks during the day	VS, SS, N, SU, VU	NA	NA	NA	NA	NA	NA
In Louisville's parks after dark	VS, SS, N, SU, VU	In Louisville's parks after dark	VS, SS, N, SU, VU	NA	NA	NA	NA	NA	NA
Fire services	E, G, F, P	Fire services	E, G, F, P	NA	NA	NA	NA	NA	NA
Ambulance/emergency medical services	E, G, F, P	Ambulance/emergency medical services	E, G, F, P	NA	NA	NA	NA	NA	NA
Amount of public parking downtown	E, G, F, P	Amount of public parking downtown	E, G, F, P	NA	NA	NA	NA	NA	NA
Bus/transit services	E, G, F, P	Bus/transit services	E, G, F, P	NA	NA	NA	NA	NA	NA
Health services	E, G, F, P	Health services	E, G, F, P	NA	NA	health care in Louisville	1 to 9	NA	NA
Services to seniors	E, G, F, P	Services to seniors	E, G, F, P	NA	NA	Louisville's attentiveness to senior citizen issues	1 to 9	senior programs	E, G, NG, P
Services to youth	E, G, F, P	Services to youth	E, G, F, P	NA	NA	NA	NA	youth programs	E, G, NG, P
Services to low-income people	E, G, F, P	Services to low-income people	E, G, F, P	NA	NA	NA	NA	NA	NA
Public schools	E, G, F, P	Public schools	E, G, F, P	NA	NA	The overall quality of schools in Louisville	1 to 9	NA	NA
Economic development	E, G, F, P	NA	NA	NA	NA	NA	NA	NA	NA
Land use, planning and zoning	E, G, F, P	NA	NA	NA	NA	NA	NA	NA	NA
Building inspection	E, G, F, P	NA	NA	NA	NA	NA	NA	NA	NA

2008 question	2008 scale	2004 question	2004 scale	1999 question	1999 scale	1994 question	1994 scale	1990 question	1990 scale
Louisville public information sources	E, G, F, P	NA	NA	NA	NA	NA	NA	providing public information	E, G, NG, P
City response to citizen complaints or concerns	E, G, F, P	City response to citizen complaints or concerns	E, G, F, P	City response to citizen complaints or concerns	VG, G, F, P, VP	city response to citizen complaints and concerns	1 to 9	NA	NA
Information about City Council, Planning Commission and other official City meetings	E, G, F, P	Information about City Council, Planning Commission and other official City meetings	E, G, F, P	information about City Council, Planning Commission and other official City meetings	VG, G, F, P, VP	providing information about City Council, Planning Commission and other official City meetings	1 to 9	NA	NA
Information about City plans and programs	E, G, F, P	Information about City plans and programs	E, G, F, P	information about City plans and programs	VG, G, F, P, VP	NA	NA	NA	NA
Availability of City Employees	E, G, F, P	Availability of City Employees	E, G, F, P	availability of City employees	VG, G, F, P, VP	access to City employees and services by telephone	1 to 9	How satisfied are you with your ability to reach city employees by telephone?	VS, SS, SD, VD
Programming on Louisville cable TV, municipal channel 8	E, G, F, P	Programming on Louisville cable TV, municipal channel 8	E, G, F, P	programming on Louisville cable tv, municipal channel 16	VG, G, F, P, VP	NA	NA	NA	NA
Louisville Web site (www.ci.louisville.co.us)	E, G, F, P	Louisville Web site	E, G, F, P	Louisville web site	VG, G, F, P, VP	NA	NA	NA	NA
Overall performance of Louisville City government	E, G, F, P	Overall performance of the Louisville City government	E, G, F, P	overall performance of Louisville City government	VG, G, F, P, VP	overall perception of how Louisville City Government operates	1 to 9	How satisfied are you with how the Louisville city government operates?	VS, SS, SD, VD
Safety of your neighborhood	E, G, F, P	Safety of your neighborhood	E, G, F, P	safety of your neighborhood	VG, G, F, P, VP	the general safety of your neighborhood	1 to 9	NA	NA

2008 question	2008 scale	2004 question	2004 scale	1999 question	1999 scale	1994 question	1994 scale	1990 question	1990 scale
Visibility of patrol cars	E, G, F, P	Visibility of patrol cars	E, G, F, P	visibility of patrol cars	VG, G, F, P, VP	how visible are patrol cars in your neighborhood	1 to 9	police patrol/police visibility	E, G, NG, P
911 service	E, G, F, P	911 service	E, G, F, P	satisfaction with 911 service if used in the past two years	VG, G, F, P, VP	police response to calls for service	1 to 9	promptness of police response	E, G, NG, P
Enforcement of traffic regulations	E, G, F, P	Enforcement of traffic regulations	E, G, F, P	enforcement of traffic regulations	VG, G, F, P, VP	NA	NA	enforcement of traffic laws	E, G, NG, P
Municipal code enforcement issues (dogs, noise, weeds, etc.)	E, G, F, P	Municipal code enforcement issues	E, G, F, P	municipal code enforcement issues (dogs, noise, weeds, etc)	VG, G, F, P, VP	enforcement of weed and trash ordinances	1 to 9	weed control	E, G, NG, P
Overall performance of the Louisville Police Department	E, G, F, P	Overall performance of the Louisville Police Department	E, G, F, P	overall performance of Louisville Police Department	VG, G, F, P, VP	overall Louisville Public Safety performance	1 to 9	NA	NA
Speed limits	TT, AR, TL	Speed limits	TT, AR, TL	enforcement of speed limits	VG, G, F, P, VP	vehicular speeding enforcement	1 to 9	NA	NA
Parking regulations	TT, AR, TL	Parking regulations	TT, AR, TL	enforcement of parking regulations	VG, G, F, P, VP	parking regulation enforcement	1 to 9	NA	NA
Municipal code issues	TT, AR, TL	Municipal code issues	TT, AR, TL	NA	NA	NA	NA	NA	NA
The public input process on City planning issues	E, G, F, P	The public input process on planning issues	E, G, F, P	the public input process on planning issues	VG, G, F, P, VP	NA	NA	NA	NA
Planning review process for new development	E, G, F, P	Planning review process for new development	E, G, F, P	planning review process for new development	VG, G, F, P, VP	NA	NA	NA	NA
Permit process for remodeling work	E, G, F, P	Permit process for remodeling work	E, G, F, P	permit process for remodeling work	VG, G, F, P, VP	NA	NA	NA	NA
Code enforcement on building issues	E, G, F, P	Code enforcement on building issues	E, G, F, P	code enforcement on building issues	VG, G, F, P, VP	NA	NA	NA	NA

2008 question	2008 scale	2004 question	2004 scale	1999 question	1999 scale	1994 question	1994 scale	1990 question	1990 scale
Overall performance of the Louisville Planning Department	E, G, F, P	Overall performance of the Louisville Planning Department	E, G, F, P	overall performance of the Louisville Planning Dept	VG, G, F, P, VP	NA	NA	NA	NA
Overall performance of the Louisville Building Safety Division	E, G, F, P	Overall performance of the Louisville Building Division	E, G, F, P	overall performance of the Louisville Building Dept	VG, G, F, P, VP	NA	NA	NA	NA
Current recreation programs for youth	E, G, F, P	Current recreation programs for youth	E, G, F, P	current recreation programs for youth	VG, G, F, P, VP	NA	NA	NA	NA
Current recreation programs for adults	E, G, F, P	Current recreation programs for adults	E, G, F, P	current recreation programs for adults	VG, G, F, P, VP	NA	NA	NA	NA
Current programs and services for seniors	E, G, F, P	Current programs and services for seniors	E, G, F, P	current programs/services for seniors	VG, G, F, P, VP	programs and activities for seniors	1 to 9	NA	NA
Recreation fees in Louisville	E, G, F, P	Recreation fees in Louisville	E, G, F, P	recreation fees in Louisville	VG, G, F, P, VP	current rate of fees for programs and services at the Recreation Center	1 to 9	NA	NA
Overall performance of the Louisville Recreation Center	E, G, F, P	Overall performance of the Louisville Recreation Center	E, G, F, P	overall rank for the Louisville Recreation Center	VG, G, F, P, VP	NA	NA	NA	NA
Overall performance of the Louisville Senior Center	E, G, F, P	Overall performance of the Louisville Senior Center	E, G, F, P	overall rank for the Louisville Senior Center	VG, G, F, P, VP	NA	NA	NA	NA
Overall performance of the Coal Creek Golf Course	E, G, F, P	Overall performance of the Coal Creek Golf Course	E, G, F, P	overall rank for the Coal Creek Golf Course	VG, G, F, P, VP	the Coal Creek Golf Course	1 to 9	NA	NA
Programming at the Louisville Arts Center	E, G, F, P	Programming at the Louisville Arts Center	E, G, F, P	programming at the Louisville Arts Center	VG, G, F, P, VP	NA	NA	NA	NA

2008 question	2008 scale	2004 question	2004 scale	1999 question	1999 scale	1994 question	1994 scale	1990 question	1990 scale
Maintenance and cleanliness of the Louisville Recreation Center	E, G, F, P	Maintenance and cleanliness of the Louisville Recreation Center	E, G, F, P	NA	NA	NA	NA	NA	NA
Adequacy of parks, bike paths, playing fields and playgrounds	E, G, F, P	Adequacy of parks, bike paths, playing fields and playgrounds	E, G, F, P	adequacy of parks, playing fields and playgrounds	VG, G, F, P, VP	access to parks, playing fields, playgrounds, trails, etc	1 to 9	NA	NA
Maintenance of open space	E, G, F, P	Maintenance of open spaces	E, G, F, P	NA	NA	NA	NA	NA	NA
Maintenance of the trail system	E, G, F, P	Maintenance of the trail system	E, G, F, P	trail system	VG, G, F, P, VP	NA	NA	NA	NA
Maintenance of the cemetery	E, G, F, P	Maintenance of the cemetery	E, G, F, P	NA	NA	NA	NA	NA	NA
Overall performance of the Louisville Parks and Recreation Department	E, G, F, P	Overall performance of the Louisville Recreation and Senior Services Department	E, G, F, P	overall performance of the Louisville Parks and Recreation Dept	VG, G, F, P, VP	NA	NA	NA	NA
Louisville Public Library programs	E, G, F, P	Louisville Public Library programs	E, G, F, P	NA	NA	NA	NA	NA	NA
Louisville Public Library services	E, G, F, P	Louisville Public Library services	E, G, F, P	programs and services	VG, G, F, P, VP	NA	NA	library services	E, G, NG, P
Louisville Public Library Internet and computer services	E, G, F, P	Louisville Public Library Internet and computer services	E, G, F, P	Internet and computer services	VG, G, F, P, VP	NA	NA	NA	NA
Louisville Public Library materials and collections	E, G, F, P	Louisville Public Library materials and collections	E, G, F, P	quality of the collection (books, periodicals, videos)	VG, G, F, P, VP	quality of collection (e.g. books, periodicals, etc)	1 to 9	NA	NA
Louisville Public Library facility	E, G, F, P	NA	NA	adequacy of the library facility (size)	VG, G, F, P, VP	overall size of library	1 to 9	NA	NA

2008 question	2008 scale	2004 question	2004 scale	1999 question	1999 scale	1994 question	1994 scale	1990 question	1990 scale
Overall performance of the Louisville Public Library	E, G, F, P	Overall performance of the Louisville Public Library	E, G, F, P	overall performance of the Louisville Public Library	VG, G, F, P, VP	NA	NA	NA	NA
Street maintenance in your neighborhood	E, G, F, P	Street maintenance in your neighborhood	E, G, F, P	street maintenance in neighborhood	VG, G, F, P, VP	NA	NA	NA	NA
Street maintenance in Louisville	E, G, F, P	Street maintenance in Louisville	E, G, F, P	street maintenance in Louisville	VG, G, F, P, VP	general street surface conditions	1 to 9	street repairs and patching	E, G, NG, P
Street sweeping	E, G, F, P	Street sweeping	E, G, F, P	street sweeping	VG, G, F, P, VP	sweeping and cleaning of streets and gutters	1 to 9	street cleaning	E, G, NG, P
Snow removal/street sanding	E, G, F, P	Snow removal/street sanding	E, G, F, P	snow removal/street sanding	VG, G, F, P, VP	sanding, plowing and snow removal operations	1 to 9	snow removal	E, G, NG, P
Street lighting, signage and street markings	E, G, F, P	Street lighting, signage and street markings	E, G, F, P	street lighting, signage and street markings	VG, G, F, P, VP	average of responses from 'general maintenance and visibility of traffic information, warning and regulation signs' and 'painting and marking of curbs, crosswalks, etc'	1 to 9	Crosswalk and other street markings (e.g., signs which show location)	E, G, NG, P
Bike lanes on Louisville streets	E, G, F, P	Bike lanes on Louisville streets	E, G, F, P	bike lanes on Louisville streets	VG, G, F, P, VP	NA	NA	NA	NA
Handicap access on sidewalks/ crosswalks	E, G, F, P	Handicap access on sidewalks/ crosswalks	E, G, F, P	handicap access on sidewalks/ crosswalks	VG, G, F, P, VP	NA	NA	NA	NA
Quality of Louisville water	E, G, F, P	Quality of Louisville water	E, G, F, P	quality of Louisville water	VG, G, F, P, VP	quality of drinking water in Louisville	1 to 9	NA	NA

2008 question	2008 scale	2004 question	2004 scale	1999 question	1999 scale	1994 question	1994 scale	1990 question	1990 scale
Overall performance of Louisville Public Works	E, G, F, P	Overall performance of Louisville Public Works	E, G, F, P	overall performance of Louisville Public Works	VG, G, F, P, VP	overall Louisville Public Works performance	1 to 9	NA	NA
Overall, how do you rate the quality of services by the City of Louisville?	E, G, F, P	NA	NA	NA	NA	NA	NA	NA	NA
Have you had any in-person or phone contact with an employee of the City of Louisville within the last 12 months (including police, receptionists, planners or any others)?	yes, no	Have you had in-person or phone contact with an employee of the City of Louisville within the last 12 months?	yes, no	NA	NA	NA	NA	NA	NA
Knowledge	E, G, F, P	Knowledge	E, G, F, P	NA	NA	NA	NA	NA	NA
Responsiveness	E, G, F, P	Responsiveness	E, G, F, P	NA	NA	NA	NA	NA	NA
Courtesy	E, G, F, P	Courtesy	E, G, F, P	NA	NA	NA	NA	NA	NA
Overall impression	E, G, F, P	Overall impression	E, G, F, P	NA	NA	the courtesy, responsiveness and friendliness of City employees	1 to 9	How satisfied are you with the courtesy, responsiveness and friendliness of city employees?	VS, SS, SD, VD
Attend or watch a City Council meeting or other program on cable TV, municipal channel 8	A, F, S, N	Attend or watch a City Council meeting or other program on cable TV, municipal channel 8	A, F, S, N	NA	NA	NA	NA	NA	NA
CCTV Channel 54 (public access channel on cable)	A, F, S, N	NA	NA	NA	NA	NA	NA	NA	NA

2008 question	2008 scale	2004 question	2004 scale	1999 question	1999 scale	1994 question	1994 scale	1990 question	1990 scale
Community Update (quarterly City Newsletter)	A, F, S, N	Community Update	A, F, S, N	NA	NA	NA	NA	NA	NA
The Louisville Times	A, F, S, N	The Louisville Times	A, F, S, N	NA	NA	NA	NA	NA	NA
The Daily Camera	A, F, S, N	The Daily Camera	A, F, S, N	NA	NA	NA	NA	NA	NA
The City of Louisville Web site (www.ci.louisville.co.us)	A, F, S, N	The City of Louisville Web site	A, F, S, N	NA	NA	NA	NA	NA	NA
Attend or watch a City Council meeting or other program on cable TV, municipal channel 8	E, G, F, P	NA	NA	NA	NA	NA	NA	NA	NA
CCTV Channel 54 (public access channel on cable)	E, G, F, P	NA	NA	NA	NA	NA	NA	NA	NA
Community Update (quarterly City Newsletter)	E, G, F, P	NA	NA	NA	NA	NA	NA	NA	NA
The Louisville Times	E, G, F, P	NA	NA	NA	NA	NA	NA	NA	NA
The Daily Camera	E, G, F, P	NA	NA	NA	NA	NA	NA	NA	NA
The City of Louisville Web site (www.ci.louisville.co.us)	E, G, F, P	NA	NA	NA	NA	NA	NA	NA	NA
Expansion of the Louisville Recreation Center	E, VI, SI, NI	Expansion of the Louisville Recreation Center	E, VI, SI, NI	NA	NA	NA	NA	NA	NA
Expansion of the Louisville Senior Center	E, VI, SI, NI	Expansion of the Louisville Senior Center	E, VI, SI, NI	NA	NA	NA	NA	NA	NA

2008 question	2008 scale	2004 question	2004 scale	1999 question	1999 scale	1994 question	1994 scale	1990 question	1990 scale
Expansion of the Coal Creek Golf Course Club House for special events	E, VI, SI, NI	NA	NA	NA	NA	NA	NA	NA	NA
Acquiring additional open space	E, VI, SI, NI	NA	NA	NA	NA	NA	NA	NA	NA
Addition of a new outdoor aquatics center	E, VI, SI, NI	Addition of a new outdoor aquatics center	E, VI, SI, NI	NA	NA	NA	NA	NA	NA
Building new trails and pedestrian underpasses	E, VI, SI, NI	Building new trails	E, VI, SI, NI	NA	NA	NA	NA	NA	NA
Building new sports fields	E, VI, SI, NI	Building new sports fields	E, VI, SI, NI	NA	NA	NA	NA	NA	NA
Building a cultural/arts facility	E, VI, SI, NI	Building a cultural/arts facility	E, VI, SI, NI	NA	NA	NA	NA	NA	NA
Preservation of historic buildings in Louisville	E, VI, SI, NI	NA	NA	NA	NA	NA	NA	NA	NA
Amenities and pedestrian-friendly design around the future rail stop in Louisville	E, VI, SI, NI	NA	NA	NA	NA	NA	NA	NA	NA
Check the ONE box of the item you think is the most important project for Louisville to consider.	NA	Check the ONE box of the item you think is the most important project for Louisville to consider.	NA	NA	NA	NA	NA	NA	NA

Appendix F: Jurisdictions Included in Benchmark Comparisons

Jurisdictions Included in the National Benchmark Comparisons

Listed below are the jurisdictions included in the national benchmark comparisons provided for the City of Louisville followed by its 2000 population according to the U.S. Census.

Agoura Hills, CA	20,537	Breckenridge, CO.....	2,408	Corpus Christi, TX	277,454
Alabaster, AL.....	22,169	Brevard County, FL.....	476,230	Corvallis, OR	49,322
Alamogordo, NM	35,582	Brisbane, CA	3,597	Coventry, CT.....	11,504
Albemarle County, VA ..	79,236	Broken Arrow, OK	74,839	Craig, CO.....	9,189
Alpharetta, GA	34,854	Broomfield, CO.....	38,272	Cranberry Township, PA..	23,625
Ames, IA	50,731	Bryan, TX	34,733	Cumberland County, PA	213,674
Andover, MA.....	31,247	Burlingame, CA.....	28,158	Cupertino, CA	50,546
Ankeny, IA	27,117	Burlington, MA	22,876	Dakota County, MN	355,904
Ann Arbor, MI.....	114,024	Calgary, Canada	878,866	Dallas, TX	1,188,580
Archuleta County, CO	9,898	Cambridge, MA.....	101,355	Dania Beach, FL.....	20,061
Arkansas City, KS.....	11,963	Canandaigua, NY	11,264	Davenport, IA	98,359
Arlington County, VA..	189,453	Cape Coral, FL	102,286	Davidson, NC	7,139
Arvada, CO	102,153	Capitola, CA.....	10,033	Daviess County, KY.....	91,545
Ashland County, WI	16,866	Carlsbad, CA.....	78,247	Daytona Beach, FL	64,112
Ashland, OR.....	19,522	Carson City, NV	52,457	Decatur, GA.....	18,147
Aspen, CO	5,914	Cartersville, GA.....	15,925	DeKalb, IL.....	39,018
Auburn, AL.....	42,987	Carver County, MN	70,205	Del Mar, CA.....	4,389
Aurora, CO	276,393	Cary, NC.....	94,536	Delaware, OH	25,243
Austin, TX	656,562	Castle Rock, CO.....	20,224	Delhi Township, MI	22,569
Avondale, AZ	35,883	Cedar Creek, NE.....	396	Delray Beach, FL	60,020
Barnstable, MA.....	47,821	Cedar Falls, IA.....	36,145	Denver (City and	
Batavia, IL	23,866	Chandler, AZ.....	176,581	County), CO.....	554,636
Battle Creek, MI	53,364	Chanhasen, MN.....	20,321	Denver Public Library, CO ..	NA
Beekman, NY	11,452	Charlotte County, FL ...	141,627	Des Moines, IA	198,682
Belleair Beach, FL.....	1,751	Charlotte, NC.....	540,828	Destin, FL.....	11,119
Bellevue, WA	109,569	Chesapeake, VA	199,184	Dillon, CO	802
Bellflower, CA.....	72,878	Chesterfield County, VA ..	259,903	District of Saanich,	
Bellingham, WA.....	67,171	Cheyenne, WY	53,011	Victoria, Canada...	103,654
Benbrook, TX	20,208	Chittenden County, VT...	146,571	Douglas County, CO...	175,766
Bend, OR.....	52,029	Chula Vista, CA.....	173,556	Dover, DE	32,135
Benicia, CA	26,865	Claremont, CA	33,998	Dover, NH	26,884
Bettendorf, IA.....	31,275	Clark County, WA.....	345,238	Dublin, CA.....	29,973
Blacksburg, VA.....	39,357	Clearwater, FL	108,787	Dublin, OH.....	31,392
Bloomfield, NM	6,417	Cococino County, AZ..	116,320	Duncanville, TX	36,081
Blue Earth, MN.....	3,621	College Park, MD.....	242,657	Durango, CO	13,922
Blue Springs, MO	48,080	Collier County, FL	251,377	Durham, NC	187,038
Boise, ID	185,787	Collinsville, IL	24,707	Duval County, FL	778,879
Bonita Springs, FL.....	32,797	Colorado Springs, CO .	360,890	Eagle County, CO	41,659
Borough of Ebensburg, PA ..	3,091	Columbia, MO	84,531	East Providence, RI.....	48,688
Botetourt County, VA	30,496	Concord, CA	121,780	Eau Claire, WI.....	61,704
Boulder County, CO....	291,288	Concord, NC.....	55,977	Edmond, OK	68,315
Boulder, CO.....	94,673	Cookeville, TN	23,923	El Cerrito, CA	23,171
Bowling Green, KY.....	49,296	Cooper City, FL	27,939	El Paso, TX	563,662
Bozeman, MT.....	27,509	Coral Springs, FL	117,549	Ellisville, MO	9,104

Elmhurst, IL	42,762	Jackson County, OR	181,269	Merriam, KS	11,008
Englewood, CO	31,727	James City County, VA ..	48,102	Mesa County, CO	116,255
Ephrata Borough, PA	13,213	Jefferson County, CO ..	527,056	Miami Beach, FL	87,933
Escambia County, FL ...	294,410	Jefferson Parish, LA.....	455,466	Milton, WI	5,132
Eugene, OR	137,893	Joplin, MO	45,504	Minneapolis, MN	382,618
Eustis, FL	15,106	Kannapolis, NC	36,910	Mission Viejo, CA	93,102
Evanston, IL	74,239	Kansas City, MO	441,545	Missoula, MT	57,053
Fairway, KS	3,952	Kearney, NE	27,431	Montgomery County, MD	873,341
Farmington, NM	37,844	Keizer, OR	32,203	Morgan Hill, CA.....	33,556
Farmington, UT	12,081	Kelowna, Canada	96,288	Morgantown, WV	26,809
Fayetteville, AR	58,047	Kent, WA	79,524	Moscow, ID	21,291
Fishers, IN	37,835	King County, WA	1,737,034	Mountain View, CA	70,708
Flagstaff, AZ	52,894	Kirkland, WA	45,054	Mountlake Terrace, WA	20,362
Florence, AZ	17,054	Kissimmee, FL	47,814	Munster, IN.....	21,511
Fort Collins, CO	118,652	Kitsap County, WA.....	231,969	Naperville, IL	128,358
Fort Smith, AR	80,268	Knightdale, NC.....	5,958	Needham, MA	28,911
Fort Worth, TX	534,694	Kutztown Borough, PA....	5,067	New Orleans, LA	484,674
Fridley, MN.....	27,449	La Mesa, CA.....	54,749	Newport Beach, CA	70,032
Frisco, CO.....	NA	La Plata, MD	6,551	Newport News, VA	180,150
Fruita, CO	6,478	La Vista, NE.....	11,699	Newport, RI	26,475
Gainesville, FL	95,447	Laguna Beach, CA	23,727	Normal, IL.....	45,386
Gaithersburg, MD	52,613	Lake Oswego, OR	35,278	North Branch, MN	8,023
Galt, CA.....	19,472	Lakewood, CO	144,126	North Jeffco Park and	
Gig Harbor, WA.....	6,465	Larimer County, CO	251,494	Recreation District, CO ...	NA
Gillette, WY	19,646	Lawrence, KS	80,098	North Las Vegas, NV ...	115,488
Golden, CO	17,159	Lebanon, OH	16,962	North Port, FL	22,797
Goodyear, AZ	NA	Lee's Summit, MO	70,700	North Vancouver, Canada	44,303
Grand County, CO.....	12,442	Lenexa, KS	40,238	Northampton County, VA.	13,093
Grand Junction, CO.....	41,986	Lincolnwood, IL	12,359	Northern Tier Coalition	
Grand Prairie, TX	127,427	Livermore, CA.....	73,345	Community Survey, PA NA	
Grandview, MO	24,881	Lodi, CA.....	56,999	Northglenn, CO	31,575
Greenville, SC.....	10,468	Lone Tree, CO	4,873	Novi, MI	47,386
Greenwood Village, CO ...	11,035	Long Beach, CA	461,522	O'Fallon, IL.....	21,910
Gresham, OR	90,205	Longmont, CO	71,093	O'Fallon, MO	46,169
Gurnee, IL	28,834	Louisville, CO	18,937	Oak Ridge, TN	27,387
Hanau, Germany.....	NA	Loveland, CO	50,608	Oakland Park, FL.....	30,966
Hanover County, VA	86,320	Lyme, NH	1,679	Oakland Township, MI..	13,071
Henderson, NV	175,381	Lynchburg, VA	65,269	Oakville, Canada	144,738
High Point, NC.....	85,839	Lynnwood, WA.....	33,847	Ocean City, MD.....	7,173
Highland Park, IL.....	31,365	Lynwood, CA	69,845	Ocean Shores, WA.....	3,836
Highlands Ranch, CO....	70,931	Manchester, CT	54,740	Oceanside, CA.....	161,029
Hillsborough County, FL.	998,948	Mankato, MN.....	32,427	Ocoee, FL	24,391
Homewood, IL	19,543	Maple Grove, MN	50,365	Oklahoma City, OK....	506,132
Honolulu, HI.....	876,156	Maplewood, MN.....	34,947	Olathe, KS.....	92,962
Hopewell, VA	22,354	Marana, AZ	NA	Oldsmar, FL	11,910
Hoquiam, WA.....	9,097	Marion, IA.....	7,144	Olmsted County, MN..	137,521
Hot Springs, AR.....	35,613	Marshfield, WI	18,800	Olympia, WA.....	42,514
Hot Sulphur Springs, CO	521	Maryland Heights, MO..	25,756	Orange Village, OH	3,236
Hudson, NC.....	3,078	Maryville, MO.....	10,581	Orleans Parish, LA.....	484,674
Hudson, OH	22,439	Maui, HI	128,094	Ottawa County, MI.....	238,314
Hurst, TX.....	36,273	Mauldin, SC	15,224	Overland Park, KS.....	149,080
Hutchinson, MN	13,080	McAllen, TX.....	106,414	Oviedo, FL	26,316
Independence, MO	113,288	Medina, MN.....	4,005	Ozaukee County, WI ...	82,317
Indianola, IA	12,998	Melbourne, FL.....	71,382	Palatine, IL	65,479
Iowa County, IA	15,671	Meridian Charter		Palm Bay, FL	79,413
Irving, TX	191,615	Township, MI.....	38,987	Palm Beach Gardens, FL	35,058

Palm Beach, FL.....	10,468	Sandusky, OH.....	27,844	Titusville, FL.....	40,670
Palm Coast, FL	32,732	Sanford, FL	38,291	Tomball, TX	9,089
Palm Springs, CA.....	42,807	Santa Barbara County, CA	399,347	Troy, MI	80,959
Palo Alto, CA	58,598	Santa Monica, CA.....	84,084	Tucson, AZ	486,699
Park Ridge, IL	37,775	Sarasota, FL	52,715	Tuskegee, AL.....	11,846
Parker, CO	23,558	Sault Sainte Marie, MI ...	16,542	Upper Merion Township, PA.....	28,863
Pasadena, TX.....	141,674	Scott County, MN.....	89,498	Urbandale, IA	29,072
Pasco, WA	32,066	Scottsdale, AZ	202,705	Vail, CO.....	4,531
Peoria County, IL.....	183,433	Sedona, AZ	10,192	Valdez, AK.....	4,036
Peoria, AZ	108,364	Seminole, FL	10,890	Vancouver, WA.....	143,560
Philadelphia, PA.....	1,517,550	Sheldahl, IA.....	336	Village of Brown Deer, WI.	12,170
Phoenix, AZ	1,321,045	Shenandoah, TX	1,503	Village of Howard City, MI.	1,585
Pickens County, SC	110,757	Shorewood, IL	7,686	Village of Oak Park, IL ..	52,524
Pinellas County, FL.....	921,482	Shrewsbury, MA.....	31,640	Virginia Beach, VA.....	425,257
Pitkin County, CO	14,872	Silverthorne, CO	3,196	Volusia County, FL.....	443,343
Plano, TX	222,030	Sioux Falls, SD	123,975	Wahpeton, ND	8,586
Platte City, MO	3,866	Skokie, IL	63,348	Walnut Creek, CA	64,296
Polk County, IA	374,601	Slater, IA	1,306	Walton County, FL	40,601
Port Orange, FL	45,823	Smyrna, GA.....	40,999	Washington City, UT.....	8,186
Portland, OR	529,121	Snoqualmie, WA	1,631	Washington County, MN	201,130
Poway, CA	48,044	South Daytona, FL.....	13,177	Washoe County, NV ...	339,486
Prescott Valley, AZ.....	25,535	South Haven, MI	5,021	Waukee, IA	5,126
Prince Albert, Canada....	34,291	Sparks, NV	66,346	Wausau, WI	38,426
Prince William County, VA.....	280,813	Spotsylvania County, VA	90,395	Wauwatosa, WI.....	47,271
Prior Lake, MN.....	15,917	Springfield, MO	151,580	West Des Moines, IA.....	46,403
Queen Creek, AZ	4,316	Springville, UT	20,424	Western Eagle County Metro Recreation District, CO.....	NA
Rancho Cordova, CA.....	55,060	St. Cloud, MN	59,107	Westerville, OH	35,318
Raymore, MO	11,146	St. Louis County, MN ..	200,528	Westminster, CO.....	100,940
Redding, CA.....	80,865	Stafford County, VA.....	92,446	Wethersfield, CT	26,271
Reno, NV	180,480	Starkville, MS	21,869	Wheat Ridge, CO.....	32,913
Renton, WA	50,052	State College, PA.....	38,420	Whitehorse, Canada.....	19,058
Richland, WA.....	38,708	Staunton, VA.....	23,853	Whitewater, WI.....	13,437
Richmond, CA.....	99,216	Steamboat Springs, CO...	9,815	Wichita, KS	344,284
Riverdale, UT	7,656	Sterling, CO	11,360	Williamsburg, VA.....	11,998
Riverside, CA	255,166	Stillwater, OK.....	39,065	Willingboro Township, NJ.	33,008
Roanoke, VA	94,911	Stockton, CA	243,771	Wilmington, NC.....	90,400
Rock Hill, SC.....	49,765	Suamico, WI	8,686	Windsor, CT.....	28,237
Rockville, MD	47,388	Sugar Grove, IL	3,909	Winston-Salem, NC.....	185,776
Round Rock, TX	61,136	Sugar Land, TX	63,328	Winter Park, FL	24,090
Saco, ME	16,822	Summit County, CO	23,548	Woodbury, MN.....	NA
Safford, AZ	9,232	Sunnyvale, CA.....	131,760	Woodridge, IL	30,934
Salina, KS	45,679	Tacoma, WA	193,556	Worcester, MA.....	172,648
San Bernardino County, CA.....	1,709,434	Takoma Park, MD	17,299	Yellowknife, Canada	16,541
San Francisco, CA	776,733	Tallahassee, FL	150,624	Yuma County, AZ	160,026
San Jose, CA.....	894,943	Taos, NM	4,700	Yuma, AZ.....	77,515
San Marcos, TX	34,733	Tempe, AZ	158,625		
San Rafael, CA.....	56,063	Teton County, WY	18,251		
San Ramon, CA	44,722	The Colony, TX	26,531		
		Thornton, CO.....	82,384		
		Thunder Bay, Canada ..	109,016		

Jurisdictions Included in the Front Range Benchmark Comparisons

Listed below are the jurisdictions included in the Front Range benchmark comparisons provided for the City of Louisville followed by its 2000 population according to the U.S. Census.

Arvada, CO	102,153	Douglas County, CO ...	175,766	Louisville, CO	18,937
Aspen, CO	5,914	Englewood, CO.....	31,727	Loveland, CO.....	50,608
Aurora, CO	276,393	Fort Collins, CO	118,652	North Jeffco Park and	
Boulder County, CO....	291,288	Golden, CO	17,159	Recreation District, CO ...	NA
Boulder, CO.....	94,673	Greenwood Village, CO	11,035	Northglenn, CO	31,575
Broomfield, CO.....	38,272	Highlands Ranch, CO ...	70,931	Parker, CO	23,558
Castle Rock, CO	20,224	Jefferson County, CO ..	527,056	Thornton, CO.....	82,384
Colorado Springs, CO .	360,890	Lakewood, CO	144,126	Westminster, CO.....	100,940
Denver (City and		Larimer County, CO	251,494	Wheat Ridge, CO.....	32,913
County), CO.....	554,636	Lone Tree, CO	4,873		
Denver Public Library, CO ..	NA	Longmont, CO	71,093		

Appendix G: Survey Instrument

The following is a copy of the survey instrument.

2008 Louisville Citizen 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 anonymous and will be reported in group form only.

1. Please circle the number that comes closest to your opinion about the quality of life in Louisville:

	Excellent	Good	Fair	Poor	Don't know
How do you rate Louisville as a place to live?.....	1	2	3	4	5
How do you rate your neighborhood as a place to live?.....	1	2	3	4	5
How do you rate Louisville as a place to raise children?	1	2	3	4	5
How do you rate Louisville as a place to retire?	1	2	3	4	5
How do you rate Louisville as a place to work?.....	1	2	3	4	5
How do you rate the overall quality of life in Louisville?.....	1	2	3	4	5

2. Please rate each of the following characteristics as they relate to Louisville as a whole:

	Excellent	Good	Fair	Poor	Don't know
Sense of community	1	2	3	4	5
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 social events and activities.....	1	2	3	4	5
Opportunities to volunteer.....	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
Air quality.....	1	2	3	4	5
Variety of housing options	1	2	3	4	5
Availability of affordable quality housing.....	1	2	3	4	5
Availability of affordable quality child care.....	1	2	3	4	5
Availability of affordable quality food.....	1	2	3	4	5
Availability of preventive health services	1	2	3	4	5
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 lighting in the City.....	1	2	3	4	5
Quality of overall natural environment in Louisville	1	2	3	4	5
Overall image or reputation of Louisville	1	2	3	4	5

3. Please rate how safe or unsafe you feel from the following in Louisville:

	Very safe	Somewhat safe	Neither safe nor unsafe	Somewhat unsafe	Very unsafe	Don't know
Violent crime (e.g., rape, assault, robbery).....	1	2	3	4	5	6
Property crimes (e.g., burglary, theft)	1	2	3	4	5	6
Environmental hazards, including toxic waste ..	1	2	3	4	5	6

4. 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>
In your neighborhood during the day	1	2	3	4	5	6
In your neighborhood after dark	1	2	3	4	5	6
In Louisville's downtown area during the day ...	1	2	3	4	5	6
In Louisville's downtown area after dark	1	2	3	4	5	6
In Louisville's parks during the day	1	2	3	4	5	6
In Louisville's parks after dark	1	2	3	4	5	6

5. How do you rate the quality of each of the following services in Louisville?

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Fire services	1	2	3	4	5
Ambulance/emergency medical services	1	2	3	4	5
Amount of public parking downtown	1	2	3	4	5
Bus/transit services	1	2	3	4	5
Health services	1	2	3	4	5
Services to seniors	1	2	3	4	5
Services to youth	1	2	3	4	5
Services to low-income people	1	2	3	4	5
Public schools	1	2	3	4	5
Economic development	1	2	3	4	5
Land use, planning and zoning	1	2	3	4	5
Building inspection	1	2	3	4	5
Louisville public information sources	1	2	3	4	5

6. Please circle the number that comes closest to your opinion about the performance of 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 and other official City meetings	1	2	3	4	5
Information about City plans and programs	1	2	3	4	5
Availability of City Employees	1	2	3	4	5
Programming on Louisville cable TV, municipal channel 8	1	2	3	4	5
Louisville Web site (www.ci.louisville.co.us)	1	2	3	4	5
Overall performance of Louisville City government	1	2	3	4	5

7. Please circle the number that comes closest to your opinion about the following areas of Louisville Public Safety:

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Safety of your neighborhood	1	2	3	4	5
Visibility of patrol cars	1	2	3	4	5
911 service	1	2	3	4	5
Enforcement of traffic regulations	1	2	3	4	5
Municipal code enforcement issues (dogs, noise, weeds, etc.)	1	2	3	4	5
Overall performance of the Louisville Police Department	1	2	3	4	5

8. To what extent do you feel that enforcement of the following general traffic regulations is too tough or too lenient?

	<u>Too tough</u>	<u>About right</u>	<u>Too lenient</u>	<u>Don't know</u>
Speed limits	1	2	3	4
Parking regulations	1	2	3	4
Municipal code issues	1	2	3	4

9. Please circle the number that comes closest to your opinion about the following areas of Louisville Planning and Building:

	<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
Permit process for remodeling work	1	2	3	4	5
Code enforcement on building issues.....	1	2	3	4	5
Overall performance of the Louisville Planning Department.....	1	2	3	4	5
Overall performance of the Louisville Building Safety Division.....	1	2	3	4	5

10. Please circle the number that comes closest to your opinion about the following areas of the Louisville Parks and Recreation Department:

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Current recreation programs for youth	1	2	3	4	5
Current recreation programs for adults.....	1	2	3	4	5
Current programs and services for seniors	1	2	3	4	5
Recreation fees in Louisville	1	2	3	4	5
Overall performance of the Louisville Recreation Center.....	1	2	3	4	5
Overall performance of the Louisville Senior Center.....	1	2	3	4	5
Overall performance of the Coal Creek Golf Course	1	2	3	4	5
Programming at the Louisville Arts Center.....	1	2	3	4	5
Maintenance and cleanliness of the Louisville Recreation Center	1	2	3	4	5
Adequacy of parks, bike paths, playing fields and playgrounds	1	2	3	4	5
Maintenance of open space	1	2	3	4	5
Maintenance of the trail system.....	1	2	3	4	5
Maintenance of the cemetery.....	1	2	3	4	5
Overall performance of the Louisville Parks and Recreation Department.....	1	2	3	4	5

11. Please circle the number that comes closest to your opinion about the Louisville Public Library and its services:

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Louisville Public Library programs.....	1	2	3	4	5
Louisville Public Library services.....	1	2	3	4	5
Louisville Public Library Internet and computer services.....	1	2	3	4	5
Louisville Public Library materials and collections	1	2	3	4	5
Louisville Public Library facility	1	2	3	4	5
Overall performance of the Louisville Public Library.....	1	2	3	4	5

12. Please circle the number that comes closest to your opinion about the performance of the following areas of Louisville Public Works:

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Street maintenance in your neighborhood	1	2	3	4	5
Street maintenance in Louisville	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
Bike lanes on Louisville streets.....	1	2	3	4	5
Handicap access on sidewalks/crosswalks	1	2	3	4	5
Quality of Louisville water.....	1	2	3	4	5
Overall performance of Louisville Public Works.....	1	2	3	4	5

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

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
.....	1	2	3	4	5

14. Have you had any in-person or phone contact with an employee of the City of Louisville within the last 12 months (including police, receptionists, planners or any others)?

- No → Go to Question #16 Yes → Go to Question #15

15. What was your impression of employees of the City of Louisville in your most recent contact? (Rate each characteristic below.)

	Excellent	Good	Fair	Poor	Don't know
Knowledge.....	1	2	3	4	5
Responsiveness.....	1	2	3	4	5
Courtesy.....	1	2	3	4	5
Overall impression	1	2	3	4	5

16. Following is a list of information sources. First, please select how often you use the following sources to gain information about the City of Louisville. Then, tell us what your opinion is of the quality and reliability of the information from that source?

	Always	Frequently	Sometimes	Never	Excellent	Good	Fair	Poor	Don't know
Attend or watch a City Council meeting or other program on cable TV, municipal channel 8.....	1	2	3	4	1	2	3	4	5
CCTV Channel 54 (public access channel on cable)	1	2	3	4	1	2	3	4	5
Community Update (quarterly City Newsletter)	1	2	3	4	1	2	3	4	5
The Louisville Times.....	1	2	3	4	1	2	3	4	5
The Daily Camera	1	2	3	4	1	2	3	4	5
The City of Louisville Web site (www.ci.louisville.co.us)	1	2	3	4	1	2	3	4	5

17. Please rate how important, if at all, each of the following aspects of Louisville's character is to you:

	Essential	Very important	Somewhat important	Not at all important	Don't know
Historic buildings downtown	1	2	3	4	5
Open space	1	2	3	4	5
Additional recreation facilities	1	2	3	4	5
Community events.....	1	2	3	4	5
Passive/active recreation amenities (e.g., trails, recreation center, parks)	1	2	3	4	5
Safety/low crime.....	1	2	3	4	5
Transportation system (streets, highways, bus system, trails)....	1	2	3	4	5
Support for businesses (a business friendly climate).....	1	2	3	4	5
Tree-lined streets/median landscaping	1	2	3	4	5
Personal contact with City staff.....	1	2	3	4	5

18. All things being equal, you have the option to shop in Louisville, other cities or on the Internet. Please rate how important, if at all, it is to you to shop in Louisville.

- Essential Very important Somewhat important Not at all important Don't know

19. How familiar, if at all, are you with the Shop Louisville program?

- Very familiar Somewhat familiar Not at all familiar

20. As the Highway 42 area redevelops east of the railroad tracks, to what extent do you support or oppose each of the following development guidelines or characteristics in Louisville.

	Strongly support	Somewhat support	Somewhat oppose	Strongly oppose	Don't know
Increasing height limits on buildings from 3 story to 4 story	1	2	3	4	5
Increasing density of commercial areas.....	1	2	3	4	5
Increasing density of residential areas.....	1	2	3	4	5
Building parking lots/structures.....	1	2	3	4	5
Putting utility lines underground.....	1	2	3	4	5
Providing green spaces and parks.....	1	2	3	4	5
Pedestrian connections (such as underpasses) to downtown Louisville..	1	2	3	4	5

21. Louisville is considering creating a fund to preserve historic buildings in the city. The fund could provide for the acquisition and rehabilitation of historic properties. To what extent do you support or oppose a sales tax increase of 0.125% (1.25 cents for every \$10 spent) for this purpose?
- Strongly support Somewhat support Somewhat oppose Strongly oppose Don't know
22. To what extent do you support or oppose using City-owned open space as a location to install alternative energy sources (such as wind turbines and solar panels)?
- Strongly support Somewhat support Somewhat oppose Strongly oppose Don't know
23. Currently, most areas west of McCaslin Boulevard are zoned for non-residential use. To what extent do you support or oppose changing the zoning in that area to permit residential development as well as commercial development?
- Strongly support Somewhat support Somewhat oppose Strongly oppose Don't know
24. In an effort to increase recycling and reduce the number of heavy trucks on city streets, Louisville is considering contracting with a single hauler to provide City-wide residential trash and recycling services. To what extent do you support or oppose the City contracting with a single hauler if residents' current costs were to stay the same or decrease?
- Strongly support Somewhat support Somewhat oppose Strongly oppose Don't know
25. How important, if at all, is each of the following potential projects in Louisville? Please first circle the number which best fits your opinion for each item. Then, check the ONE box of the item you think is the most important project for Louisville to consider.

	Essential	Very important	Somewhat important	Not at all important	Don't know	Most important (Check one only)
Expansion of the Louisville Recreation Center.....	1	2	3	4	5	<input type="checkbox"/>
Expansion of the Louisville Senior Center	1	2	3	4	5	<input type="checkbox"/>
Expansion of the Coal Creek Golf Course Club House for special events	1	2	3	4	5	<input type="checkbox"/>
Acquiring additional open space.....	1	2	3	4	5	<input type="checkbox"/>
Addition of a new outdoor aquatics center	1	2	3	4	5	<input type="checkbox"/>
Building new trails and pedestrian underpasses.....	1	2	3	4	5	<input type="checkbox"/>
Building new sports fields	1	2	3	4	5	<input type="checkbox"/>
Building a cultural/arts facility	1	2	3	4	5	<input type="checkbox"/>
Preservation of historic buildings in Louisville	1	2	3	4	5	<input type="checkbox"/>
Amenities and pedestrian-friendly design around the future rail stop in Louisville	1	2	3	4	5	<input type="checkbox"/>

Our last questions are about you and your household. Again, all of your responses to this survey are completely anonymous 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. What is your gender?**
- Female Male

- D5. What is the highest degree or level of school you have completed? (Please select one box.)**
- 12th Grade or less, no diploma
 High school diploma
 Some college, no degree
 Associate's degree (e.g. AA, AS)
 Bachelor's degree (e.g. BA, AB, BS)
 Graduate degree or professional degree
- D6. 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
- D7. Are you registered to vote in Louisville?**
- No Yes Don't know

Thank you for completing this survey. Please return the completed survey in the postage paid envelope to: National Research Center, Inc., 3005 30th St., Boulder, CO 80301